



2019 CAHPS Medicaid Child with CCC Measurement Set 5.0H Final Report Report

Presbyterian Centennial Care

Project Number: 6135237



Contents

- Executive Summary
- Profile of Survey Respondents
- Summary of Trend and Benchmarks
- Global Proportions and Accreditation
- Composite Analyses
- Segmentation Analyses
- Correlation Analyses
- Priority Matrix
- Custom Question Analyses

SPH Analytics (SPH), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by Presbyterian Centennial Care to conduct its 2019 CAHPS® 5.0H Medicaid Child Member Satisfaction Survey (with CCC Measurement set). NCQA requires health plans to submit CAHPS survey results in compliance with HEDIS® accreditation requirements.

Your Sales Director for this project is Candi Charmoli (770-299-1411), and your Project Manager is Emmanuel Akinleye (770-978-3173, ext. 1366). Should you have any questions or comments regarding any aspect of the survey or reporting process, please feel free to call either your Sales Director or your Project Manager.

- The CAHPS 5.0H Child Survey (with CCC Measurement Set) assesses the experience of care for the general population of children and the population of children with chronic conditions. These conditions include relatively common conditions like asthma, as well as rare conditions, such as juvenile diabetes and Muscular Dystrophy.
- The total sample size is 3,490 child members per plan. A total of 1,650 child members are selected from the eligible population (General Population). An additional 1,840 child members with a claim status indicating a probably chronic condition, as defined by NCQA, are selected from the remaining database (Supplemental Sample). **Note: These are the minimum NCQA sample size requirements. Plans may oversample or augment if they desire.**
- 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”.
- Health plans that collect CCC data receive two separate sets of results: one for the General Population and one for the population of children with chronic conditions (CCC Population). For each population, results include the same ratings, composites, and individual question Summary Rates as those reported for the CAHPS Health Plan 5.0H, Child Version. In addition, five CCC-specific measures are calculated for each population. Although CCC results are not eligible for public reporting, NCQA suggests that CCC results for the General and CCC Populations be compared.



Executive Summary

- Presbyterian Centennial Care
- 6135237

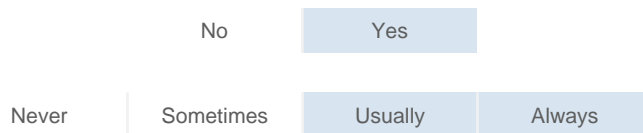
SURVEY OBJECTIVE The overall objective of the CAHPS® study is to capture accurate and complete information about consumer-reported experiences with health care. Specifically, the survey aims to measure how well plans are meeting their members' expectations and goals; to determine which areas of service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

SPH Analytics (SPH) has structured this report to provide insightful and actionable information that plans can use to improve quality and performance.

VALID SURVEYS

Using a 4 Wave Mail with Phone/Internet survey methodology, per NCQA protocol, SPH Analytics collected **691 valid surveys** from the eligible member population (both General and Supplemental samples), yielding a total response rate of **17.0%**. There are **390** completes from the General Population, yielding a response rate of **17.3%**. There are **233** respondents identified as CCC.

Summary Rates are defined by NCQA in its HEDIS 2019 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.



Rating questions are typically displayed with two Summary Rates:



Percentile Rankings Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Your percentile rank indicates where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark.

NCQA BENCHMARK INFORMATION

The source for data contained in this publication is Quality Compass® All Plans 2018. It is used with the permission of the National Committee for Quality Assurance (NCQA). Any analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass® is a registered trademark of NCQA.

Health Plan Domain Performance

Your plan's performance on measures that are typically considered to be in the domain of the health plan.

MEASURE	GENERAL POPULATION				CCC POPULATION			
	SUMMARY RATE		2019 SPH BENCHMARK	2018 QC ALL PLANS BENCHMARK	SUMMARY RATE		2019 SPH BENCHMARK	2018 QC ALL PLANS BENCHMARK
	2019	2018			2019	2018		
8-10 Rating of Health Plan	86.9%	86.5%	86.9%	86.3%	85.3%	80.3%	84.0%	84.4%
9-10 Rating of Health Plan	72.7%	74.1%	72.1%	71.7%	68.4%	65.7%	67.6%	68.5%
Getting Needed Care	85.3%	80.1%	85.1%	84.7%	82.9%	82.9%	86.5%	87.4%
Customer Service	94.5%	89.6%	89.2%	88.7%	96.6%	91.1%	90.2%	89.0%
Ease of Filling Out Forms	97.4%	93.7%	94.6%	94.7%	94.7%	91.7%	93.4%	94.1%

KEY TAKEAWAYS

Your overall Rating of Health Plan (8-10) Summary Rate score was 86.9%, and represents a change of 0.4 from 2018. This measure counts for double points in accreditation scoring.

SPH regression analysis has identified Getting Needed Care and Coordination of Care as Key Drivers of Rating of Health Plan. Improving scores on these measures can improve the rating score.

Significance Testing

Green – Current year score significantly higher when compared to trend or benchmark score.

Red – Current year score significantly lower when compared to trend or benchmark score.

Health Care Domain Performance

Your plan's performance on measures that are typically considered to be in the domain of the health plan.

MEASURE	GENERAL POPULATION				CCC POPULATION			
	SUMMARY RATE		2019 SPH BENCHMARK	2018 QC ALL PLANS BENCHMARK	SUMMARY RATE		2019 SPH BENCHMARK	2018 QC ALL PLANS BENCHMARK
	2019	2018			2019	2018		
8-10 Rating of Health Care	83.5%	82.0%	87.8%	87.0%	85.6%	75.8%	86.8%	86.0%
9-10 Rating of Health Care	64.7%	59.0%	70.8%	69.8%	62.1%	56.6%	69.2%	67.6%
Getting Care Quickly	84.8%	88.7%	89.5%	89.5%	92.2%	88.8%	91.6%	92.6%
How Well Doctors Communicate	92.9%	93.8%	94.3%	93.7%	94.1%	93.9%	94.4%	94.8%
Shared Decision Making	84.4%	77.9%	78.9%	78.3%	88.9%	84.3%	85.6%	84.7%
Health Promotion and Education	69.3%	74.3%	70.9%	72.7%	77.3%	78.6%	76.0%	79.1%
Coordination of Care	82.6%	80.2%	84.0%	82.9%	83.0%	80.4%	84.2%	83.7%
8-10 Rating of Personal Doctor	87.7%	89.1%	90.5%	89.5%	86.4%	86.4%	88.9%	89.4%
9-10 Rating of Personal Doctor	73.1%	75.3%	77.5%	76.7%	72.0%	72.3%	76.9%	76.5%
8-10 Rating of Specialist	91.5%	84.6%	87.6%	87.0%	89.3%	84.2%	88.2%	86.9%
9-10 Rating of Specialist	76.8%	69.2%	73.7%	74.0%	76.7%	67.1%	73.5%	73.6%

KEY TAKEAWAYS

Your overall Rating of Health Care (8-10) Summary Rate score was 83.5%, and represents a change of 1.5 from 2018.

SPH regression analysis has identified How Well Doctors Communicate, Getting Needed Care, and Customer Service as Key Drivers of Rating of Health Care. Improving scores on these measures can improve the rating score.

Significance Testing

Green – Current year score significantly higher when compared to trend or benchmark score.

Red – Current year score significantly lower when compared to trend or benchmark score.

CCC Measures Performance

Your plan's performance on measures that have emphasis on the CCC population.

MEASURE	GENERAL POPULATION				CCC POPULATION			
	SUMMARY RATE		2019 SPH BENCHMARK	2018 QC ALL PLANS BENCHMARK	SUMMARY RATE		2019 SPH BENCHMARK	2018 QC ALL PLANS BENCHMARK
	2019	2018			2019	2018		
Access to Prescription Medicines	93.3%	88.0%	NA	NA	93.7%	89.7%	90.7%	91.5%
Access to Specialized Services	77.6%	80.5%	NA	NA	77.8%	76.5%	74.7%	78.0%
Family-Centered Care: Personal Doctor Who Knows Child	88.4%	89.2%	NA	NA	90.3%	88.1%	91.6%	91.0%
Family-Centered Care: Getting Needed Information	89.0%	90.8%	NA	NA	90.9%	91.8%	91.4%	92.0%
Coordination of Care for CCC	73.4%	75.0%	NA	NA	77.2%	75.7%	78.1%	77.1%

Please note that benchmarking is not available for the General Population for the CCC Composites.

Significance Testing

Green – Current year score significantly higher when compared to trend or benchmark score.

Red – Current year score significantly lower when compared to trend or benchmark score.

OVERVIEW: ACCREDITATION FOR 2019 SCORING

Your plan scored at or below the **50th percentile** for the following measures used for accreditation:

MEASURE	PERCENTILE
Getting Needed Care	50th
Getting Care Quickly	<25th
Coordination of Care	50th
Rating of Personal Doctor	50th

MEASURE NAME	2019 HEDIS/CAHPS PERCENTILES				Plan 3-Point Score	Approximate Plan Percentile Threshold	Approximate Points Awarded
	25TH	50TH	75TH	90TH			2019
Getting Needed Care	2.40	2.47	2.55	2.60	2.4733	50th	1.1050
Getting Care Quickly	2.54	2.61	2.66	2.69	2.5214	<25th	0.3250
Customer Service	2.50	2.53	2.58	2.63	2.7045	90th	1.6250
Coordination of Care	2.36	2.43	2.49	2.55	2.4771	50th	1.1050
Rating of Health Care	2.49	2.52	2.57	2.59	2.5735	75th	1.4300
Rating of Personal Doctor	2.58	2.62	2.65	2.69	2.6451	50th	1.1050
Rating of Specialist	2.53	2.59	2.62	2.66	NA	NA	-
Rating of Health Plan	2.51	2.57	2.62	2.67	2.6509	75th	2.8600
Approximate Points Earned (13.000 available)							9.5550

Note: If a plan receives an NA (indicating the denominator was less than 100) the points for that measure are redistributed among the remaining required measures. An organization that has more than four CAHPS® NAs, or which exceed ten NA or NB results between HEDIS and CAHPS® for each product line, are scored based on the standards score only and the accreditation status is capped at Commendable.

Top Three Measures

Your plan had the highest NCQA Quality Compass® All Plans percentile rankings for these three measures.

MEASURE	VALID N	2019 SUMMARY RATE SCORE	2018 SUMMARY RATE SCORE	CHANGE*	QC ALL PLANS PERCENTILE RANKING	NCQA QUALITY COMPASS ALL PLANS	GAP
Customer Service	110	94.5%	89.6%	4.9	99th	88.7%	5.8
Shared Decision Making	89	84.4%	77.9%	6.5	96th	78.3%	6.1
Rating of Specialist (8 to 10)	82	91.5%	84.6%	6.8	86th	87.0%	4.4

Bottom Three Measures

Your plan had the lowest NCQA Quality Compass® All Plans percentile rankings for these three measures.

MEASURE	VALID N	2019 SUMMARY RATE SCORE	2018 SUMMARY RATE SCORE	CHANGE*	QC ALL PLANS PERCENTILE RANKING	NCQA QUALITY COMPASS ALL PLANS	GAP
Health Promotion and Education	274	69.3%	74.3%	-5.0	17th	72.7%	-3.3
Getting Care Quickly	203	84.8%	88.7%	-3.8	14th	89.5%	-4.6
Rating of Health Care (8 to 10)	272	83.5%	82.0%	1.5	10th	87.0%	-3.6

* Please note that the “change” comparison may vary slightly due to rounding.

Significance Testing

Green – Current year score significantly higher when compared to trend or benchmark score.

Red – Current year score significantly lower when compared to trend or benchmark score.

Improving Performance

These measures for the General Population had the lowest NCQA Quality Compass® All Plans percentile rankings for your plan. While plans should also review which measures have lower scores than last year and which measures perform lower than benchmark, SPH offers these opportunities for improvement based on national percentile rankings.

Health Promotion and Education

- Encourage/remind members and providers of resources, tools, apps, etc. to assist patients with staying healthy and preventing illness (i.e., Plan website, WebMD, Garmin smartwatch).
- Offer call-in line (i.e., Nurse/provider hotline) or internet option (live chat) for members to get health advice or information.
- Promoting a holistic care philosophy, encouraging providers to routinely ask about the patient's lifestyle, activities and/or health concerns.
- Encourage providers to utilize a summary of patient's medical record/health assessment to facilitate health/wellness discussion.
- Periodic reminders (i.e., text message, e-mail, voicemail) to advise patients of the benefits of not smoking, aspirin use, getting a flu shot or other vaccines, etc.

Getting Care Quickly

- Evaluate number of providers, hours of availability and overall adequacy of network by key provider types and regions.
- Conduct periodic phone audits of appointment availability (routine, urgent, after-hours) by PCPs.
- Contract with additional providers for urgent and after-hour appointments/availability.
- Discuss and engage providers/staff on scheduling best practices, how to improve access to routine/urgent care.
- Educate providers and staff about Plan and regulatory appointment wait time requirements or standards (i.e., CAHPS, CMS, States, etc.) .
- Analyze open access scheduling opportunities.
- Explore partnering with 24 hour urgent care or walk-in clinics.
- Explore alternative telecommunication technologies to expand access to care: telephone, telehealth, telemedicine.
- Provide members streamlined (links, apps, etc.) tools to reference about "their" benefits, providers, referrals, scheduling appointments, etc.
- Encourage use of Nurse Hotline or live-chat via web for members to get health information and advice.

Rating of Health Care (8 to 10)

- Analyze, investigate, probe for weakness or QI needs for those composite measures highly correlated with Rating of Health Care.
- Increase awareness and engage all areas of the Plan and provider network about the CAHPS initiative, findings and outcomes.
- Consider the need to conduct additional measurement, probing of composite measures with targeted population (i.e., CAHPS Drill Down Survey).
- Seek to simplify Plan requirements/processes (i.e., UM, Pharma, Use of IVR) impacting member experience and access to care, tests or treatment.
- Track/audit call center calls or complaints regarding quality of care, choice of providers, access to care, etc.
- Promote availability of Nurse Hotline, web site, live-chat, after-hours centers to get health information, advice and or care.
- Explore potential of aligning EHRs to integrate/facilitate patient care and information among contracted providers.
- Periodically remind contracted providers about Plan and regulatory performance and service standards (i.e., scheduling appointments, test follow-up, etc.).
- Foster strong relationship with contracted providers via regular communications and collaboration.
- Ensure CSR have easy access to updated tool and internal resources to provide guidance about plan/drug coverage, out of pocket cost, availability of providers, etc.
- Confirm adequacy of contracted providers or walk-in centers with extended hours.
- Explore potential of broadening alternatives to delivery of care with telecommunication technologies (i.e., telehealth).

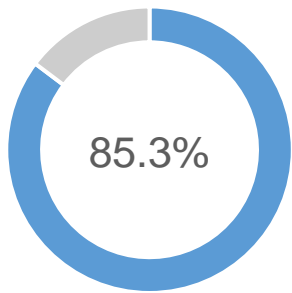
Need Additional Assistance? *For health plans that need additional assistance interpreting survey results and leveraging data to identify appropriate next steps for improvement, SPH offers Performance Improvement Consulting. Contact your Sales Director to learn more or visit our website at*

<http://www.sphanalytics.com/consulting>.



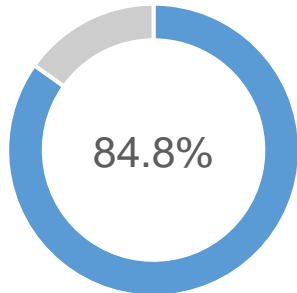
Composite Summary Rate Scores – General Population

Please see Technical Notes for more information.



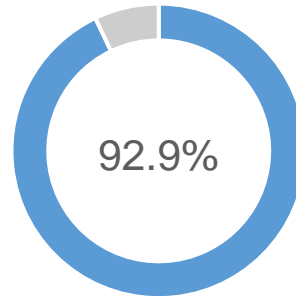
Getting Needed Care

2019	85.3%
2018	80.1%
2017	91.0%
SPH	85.1%
NCQA	84.7%



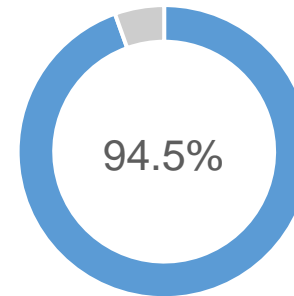
Getting Care Quickly

2019	84.8%
2018	88.7%
2017	89.0%
SPH	89.5%
NCQA	89.5%



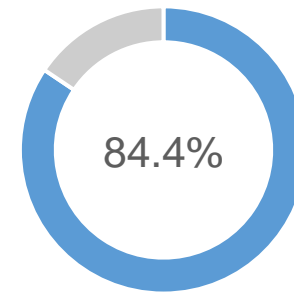
How Well Doctors Communicate

2019	92.9%
2018	93.8%
2017	92.9%
SPH	94.3%
NCQA	93.7%



Customer Service

2019	94.5%
2018	89.6%
2017	94.0%
SPH	89.2%
NCQA	88.7%



Shared Decision Making

2019	84.4%
2018	77.9%
2017	76.5%
SPH	78.9%
NCQA	78.3%

Summary Rate Scores

Summary Rates are defined by **NCQA** in its HEDIS 2019 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

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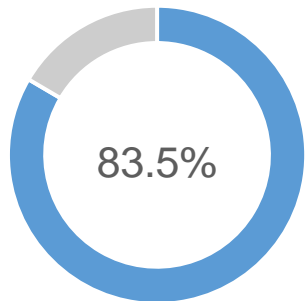
Significance Testing

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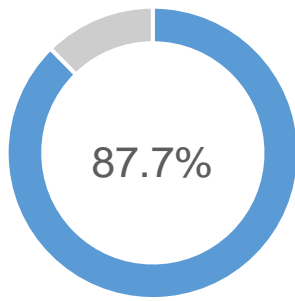
Global Rating Summary Rate Scores (8+9+10) – General Population

Please see Technical Notes for more information.



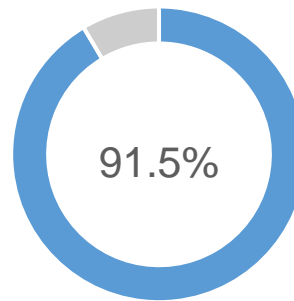
Rating of Health Care

2019	83.5%
2018	82.0%
2017	87.1%
SPH	87.8%
NCQA	87.0%



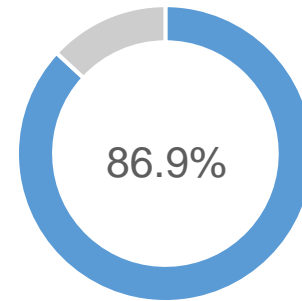
Rating of Personal Doctor

2019	87.7%
2018	89.1%
2017	91.1%
SPH	90.5%
NCQA	89.5%



Rating of Specialist

2019	91.5%
2018	84.6%
2017	85.7%
SPH	87.6%
NCQA	87.0%



Rating of Health Plan

2019	86.9%
2018	86.5%
2017	89.1%
SPH	86.9%
NCQA	86.3%

Summary Rate Scores

Summary Rates are defined by **NCQA** in its HEDIS 2019 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

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Significance Testing

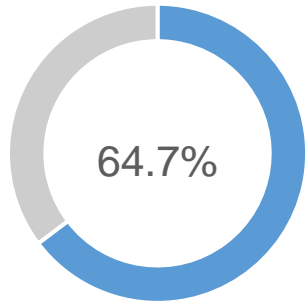
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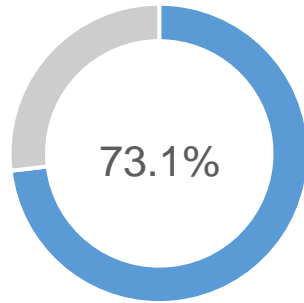
Global Rating Summary Rate Scores (9+10) – General Population

Please see Technical Notes for more information.



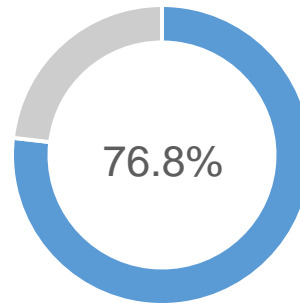
Rating of Health Care

2019	64.7%
2018	59.0%
2017	66.1%
SPH	70.8%
NCQA	69.8%



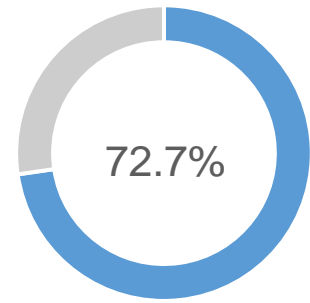
Rating of Personal Doctor

2019	73.1%
2018	75.3%
2017	77.7%
SPH	77.5%
NCQA	76.7%



Rating of Specialist

2019	76.8%
2018	69.2%
2017	71.4%
SPH	73.7%
NCQA	74.0%



Rating of Health Plan

2019	72.7%
2018	74.1%
2017	70.7%
SPH	72.1%
NCQA	71.7%

Summary Rate Scores

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Significance Testing

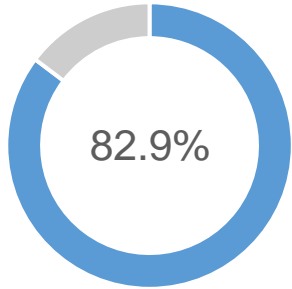
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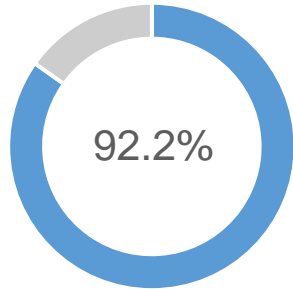
Composite Summary Rate Scores – CCC Population

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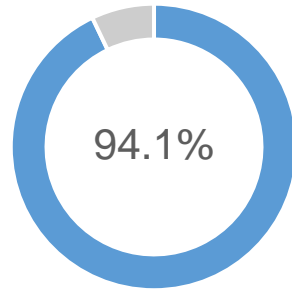
Getting Needed Care

2019	82.9%
2018	82.9%
2017	87.8%
SPH	86.5%
NCQA	87.4%



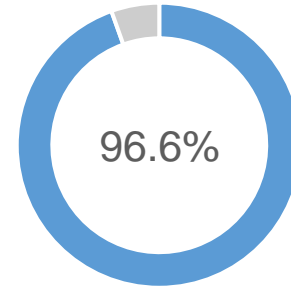
Getting Care Quickly

2019	92.2%
2018	88.8%
2017	90.5%
SPH	91.6%
NCQA	92.6%



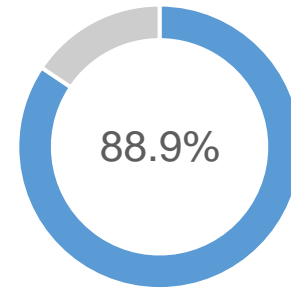
How Well Doctors Communicate

2019	94.1%
2018	93.9%
2017	94.6%
SPH	94.4%
NCQA	94.8%



Customer Service

2019	96.6%
2018	91.1%
2017	91.2%
SPH	90.2%
NCQA	89.0%



Shared Decision Making

2019	88.9%
2018	84.3%
2017	86.5%
SPH	85.6%
NCQA	84.7%

Summary Rate Scores

Summary Rates are defined by **NCQA** in its HEDIS 2019 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

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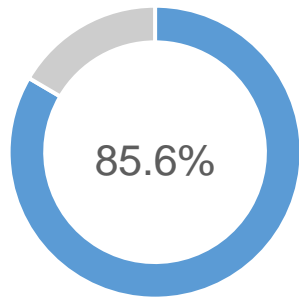
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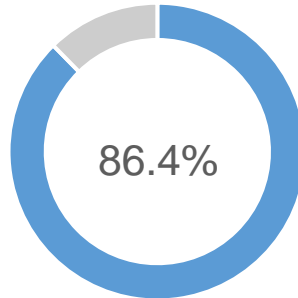
Global Rating Summary Rate Scores (8+9+10) – CCC Population

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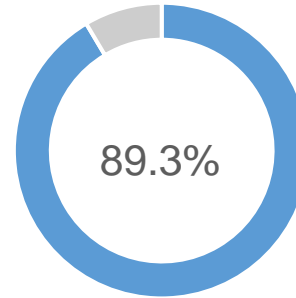
Rating of Health Care

2019	85.6%
2018	75.8%
2017	88.6%
SPH	86.8%
NCQA	86.0%



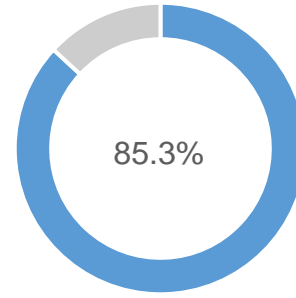
Rating of Personal Doctor

2019	86.4%
2018	86.4%
2017	90.1%
SPH	88.9%
NCQA	89.4%



Rating of Specialist

2019	89.3%
2018	84.2%
2017	87.2%
SPH	88.2%
NCQA	86.9%



Rating of Health Plan

2019	85.3%
2018	80.3%
2017	85.4%
SPH	84.0%
NCQA	84.4%

Summary Rate Scores

Summary Rates are defined by **NCQA** in its HEDIS 2019 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

NCQA refers to the 2018 Quality Compass® All Plans benchmark.

SPH refers to the 2019 SPH Analytics Book of Business benchmark.

Significance Testing

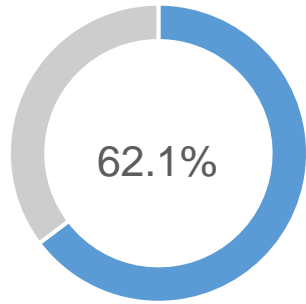
Green – Current year score significantly higher when compared to trend or benchmark score.

Red – Current year score significantly lower when compared to trend or benchmark score.



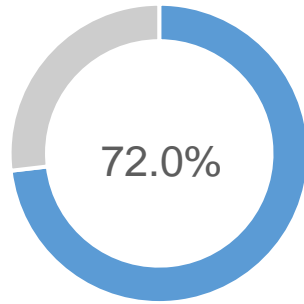
Global Rating Summary Rate Scores (9+10) – CCC Population

Please see Technical Notes for more information.



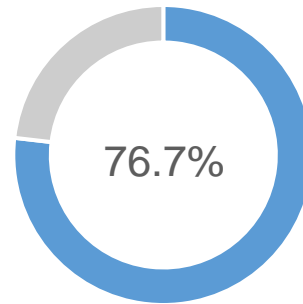
Rating of Health Care

2019	62.1%
2018	56.6%
2017	62.4%
SPH	69.2%
NCQA	67.6%



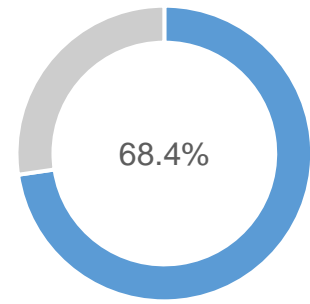
Rating of Personal Doctor

2019	72.0%
2018	72.3%
2017	73.3%
SPH	76.9%
NCQA	76.5%



Rating of Specialist

2019	76.7%
2018	67.1%
2017	71.6%
SPH	73.5%
NCQA	73.6%



Rating of Health Plan

2019	68.4%
2018	65.7%
2017	65.9%
SPH	67.6%
NCQA	68.5%

Summary Rate Scores

Summary Rates are defined by **NCQA** in its HEDIS 2019 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

NCQA refers to the 2018 Quality Compass® All Plans benchmark.
SPH refers to the 2019 SPH Analytics Book of Business benchmark.

Significance Testing

Green – Current year score significantly higher when compared to trend or benchmark score.
Red – Current year score significantly lower when compared to trend or benchmark score.



Overall Rating of Health Plan – General Population

Regression analysis on the SPH Book of Business has identified the following **Key Drivers** of Rating of Health Plan. Performance on these measures may be driving member's overall experience rating.



Getting Needed Care
Customer Service



**RATING
OF HEALTH
PLAN**

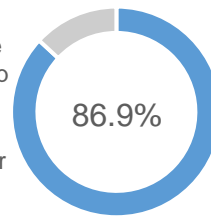
PERFORMANCE ON KEY DRIVERS

Key Driver	SPH BoB %Rank	QC %Rank
Getting Needed Care	42nd	55th
Customer Service	94th	99th

DIFFERENT WAYS TO LOOK AT THE DATA

Standard Summary Rate Scoring combines the top 3 responses (8+9+10).

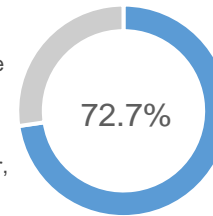
Some health plans prefer to compare to a higher standard of performance and track the top 2 responses (9+10).



Rating of Health Plan (8 – 10)

Your plan scored in the **53rd** percentile when compared to the QC All Plans benchmark.

Compared to last year, your score **increased** by 0.4. This result is not statistically significant.



Rating of Health Plan (9 – 10)

Your plan scored in the **59th** percentile when compared to the QC All Plans benchmark.

Compared to last year, your score **decreased** by 1.4. This result is not statistically significant.

PLAN SPECIFIC CORRELATIONS

Correlations show the strength of the linear relationship between the individual attributes and the rating questions for your plan.

These five questions had the **strongest correlation** with your Rating of Health Plan.

Question	Coefficient	2019 SRS	QC AP Rank
Rating of Health Care	0.565	83.5%	10th
Rating of Personal Doctor	0.445	87.7%	21st
50 Getting information/help from customer service	0.370	90.0%	95th
Coordination of Care	0.367	82.6%	43rd
Rating of Specialist	0.338	91.5%	86th



Overall Rating of Health Plan – General Population

Please see Technical Notes for more information.

Demographic Comparisons

Different demographic subgroups can have dissimilar experiences with your health plan.



Respondent's Gender

	8 - 10	9 - 10
MEN	86.5%	64.9%
WOMEN	86.5%	73.8%



Respondent's Age

	8 - 10	9 - 10
24 or younger	76.2%	69.0%
25 - 34	88.7%	77.4%
35 - 44	85.0%	67.3%
45 or older	90.4%	74.5%



Respondent's Education

	8 - 10	9 - 10
HS GRAD OR LESS	92.3%	82.9%
SOME COLLEGE OR MORE	80.7%	61.9%



Child's Health Status

	8 - 10	9 - 10
EXCELLENT/VERY GOOD	87.0%	74.3%
GOOD	86.4%	68.2%
FAIR/POOR	85.7%	67.9%



Child's Mental/Emotional Health Status

	8 - 10	9 - 10
EXCELLENT/VERY GOOD	89.8%	76.1%
GOOD	78.2%	65.4%
FAIR/POOR	85.7%	62.9%



Data Collection

	8 - 10	9 - 10
MAIL	87.4%	73.6%
PHONE	86.8%	72.1%
INTERNET	83.3%	72.2%



Child's Ethnicity & Race

	8 - 10	9 - 10		8 - 10	9 - 10
HISPANIC/LATINO	88.6%	76.4%	WHITE	85.7%	73.5%
NOT HISPANIC/LATINO	81.5%	60.5%	BLACK/AFRICAN AMERICAN	94.1%	76.5%
			OTHER	89.3%	70.2%

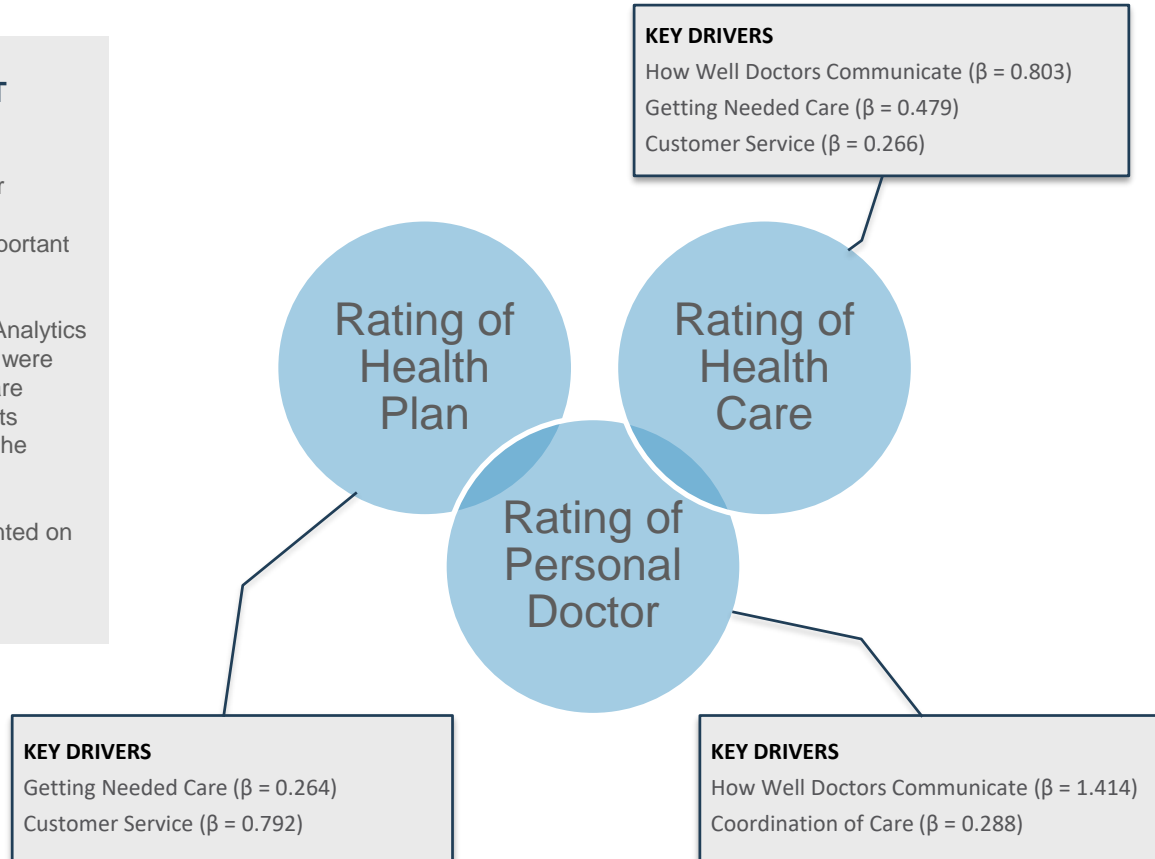


KEY DRIVERS: WHERE TO FOCUS IMPROVEMENT EFFORTS

Members set standards for performance whether consciously or subconsciously. Standards are usually set higher for those plan services that are deemed important to each member. These important services are the Key Drivers of Experience.

Multiple linear regression analyses were run on the 2019 SPH Analytics Medicaid Child Book of Business to discover which composites were Key Drivers of Rating of Health Plan (Q54), Rating of Health Care (Q14), and Rating of Personal Doctor (Q41). Improvement efforts focused on these measures can also result in improvement on the global rating questions.

Your **Opportunity Analysis** based on this information is presented on the next page.



This Opportunity Analysis displays both high performing measures and measures that are opportunities for improvement.

STRENGTH – Summary Rates **at or above the 75th percentile** when compared to the 2019 SPH Analytics Book of Business.

MONITOR – Summary Rates **at or above the 50th percentile and below the 75th percentile** when compared to the 2019 SPH Analytics Book of Business should be monitored, as they do have a significant impact on members’ overall ratings.

OPPORTUNITY – Summary Rates that fall **below the 50th percentile** when compared to the 2019 SPH Analytics Book of Business should be investigated and improved upon.



Rating of Health Plan

These Composites have been identified by SPH as Key Drivers of Rating of Health Plan.

Getting Needed Care

Opportunity

Customer Service

Strength

Rating of Health Care

These Composites have been identified by SPH as Key Drivers of Rating of Health Care.

How Well Doctors Communicate

Opportunity

Getting Needed Care

Opportunity

Customer Service

Strength

Rating of Personal Doctor

These Composites have been identified by SPH as Key Drivers of Rating of Personal Doctor.

How Well Doctors Communicate

Opportunity

Coordination of Care

Opportunity






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® 5.0H 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.

VALID SURVEYS

-  Total Number of Phone Completes = 210
-  Total Number of Mail Completes = 162
-  Total Number of Internet Completes = 18

2019 RESPONSE RATE

Ineligible members are subtracted from the sample size when computing a **response rate** as shown below.

$$\frac{\text{Completed Surveys}}{\text{Sample Size - Ineligible Members}} = \text{Response Rate}$$

Using the final figures from the survey, the numerator and denominator used to compute your **response rate** are presented below.

$$\frac{162 \text{ (Mail)} + 210 \text{ (Phone)} + 18 \text{ (Internet)}}{2310 \text{ (Sample)} - 53 \text{ (Ineligibles)}} = 17.3\%$$

Your plan had **132** Spanish completes in 2019.

RESPONSE RATE COMPARISONS

The SPH Analytics 2019 Book of Business average response rate is **17.6%**.

Your plan's General Population response rate in 2018 was **16.5%**.

Ineligible	Does not Meet Eligibility Criteria (01)	7
	Language Barrier (03)	46
	Mentally/Physically Incapacitated (04)	0
	Deceased (05)	0
	SUBTOTAL	53
Non-Response	Break-off/Incomplete (02)	40
	Refusal (06)	9
	Maximum Attempts Made (07)	1815
	Added to DNC List (08)	3
	SUBTOTAL	1867
TOTAL		1920

The charts above and to the left display values for the **General Population** only.

Total Sample Size	4150
Total Completes	691
Total Response Rate	17.0%
General Population Sample Size	2310
General Population Response Rate	17.3%
Supplemental Sample Size	1840
CCC Completes	233



Profile of Survey Respondents

Demographic Composition

- Presbyterian Centennial Care
- 6135237



Profile of Survey Respondents: Section Information

Please see Technical Notes for more information.

Demographic Profile The demographic characteristics of respondents surveyed should be representative of your member population. SPH Analytics follows NCQA protocol to help achieve a representative sample of your plan's member population.

The percentages of respondents are displayed by demographic category (Child's Health Status, Child's Mental/Emotional Health Status, Child's Age, Respondent's Age, Respondent's Gender, Respondent's Education, Child's Ethnicity, Child's Race, and Relation to Child) from your current survey, compared to trend data (if applicable) and the 2019 SPH Analytics Book of Business benchmark.

The demographic makeup of your plan's member base may not mirror the "average" plan; therefore, caution is recommended when making comparisons to benchmark data. To help you identify how your plan's population compares to other plans and to previous data, statistically significant differences are highlighted with green or red text. Refer to the Technical Notes for more information on this topic.

Slides are presented for both the General Population and the CCC Population.

Significance Testing

Green – Current year score significantly higher when compared to trend or benchmark score.

Red – Current year score significantly lower when compared to trend or benchmark score.

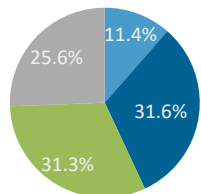
No color denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.



Survey Demographics

The demographic characteristics of respondents surveyed should be representative of your member population. SPH Analytics follows NCQA protocol to help achieve a representative sample of your plan's member population.

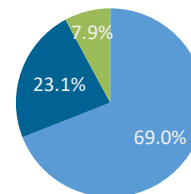
Respondent's Age



■ 24 or Younger ■ 25 - 34 ■ 35 - 44 ■ 45 or Older

	24 or Younger	25 - 34	35 - 44	45 or Older
2019	11.4%	31.6%	31.3%	25.6%
2018	10.2%	32.7%	33.0%	24.2%
2017	7.2%	32.1%	34.4%	26.3%
SPH	11.4%	28.3%	33.4%	26.9%

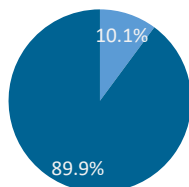
Child's Health Status



■ Excellent/ Very Good ■ Good ■ Fair/Poor

	Excellent/ Very Good	Good	Fair/Poor
2019	69.0%	23.1%	7.9%
2018	73.0%	20.0%	7.0%
2017	76.1%	18.5%	5.4%
SPH	74.6%	20.2%	5.2%

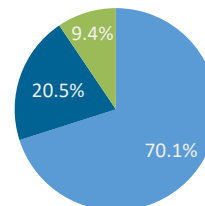
Respondent's Gender



■ Male ■ Female

	Male	Female
2019	10.1%	89.9%
2018	11.2%	88.8%
2017	11.2%	88.8%
SPH	12.1%	87.9%

Child's Mental/Emotional Health Status



■ Excellent/ Very Good ■ Good ■ Fair/Poor

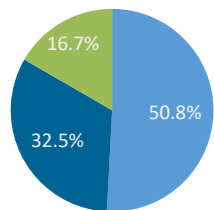
	Excellent/ Very Good	Good	Fair/Poor
2019	70.1%	20.5%	9.4%
2018	72.2%	18.1%	9.7%
2017	76.8%	17.0%	6.2%
SPH	72.0%	18.8%	9.1%



Survey Demographics

The demographic characteristics of respondents surveyed should be representative of your member population. SPH Analytics follows NCQA protocol to help achieve a representative sample of your plan's member population.

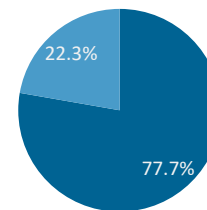
Respondent's Education



	HS Graduate or Less	Some College	College Graduate or More
2019	50.8%	32.5%	16.7%
2018	57.8%	31.0%	11.2%
2017	53.4%	31.3%	15.3%
SPH	53.0%	30.9%	16.0%

■ HS Graduate or Less ■ Some College ■ College Graduate or More

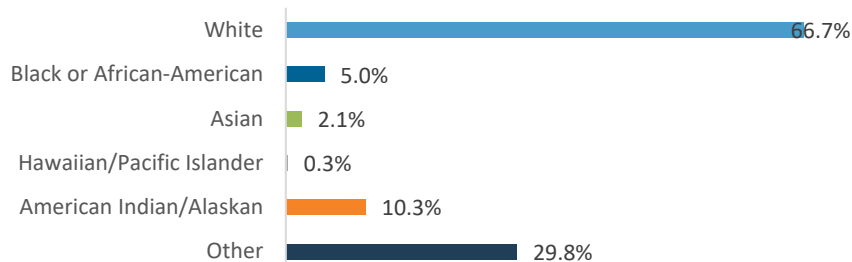
Child's Ethnicity



	Hispanic/Latino	Not Hispanic/Latino
2019	77.7%	22.3%
2018	75.4%	24.6%
2017	76.1%	23.9%
SPH	36.6%	63.4%

■ Hispanic/Latino ■ Not Hispanic/Latino

Child's Race



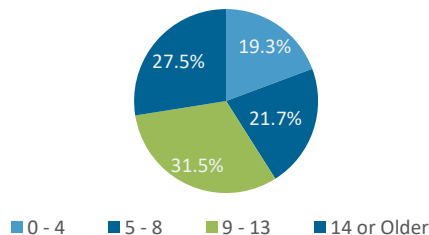
	White	Black or African-American	Asian	Hawaiian/Pacific Islander	American Indian/Alaskan	Other
2019	66.7%	5.0%	2.1%	0.3%	10.3%	29.8%
2018	65.6%	4.2%	0.3%	0.9%	10.4%	32.0%
2017	70.1%	2.9%	3.5%	1.0%	8.0%	27.0%
SPH	64.8%	20.4%	7.1%	1.7%	3.5%	18.9%



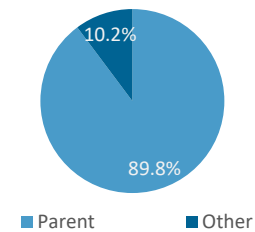
Survey Demographics

The demographic characteristics of respondents surveyed should be representative of your member population. SPH Analytics follows NCQA protocol to help achieve a representative sample of your plan's member population.

Child's Age



Relation to child



	0 - 4	5 - 8	9 - 13	14 or Older
2019	19.3%	21.7%	31.5%	27.5%
2018	14.3%	25.1%	33.6%	27.0%
2017	19.9%	22.5%	33.7%	23.9%
SPH	23.8%	21.2%	29.8%	25.2%

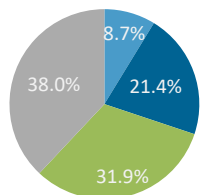
	Parent	Other
2019	89.8%	10.2%
2018	92.2%	7.8%
2017	90.6%	9.4%
SPH	90.9%	9.1%



Survey Demographics

The demographic characteristics of respondents surveyed should be representative of your member population. SPH Analytics follows NCQA protocol to help achieve a representative sample of your plan's member population.

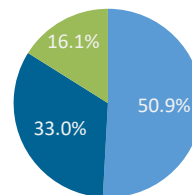
Respondent's Age



	24 or Younger	25 - 34	35 - 44	45 or Older
2019	8.7%	21.4%	31.9%	38.0%
2018	7.4%	17.0%	38.3%	37.4%
2017	5.8%	27.7%	33.1%	33.5%
SPH	8.4%	21.7%	33.2%	36.7%

■ 24 or Younger ■ 25 - 34 ■ 35 - 44 ■ 45 or Older

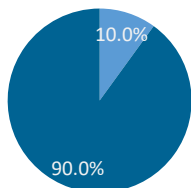
Child's Health Status



	Excellent/ Very Good	Good	Fair/Poor
2019	50.9%	33.0%	16.1%
2018	54.1%	31.3%	14.6%
2017	55.6%	30.5%	13.9%
SPH	54.4%	33.0%	12.7%

■ Excellent/ Very Good ■ Good ■ Fair/Poor

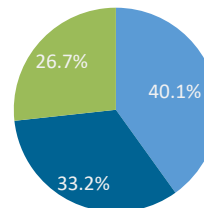
Respondent's Gender



	Male	Female
2019	10.0%	90.0%
2018	10.4%	89.6%
2017	5.6%	94.4%
SPH	10.0%	90.0%

■ Male ■ Female

Child's Mental/Emotional Health Status



	Excellent/ Very Good	Good	Fair/Poor
2019	40.1%	33.2%	26.7%
2018	40.9%	29.3%	29.7%
2017	49.6%	31.3%	19.0%
SPH	38.4%	33.6%	28.0%

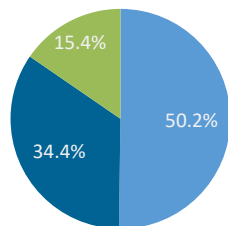
■ Excellent/ Very Good ■ Good ■ Fair/Poor



Survey Demographics

The demographic characteristics of respondents surveyed should be representative of your member population. SPH Analytics follows NCQA protocol to help achieve a representative sample of your plan's member population.

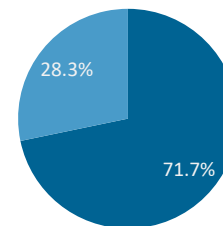
Respondent's Education



	HS Graduate or Less	Some College	College Graduate or More
2019	50.2%	34.4%	15.4%
2018	46.3%	37.1%	16.6%
2017	41.5%	38.0%	20.5%
SPH	47.1%	35.7%	17.2%

■ HS Graduate or Less ■ Some College ■ College Graduate or More

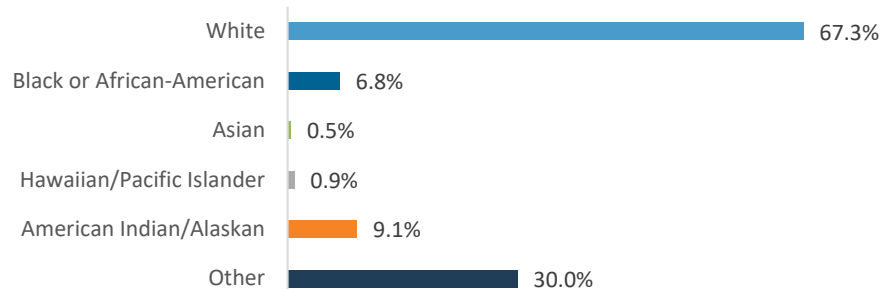
Child's Ethnicity



	Hispanic/Latino	Not Hispanic/Latino
2019	71.7%	28.3%
2018	73.3%	26.7%
2017	69.2%	30.8%
SPH	27.4%	72.6%

■ Hispanic/Latino ■ Not Hispanic/Latino

Child's Race



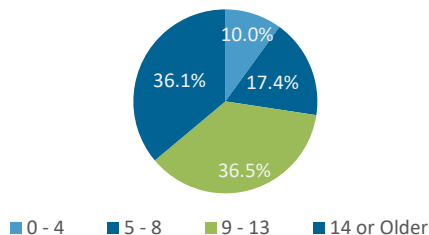
	White	Black or African-American	Asian	Hawaiian/Pacific Islander	American Indian/Alaskan	Other
2019	67.3%	6.8%	0.5%	0.9%	9.1%	30.0%
2018	71.3%	5.1%	0.5%	1.4%	6.9%	29.2%
2017	68.3%	5.6%	3.2%	0.8%	9.6%	30.1%
SPH	68.3%	25.5%	2.5%	1.2%	4.8%	16.1%



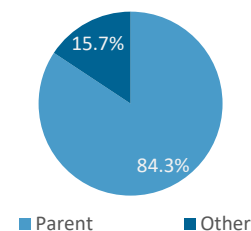
Survey Demographics

The demographic characteristics of respondents surveyed should be representative of your member population. SPH Analytics follows NCQA protocol to help achieve a representative sample of your plan's member population.

Child's Age



Relation to child



	0 - 4	5 - 8	9 - 13	14 or Older
2019	10.0%	17.4%	36.5%	36.1%
2018	6.5%	19.8%	35.8%	37.9%
2017	10.1%	18.4%	39.3%	32.2%
SPH	11.6%	20.5%	36.6%	31.3%

	Parent	Other
2019	84.3%	15.7%
2018	89.9%	10.1%
2017	87.8%	12.2%
SPH	83.1%	16.9%



Summary of Trend and Benchmarks

Summary Rate Scores

Plan Percentile Rankings

- Presbyterian Centennial Care
- 6135237



Trend and Benchmark Comparisons The CAHPS® 5.0H 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 scores from the previous years' results (if applicable), and scores from the 2019 SPH Analytics Medicaid Child Book of Business and 2018 Medicaid Child Quality Compass® All Plans benchmarks. 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 two benchmarks. Benchmark percentile scores (25th, 50th, 75th, and 90th) are available in the Technical Notes.

Slides are presented for both the General Population and the CCC Population.

Significance Testing

Green – Current year score significantly higher when compared to trend or benchmark score.

Red – Current year score significantly lower when compared to trend 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% significance level.

Available Benchmarks

The following benchmarks are used throughout the report.

	2018 Quality Compass® All Plans (General Population)	2018 Quality Compass® All Plans (CCC Population)	2018 NCQA 1-100 Benchmark (General Population)	2018 NCQA 1-100 Benchmark (CCC Population)	2019 SPH Analytics Book of Business (General Population)	2019 SPH Analytics Book of Business (CCC Population)
	Includes all Medicaid child samples (Non-CCC and CCC) that submitted data to NCQA in 2018.	Includes all Medicaid child samples (CCC) that submitted data to NCQA in 2018.	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 2018.	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 2018.	Includes all the Medicaid child samples (Non-CCC and CCC) that contracted with SPH Analytics to administer the 2019 CAHPS 5.0H survey and submitted data to NCQA.	Includes all the Medicaid child samples (CCC) that contracted with SPH Analytics to administer the 2019 CAHPS 5.0H survey and submitted data to NCQA.
PROS	<ul style="list-style-type: none"> Contains more plans than the SPH 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 SPH 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 SPH Analytics 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 SPH Analytics 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 Historically, the SPH BoB has varied by less than 1% from the Public Report 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 Historically, the SPH BoB has varied by less than 1% from the Public Report 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 Public Report and the Quality Compass® All Plans Benchmarks
# OF PLANS	167	55	167	55	82	15

COMPOSITES, ATTRIBUTES, AND KEY QUESTIONS

	Valid n	2019	2018	2017	2019 SPH Book of Business	2018 Quality Compass® All Plans
Getting Needed Care		85.3%	80.1%	91.0%	85.1%	84.7%
15 Getting care, tests, or treatments child needed	272	90.1%	86.2%	92.0%	90.0%	89.4%
46 Obtained child's appointment with specialist as soon as needed	82	80.5%	74.0%	90.0%	80.2%	80.7%
Getting Care Quickly		84.8%	88.7%	89.0%	89.5%	89.5%
4 Child obtained needed care right away	146	87.0%	91.3%	88.8%	91.2%	90.7%
6 Child obtained appointment for care as soon as needed	260	82.7%	86.0%	89.2%	87.9%	88.2%
How Well Doctors Communicate		92.9%	93.8%	92.9%	94.3%	93.7%
32 Child's doctor explained things in an understandable way	237	94.9%	94.8%	94.5%	94.8%	94.3%
33 Child's doctor listened carefully to you	236	93.6%	94.7%	94.0%	95.7%	95.3%
34 Child's doctor showed respect for what you had to say	237	97.0%	97.6%	96.5%	96.6%	96.2%
37 Child's doctor spent enough time with your child	236	86.0%	88.0%	86.4%	90.0%	89.1%
Health Plan Customer Service		94.5%	89.6%	94.0%	89.2%	88.7%
50 Getting information/help from customer service	110	90.0%	82.2%	89.1%	84.0%	83.6%
51 Treated with courtesy and respect by customer service staff	110	99.1%	97.0%	98.9%	94.4%	93.8%

COMPOSITES, ATTRIBUTES, AND KEY QUESTIONS *(continued)*

	Valid n	2019	2018	2017	2019 SPH Book of Business	2018 Quality Compass® All Plans
Shared Decision Making		84.4%	77.9%	76.5%	78.9%	78.3%
11 Doctor/health care provider talked about reasons you might want your child to take a medicine	89	92.1%	91.1%	92.5%	91.6%	91.1%
12 Doctor/health care provider talked about reasons you might not want your child to take a medicine	90	78.9%	62.5%	69.2%	64.1%	64.8%
13 Doctor/health care provider asked you what you thought was best for your child when talking about starting or stopping a prescription	90	82.2%	80.0%	67.9%	81.0%	78.9%
Other Measures						
8 Health Promotion and Education	274	69.3%	74.3%	70.4%	70.9%	72.7%
40 Coordination of Care	109	82.6%	80.2%	84.3%	84.0%	82.9%
53 Ease of Filling Out Forms	378	97.4%	93.7%	95.9%	94.6%	94.7%

RATING ITEMS

	Valid n	2019	2018	2017	2019 SPH Book of Business	2018 Quality Compass® All Plans
Rating Questions (8+9+10)						
14 Rating of Health Care	272	83.5%	82.0%	87.1%	87.8%	87.0%
41 Rating of Personal Doctor	324	87.7%	89.1%	91.1%	90.5%	89.5%
48 Rating of Specialist	82	91.5%	84.6%	85.7%	87.6%	87.0%
54 Rating of Health Plan	381	86.9%	86.5%	89.1%	86.9%	86.3%
Rating Questions (9+10)						
14 Rating of Health Care	272	64.7%	59.0%	66.1%	70.8%	69.8%
41 Rating of Personal Doctor	324	73.1%	75.3%	77.7%	77.5%	76.7%
48 Rating of Specialist	82	76.8%	69.2%	71.4%	73.7%	74.0%
54 Rating of Health Plan	381	72.7%	74.1%	70.7%	72.1%	71.7%

CCC MEASURES

	Valid n	2019	2018	2017	2019 SPH Book of Business	2018 Quality Compass® All Plans
56 Access to Prescription Medicines	178	93.3%	88.0%	92.8%	NA	NA
Access to Specialized Services		77.6%	80.5%	67.8%	NA	NA
20 Ease of getting special medical equipment or devices	30	73.3%	80.0%	46.2%	NA	NA
23 Ease of getting therapy	44	84.1%	81.8%	73.9%	NA	NA
26 Ease of getting treatment or counseling	57	75.4%	79.6%	83.3%	NA	NA
FCC: Personal Doctor Who Knows Child		88.4%	89.2%	83.6%	NA	NA
38 Doctor talked about how child is feeling, growing, and behaving	233	90.6%	88.4%	83.8%	NA	NA
43 Doctor understands how these conditions affect child's day-to-day life	79	88.6%	90.9%	85.4%	NA	NA
44 Doctor understands how these conditions affect family's day-to-day life	79	86.1%	88.3%	81.6%	NA	NA
9 FCC: Getting Needed Information	273	89.0%	90.8%	88.0%	NA	NA
Coordination of Care for CCC		73.4%	75.0%	77.8%	NA	NA
18 Obtaining help from doctors or health providers in contacting child's school or daycare	33	87.9%	87.5%	100.0%	NA	NA
29 Obtaining help coordinating child's care among different providers or services	90	58.9%	62.5%	55.6%	NA	NA

COMPOSITES, ATTRIBUTES, AND KEY QUESTIONS

	Valid n	2019	2018	2017	2019 SPH Book of Business	2018 Quality Compass® All Plans
Getting Needed Care		82.9%	82.9%	87.8%	86.5%	87.4%
15 Getting care, tests, or treatments child needed	175	88.0%	89.1%	88.5%	91.4%	91.6%
46 Obtained child's appointment with specialist as soon as needed	108	77.8%	76.7%	87.1%	81.5%	83.9%
Getting Care Quickly		92.2%	88.8%	90.5%	91.6%	92.6%
4 Child obtained needed care right away	102	94.1%	90.1%	92.5%	93.1%	93.6%
6 Child obtained appointment for care as soon as needed	174	90.2%	87.4%	88.5%	90.0%	91.6%
How Well Doctors Communicate		94.1%	93.9%	94.6%	94.4%	94.8%
32 Child's doctor explained things in an understandable way	166	95.2%	94.9%	95.3%	94.9%	95.7%
33 Child's doctor listened carefully to you	165	95.8%	93.7%	95.3%	95.1%	95.4%
34 Child's doctor showed respect for what you had to say	166	97.6%	97.1%	97.9%	96.1%	96.5%
37 Child's doctor spent enough time with your child	166	88.0%	89.7%	89.6%	91.4%	91.5%
Health Plan Customer Service		96.6%	91.1%	91.2%	90.2%	89.0%
50 Getting information/help from customer service	88	93.2%	87.1%	87.1%	85.5%	83.3%
51 Treated with courtesy and respect by customer service staff	89	100.0%	95.2%	95.3%	94.8%	94.7%

COMPOSITES, ATTRIBUTES, AND KEY QUESTIONS *(continued)*

	Valid n	2019	2018	2017	2019 SPH Book of Business	2018 Quality Compass® All Plans
Shared Decision Making		88.9%	84.3%	86.5%	85.6%	84.7%
11 Doctor/health care provider talked about reasons you might want your child to take a medicine	80	96.3%	93.8%	96.6%	96.3%	96.0%
12 Doctor/health care provider talked about reasons you might not want your child to take a medicine	81	84.0%	73.7%	77.5%	74.2%	73.5%
13 Doctor/health care provider asked you what you thought was best for your child when talking about starting or stopping a prescription	81	86.4%	85.4%	85.2%	86.2%	84.6%
Other Measures						
8 Health Promotion and Education	176	77.3%	78.6%	77.3%	76.0%	79.1%
40 Coordination of Care	100	83.0%	80.4%	81.3%	84.2%	83.7%
53 Ease of Filling Out Forms	227	94.7%	91.7%	94.4%	93.4%	94.1%

RATING ITEMS

	Valid n	2019	2018	2017	2019 SPH Book of Business	2018 Quality Compass® All Plans
Rating Questions (8+9+10)						
14 Rating of Health Care	174	85.6%	75.8%	88.6%	86.8%	86.0%
41 Rating of Personal Doctor	214	86.4%	86.4%	90.1%	88.9%	89.4%
48 Rating of Specialist	103	89.3%	84.2%	87.2%	88.2%	86.9%
54 Rating of Health Plan	231	85.3%	80.3%	85.4%	84.0%	84.4%
Rating Questions (9+10)						
14 Rating of Health Care	174	62.1%	56.6%	62.4%	69.2%	67.6%
41 Rating of Personal Doctor	214	72.0%	72.3%	73.3%	76.9%	76.5%
48 Rating of Specialist	103	76.7%	67.1%	71.6%	73.5%	73.6%
54 Rating of Health Plan	231	68.4%	65.7%	65.9%	67.6%	68.5%

CCC MEASURES

	Valid n	2019	2018	2017	2019 SPH Book of Business	2018 Quality Compass® All Plans
56 Access to Prescription Medicines	159	93.7%	89.7%	90.0%	90.7%	91.5%
Access to Specialized Services		77.8%	76.5%	75.9%	74.7%	78.0%
20 Ease of getting special medical equipment or devices	30	73.3%	68.0%	65.6%	73.7%	NA
23 Ease of getting therapy	67	85.1%	86.0%	81.3%	75.8%	78.8%
26 Ease of getting treatment or counseling	104	75.0%	75.5%	80.7%	74.6%	79.4%
FCC: Personal Doctor Who Knows Child		90.3%	88.1%	89.9%	91.6%	91.0%
38 Doctor talked about how child is feeling, growing, and behaving	165	90.3%	88.6%	88.6%	89.7%	89.3%
43 Doctor understands how these conditions affect child's day-to-day life	161	92.5%	89.7%	93.4%	93.8%	93.6%
44 Doctor understands how these conditions affect family's day-to-day life	161	88.2%	86.2%	87.6%	91.1%	90.4%
9 FCC: Getting Needed Information	176	90.9%	91.8%	92.4%	91.4%	92.0%
Coordination of Care for CCC		77.2%	75.7%	79.3%	78.1%	77.1%
18 Obtaining help from doctors or health providers in contacting child's school or daycare	36	88.9%	95.0%	97.1%	93.5%	92.9%
29 Obtaining help coordinating child's care among different providers or services	93	65.6%	56.4%	61.5%	62.8%	61.7%

COMPOSITES, ATTRIBUTES, AND KEY QUESTIONS

	Plan Summary Rate	2019 SPH Book of Business	2018 Quality Compass® All Plans
Getting Needed Care	85.3%	42nd	55th
15 Getting care, tests, or treatments child needed	90.1%	42nd	52nd
46 Obtained child's appointment with specialist as soon as needed	80.5%	47th	44th
Getting Care Quickly	84.8%	13th	14th
4 Child obtained needed care right away	87.0%	15th	17th
6 Child obtained appointment for care as soon as needed	82.7%	17th	13th
How Well Doctors Communicate	92.9%	19th	33rd
32 Child's doctor explained things in an understandable way	94.9%	47th	56th
33 Child's doctor listened carefully to you	93.6%	11th	17th
34 Child's doctor showed respect for what you had to say	97.0%	53rd	66th
37 Child's doctor spent enough time with your child	86.0%	15th	22nd
Health Plan Customer Service	94.5%	94th	99th
50 Getting information/help from customer service	90.0%	89th	95th
51 Treated with courtesy and respect by customer service staff	99.1%	96th	99th

COMPOSITES, ATTRIBUTES, AND KEY QUESTIONS *(continued)*

	Plan Summary Rate	2019 SPH Book of Business	2018 Quality Compass® All Plans
Shared Decision Making	84.4%	88th	96th
11 Doctor/health care provider talked about reasons you might want your child to take a medicine	92.1%	43rd	46th
12 Doctor/health care provider talked about reasons you might not want your child to take a medicine	78.9%	98th	99th
13 Doctor/health care provider asked you what you thought was best for your child when talking about starting or stopping a prescription	82.2%	55th	79th
Other Measures			
8 Health Promotion and Education	69.3%	31st	17th
40 Coordination of Care	82.6%	26th	43rd
53 Ease of Filling Out Forms	97.4%	94th	94th

RATING ITEMS

	Plan Summary Rate	2019 SPH Book of Business	2018 Quality Compass® All Plans
Rating Questions (8+9+10)			
14 Rating of Health Care	83.5%	<10th	10th
41 Rating of Personal Doctor	87.7%	14th	21st
48 Rating of Specialist	91.5%	82nd	86th
54 Rating of Health Plan	86.9%	43rd	53rd
Rating Questions (9+10)			
14 Rating of Health Care	64.7%	<10th	13th
41 Rating of Personal Doctor	73.1%	<10th	16th
48 Rating of Specialist	76.8%	71st	72nd
54 Rating of Health Plan	72.7%	55th	59th

CCC MEASURES

	Plan Summary Rate	2019 SPH Book of Business	2018 Quality Compass® All Plans
56 Access to Prescription Medicines	93.3%	NA	NA
Access to Specialized Services	77.6%	NA	NA
20 Ease of getting special medical equipment or devices	73.3%	NA	NA
23 Ease of getting therapy	84.1%	NA	NA
26 Ease of getting treatment or counseling	75.4%	NA	NA
FCC: Personal Doctor Who Knows Child	88.4%	NA	NA
38 Doctor talked about how child is feeling, growing, and behaving	90.6%	NA	NA
43 Doctor understands how these conditions affect child's day-to-day life	88.6%	NA	NA
44 Doctor understands how these conditions affect family's day-to-day life	86.1%	NA	NA
9 FCC: Getting Needed Information	89.0%	NA	NA
Coordination of Care for CCC	73.4%	NA	NA
18 Obtaining help from doctors or health providers in contacting child's school or daycare	87.9%	NA	NA
29 Obtaining help coordinating child's care among different providers or services	58.9%	NA	NA

COMPOSITES, ATTRIBUTES, AND KEY QUESTIONS

	Plan Summary Rate	2019 SPH Book of Business	2018 Quality Compass® All Plans
Getting Needed Care	82.9%	21st	13th
15 Getting care, tests, or treatments child needed	88.0%	14th	12th
46 Obtained child's appointment with specialist as soon as needed	77.8%	21st	13th
Getting Care Quickly	92.2%	42nd	34th
4 Child obtained needed care right away	94.1%	35th	74th
6 Child obtained appointment for care as soon as needed	90.2%	28th	14th
How Well Doctors Communicate	94.1%	28th	35th
32 Child's doctor explained things in an understandable way	95.2%	42nd	38th
33 Child's doctor listened carefully to you	95.8%	57th	51st
34 Child's doctor showed respect for what you had to say	97.6%	78th	77th
37 Child's doctor spent enough time with your child	88.0%	<10th	12th
Health Plan Customer Service	96.6%	99th	99th
50 Getting information/help from customer service	93.2%	99th	99th
51 Treated with courtesy and respect by customer service staff	100.0%	99th	99th

COMPOSITES, ATTRIBUTES, AND KEY QUESTIONS *(continued)*

	Plan Summary Rate	2019 SPH Book of Business	2018 Quality Compass® All Plans
Shared Decision Making	88.9%	85th	95th
11 Doctor/health care provider talked about reasons you might want your child to take a medicine	96.3%	50th	41st
12 Doctor/health care provider talked about reasons you might not want your child to take a medicine	84.0%	99th	99th
13 Doctor/health care provider asked you what you thought was best for your child when talking about starting or stopping a prescription	86.4%	57th	65th
Other Measures			
8 Health Promotion and Education	77.3%	64th	25th
40 Coordination of Care	83.0%	21st	42nd
53 Ease of Filling Out Forms	94.7%	78th	54th

RATING ITEMS

	Plan Summary Rate	2019 SPH Book of Business	2018 Quality Compass® All Plans
Rating Questions (8+9+10)			
14 Rating of Health Care	85.6%	21st	32nd
41 Rating of Personal Doctor	86.4%	14th	<10th
48 Rating of Specialist	89.3%	71st	86th
54 Rating of Health Plan	85.3%	57th	58th
Rating Questions (9+10)			
14 Rating of Health Care	62.1%	<10th	12th
41 Rating of Personal Doctor	72.0%	<10th	<10th
48 Rating of Specialist	76.7%	64th	77th
54 Rating of Health Plan	68.4%	64th	49th

CCC MEASURES

	Plan Summary Rate	2019 SPH Book of Business	2018 Quality Compass® All Plans
56 Access to Prescription Medicines	93.7%	78th	74th
Access to Specialized Services	77.8%	71st	35th
20 Ease of getting special medical equipment or devices	73.3%	50th	NA
23 Ease of getting therapy	85.1%	99th	84th
26 Ease of getting treatment or counseling	75.0%	50th	19th
FCC: Personal Doctor Who Knows Child	90.3%	21st	29th
38 Doctor talked about how child is feeling, growing, and behaving	90.3%	57th	61st
43 Doctor understands how these conditions affect child's day-to-day life	92.5%	21st	26th
44 Doctor understands how these conditions affect family's day-to-day life	88.2%	<10th	13th
9 FCC: Getting Needed Information	90.9%	42nd	23rd
Coordination of Care for CCC	77.2%	42nd	53rd
18 Obtaining help from doctors or health providers in contacting child's school or daycare	88.9%	<10th	16th
29 Obtaining help coordinating child's care among different providers or services	65.6%	71st	72nd



Global Proportions and Accreditation

Three Point Scores and Accreditation Scoring

- Presbyterian Centennial Care
- 6135237

ACCREDITATION FOR 2019 SCORING

NCQA requires health plans seeking accreditation to submit specified HEDIS measures and HEDIS/CAHPS 5.0H survey results. NCQA determines the CAHPS 5.0H portion of the score by comparing the plan's results to a national benchmark (the 90th percentile) and to national thresholds (the 75th, 50th, and 25th percentiles). The HEDIS measure portion of the score is ascertained by comparing the plan's results to a national benchmark (the 90th percentile) and to regional and national thresholds (the 75th, 50th, and 25th percentiles). Please note that the Accreditation Assessment is applicable to the General Population only.

MEASURE NAME	2018 HEDIS/CAHPS PERCENTILES				Plan 3-Point Score	Approximate Plan Percentile Threshold	Approximate Points Awarded
	25 TH	50 TH	75 TH	90 TH			2019
Getting Needed Care	2.40	2.47	2.55	2.60	2.4733	50th	1.1050
Getting Care Quickly	2.54	2.61	2.66	2.69	2.5214	<25th	0.3250
Customer Service	2.50	2.53	2.58	2.63	2.7045	90th	1.6250
Coordination of Care	2.36	2.43	2.49	2.55	2.4771	50th	1.1050
Rating of Health Care	2.49	2.52	2.57	2.59	2.5735	75th	1.4300
Rating of Personal Doctor	2.58	2.62	2.65	2.69	2.6451	50th	1.1050
Rating of Specialist	2.53	2.59	2.62	2.66	NA	NA	-
Rating of Health Plan	2.51	2.57	2.62	2.67	2.6509	75th	2.8600

Approximate Points Earned (13.000 available)

9.5550

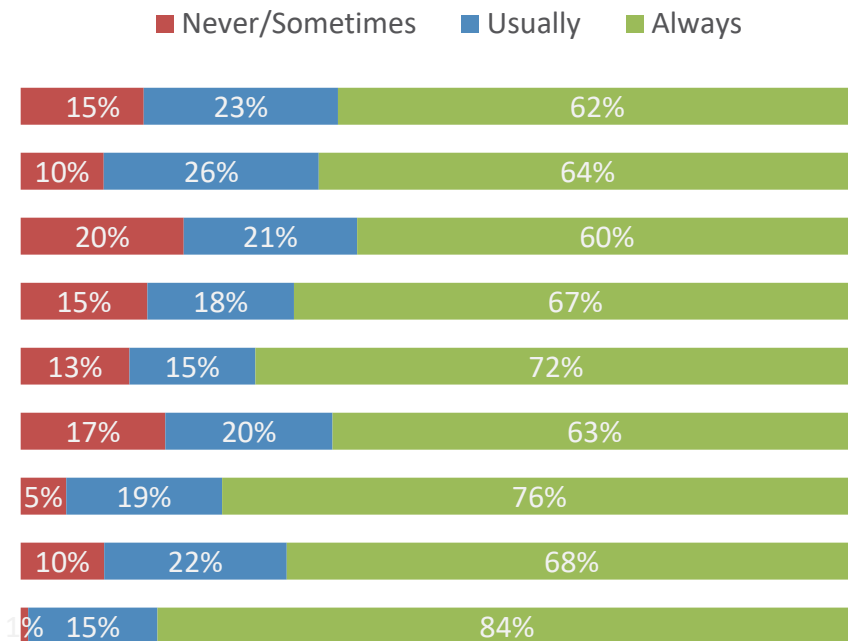
Note: If a plan receives an NA (indicating the denominator was less than 100) the points for that measure are redistributed among the remaining required measures. An organization that has more than four CAHPS® NAs, or which exceed ten NA or NB results between HEDIS and CAHPS® for each product line, are scored based on the standards score only and the accreditation status is capped at Commendable.



GLOBAL PROPORTIONS SCORING AND ACCREDITATION

The graphical presentation and Three-Point Score for composites and rating questions are shown on these pages. In addition, the measure's percentile threshold when compared to the accreditation benchmark and the 90th percentile benchmark is shown. The 90th percentile is the standard for achieving the maximum points possible for a particular CAHPS accreditation measure. Please see Technical Notes for more information on Three-Point Scores.

	Valid n	3 PT Score	Plan Percentile Threshold	Benchmark 90th Percentile
Getting Needed Care		2.4733	50th	2.6
15 Getting care, tests, or treatments child needed	272	2.5441		
46 Obtained child's appointment with specialist as soon as needed	82	2.4024		
Getting Care Quickly		2.5214	<25th	2.69
4 Child obtained needed care right away	146	2.5890		
6 Child obtained appointment for care as soon as needed	260	2.4538		
Customer Service		2.7045	90th	2.63
50 Getting information/help from customer service	110	2.5818		
51 Treated with courtesy and respect by customer service staff	110	2.8273		

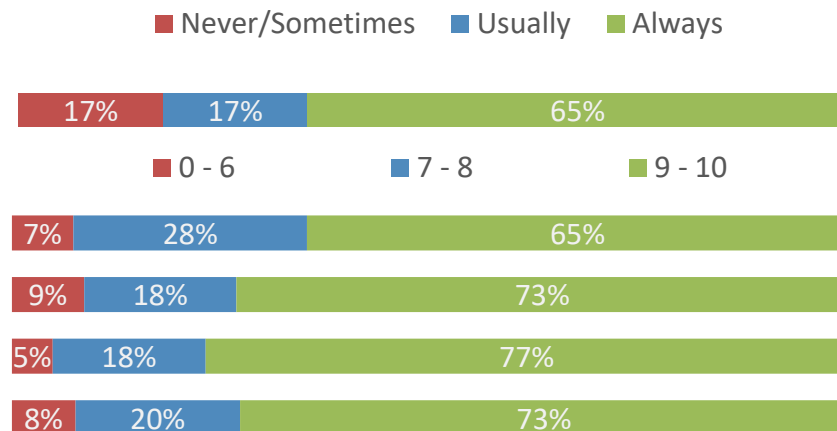




GLOBAL PROPORTIONS SCORING AND ACCREDITATION

The graphical presentation and Three-Point Score for composites and rating questions are shown on these pages. In addition, the measure's percentile threshold when compared to the accreditation benchmark and the 90th percentile benchmark is shown. The 90th percentile is the standard for achieving the maximum points possible for a particular CAHPS accreditation measure. Please see *Technical Notes* for more information on Three-Point Scores.

	Valid n	3 PT Score	Plan Percentile Threshold	Benchmark 90th Percentile
Other Measures				
Coordination of Care	109	2.4771	50th	2.55
Rating Questions				
Rating of Health Care	272	2.5735	75th	2.59
Rating of Personal Doctor	324	2.6451	50th	2.69
Rating of Specialist	82	2.7195	90th	2.66
Rating of Health Plan	381	2.6509	75th	2.67

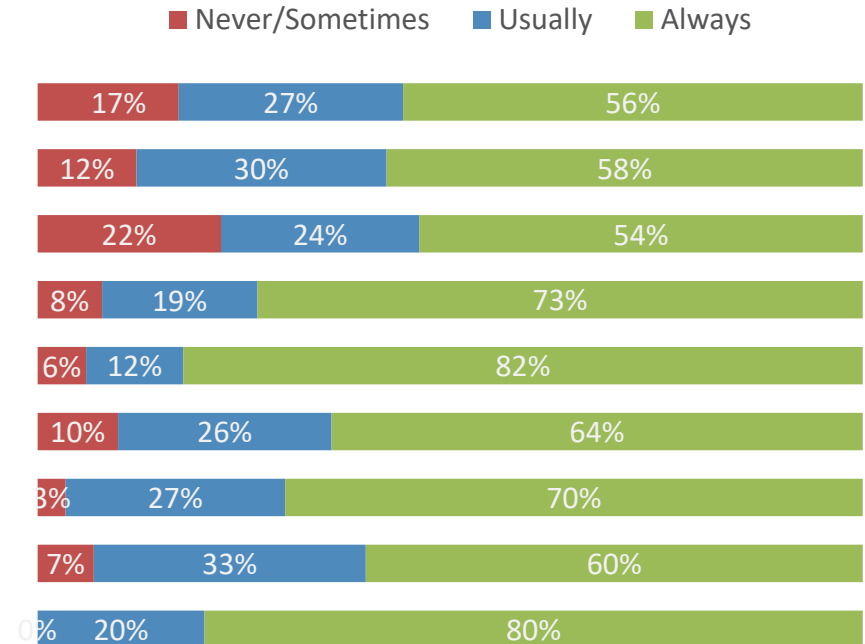




GLOBAL PROPORTIONS SCORING AND ACCREDITATION

The graphical presentation and Three-Point Score for composites and rating questions are shown on these pages. In addition, the measure's percentile threshold when compared to the accreditation benchmark and the 90th percentile benchmark is shown. The 90th percentile is the standard for achieving the maximum points possible for a particular CAHPS accreditation measure. Please see *Technical Notes* for more information on Three-Point Scores.

	Valid n	3 PT Score	Plan Percentile Threshold	Benchmark 90th Percentile
Getting Needed Care		2.3860	<25th	2.6
15 Getting care, tests, or treatments child needed	175	2.4571		
46 Obtained child's appointment with specialist as soon as needed	108	2.3148		
Getting Care Quickly		2.6553	50th	2.69
4 Child obtained needed care right away	102	2.7647		
6 Child obtained appointment for care as soon as needed	174	2.5460		
Customer Service		2.6659	90th	2.63
50 Getting information/help from customer service	88	2.5341		
51 Treated with courtesy and respect by customer service staff	89	2.7978		

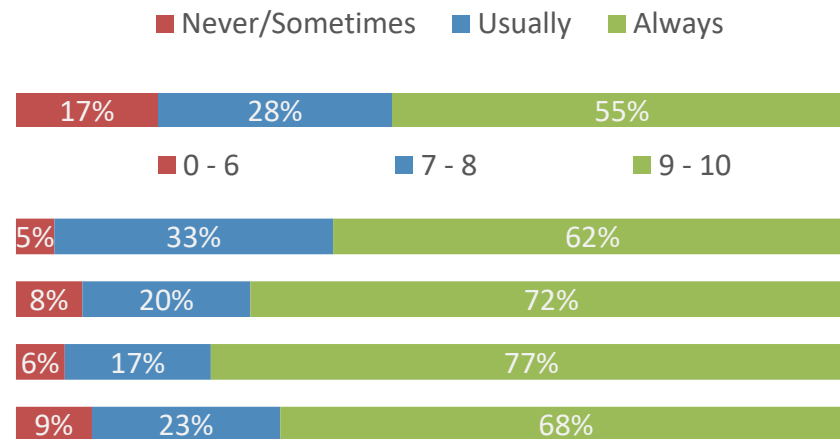




GLOBAL PROPORTIONS SCORING AND ACCREDITATION

The graphical presentation and Three-Point Score for composites and rating questions are shown on these pages. In addition, the measure's percentile threshold when compared to the accreditation benchmark and the 90th percentile benchmark is shown. The 90th percentile is the standard for achieving the maximum points possible for a particular CAHPS accreditation measure. Please see *Technical Notes* for more information on Three-Point Scores.

	Valid n	3 PT Score	Plan Percentile Threshold	Benchmark 90th Percentile
Other Measures				
Coordination of Care	100	2.3800	25th	2.55
Rating Questions				
Rating of Health Care	174	2.5747	75th	2.59
Rating of Personal Doctor	214	2.6402	50th	2.69
Rating of Specialist	103	2.7087	90th	2.66
Rating of Health Plan	231	2.5931	50th	2.67





Composite Analyses

Composite Details and Scoring

- Presbyterian Centennial Care
- 6135237

Drilling Down Into Composites and Ratings

This section is designed to give plans a detailed report on the performance of each composite and rating measure used in accreditation.

The Composite Analysis typically consists of two pages. The first page displays composite level details and the second displays results for the attributes contained within the composite. It is critical to look at these attribute questions to determine if there is a particular aspect of care that is driving your composite score.



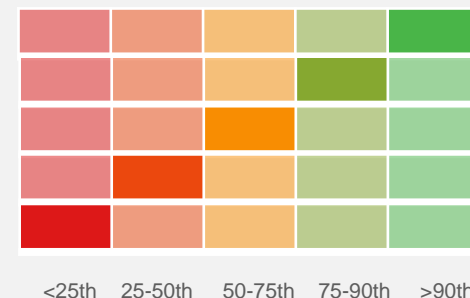
Analyses included in this section include: Plan Summary Rate Scores with comparisons to trending (if available), benchmarks, percentile rankings, accreditation scoring, and correlations.

Please note this section is applicable to the General Population only.


Measures Included in Composite Analyses

- Getting Needed Care
- Getting Care Quickly
- Customer Service
- Coordination of Care
- Rating of Health Care
- Rating of Personal Doctor
- Rating of Specialist
- Rating of Health Plan

Percentile Rankings



PERCENTILE RANKING 2018 QC ALL PLANS



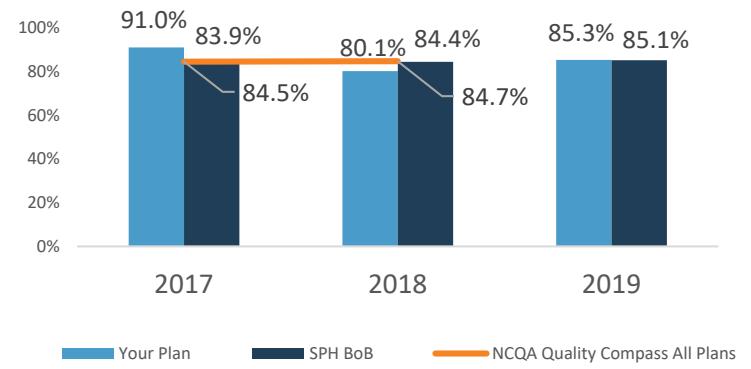
55th

NATIONAL TRENDS

NCQA Quality Compass scores for Getting Needed Care **increased** by 0.2% between 2017 and 2018.

The SPH BoB has **increased** by 0.7% since 2018.

GETTING NEEDED CARE – TRENDING AND BENCHMARKS



COMPARISON TO TRENDING

	Summary Rate	Change*	Sig Test
2018	80.1%	5.2	↔
2017	91.0%	-5.7	↔

COMPARISON TO BENCHMARKS

	Summary Rate	Gap*	Sig Test
2019 SPH BoB	85.1%	0.2	↔
2018 QC All Plans	84.7%	0.6	↔

ACCREDITATION SCORING

	2019	2018	2017
3 Pt Score	2.4733	2.3483	2.4721
Plan Percentile Threshold	50th	<25th	50th

* Please note that the "change" or "gap" comparison may vary slightly due to rounding.

GETTING NEEDED CARE QUESTIONS

The Getting Needed Care composite score is calculated by taking the average of two questions:

- Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?
- Q46. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

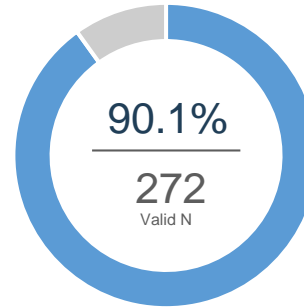
2019 GNC COMPOSITE SUMMARY RATE SCORE

85.3%

CORRELATION WITH RATING QUESTIONS

	With Health Plan	With Health Care	With Personal Doctor
Q15	0.284	0.426	0.312
Q46	0.044	0.071	0.268

Q15. GETTING CARE, TESTS, OR TREATMENT NEEDED

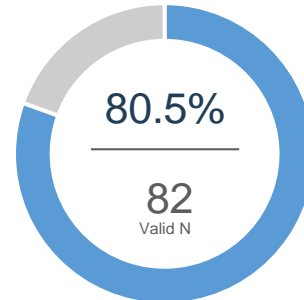


2019	90.1%
2018	86.2%
2017	92.0%
SPH	90.0%
NCQA	89.4%

Percentile Ranking 2018 QC All Plans



Q46. EASE OF GETTING APPOINTMENT WITH A SPECIALIST



2019	80.5%
2018	74.0%
2017	90.0%
SPH	80.2%
NCQA	80.7%

Percentile Ranking 2018 QC All Plans



PERCENTILE RANKING 2018 QC ALL PLANS

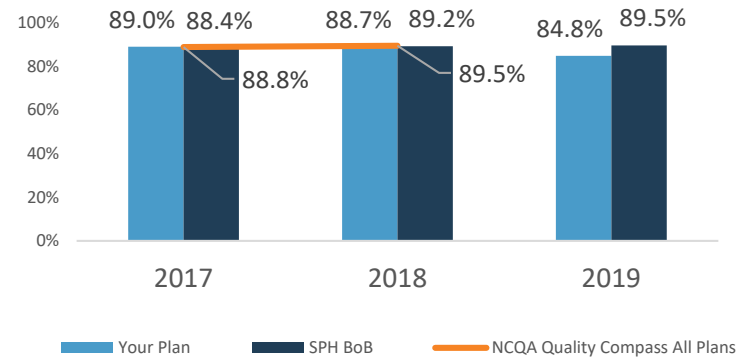
14th

NATIONAL TRENDS

NCQA Quality Compass scores for Getting Care Quickly **increased** by 0.7% between 2017 and 2018.

The SPH BoB has **increased** by 0.3% since 2018.

GETTING CARE QUICKLY – TRENDING AND BENCHMARKS



COMPARISON TO TRENDING

	Summary Rate	Change*	Sig Test
2018	88.7%	-3.8	↔
2017	89.0%	-4.2	↔

COMPARISON TO BENCHMARKS

	Summary Rate	Gap*	Sig Test
2019 SPH BoB	89.5%	-4.7	↓
2018 QC All Plans	89.5%	-4.6	↓

ACCREDITATION SCORING

	2019	2018	2017
3 Pt Score	2.5214	2.5645	2.5900
Plan Percentile Threshold	<25th	25th	25th

* Please note that the "change" or "gap" comparison may vary slightly due to rounding.

GETTING CARE QUICKLY QUESTIONS

The Getting Care Quickly composite score is calculated by taking the average of two questions:

- Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?
- Q6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?

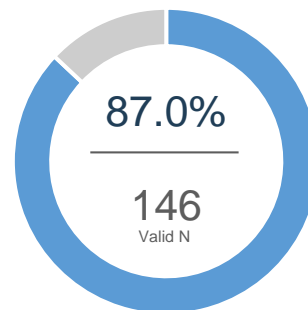
2019 GCQ COMPOSITE SUMMARY RATE SCORE

84.8%

CORRELATION WITH RATING QUESTIONS

	With Health Plan	With Health Care	With Personal Doctor
Q4	0.157	0.315	0.156
Q6	0.164	0.286	0.238

Q4. OBTAINED NEEDED CARE RIGHT AWAY

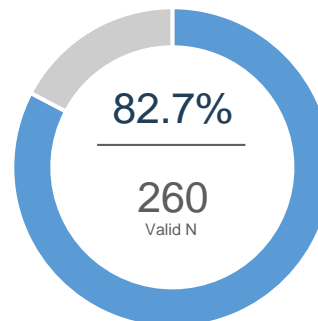


2019	87.0%
2018	91.3%
2017	88.8%
SPH	91.2%
NCQA	90.7%

Percentile Ranking 2018 QC All Plans



Q6. OBTAINED APPOINTMENT FOR CARE AS SOON AS NEEDED



2019	82.7%
2018	86.0%
2017	89.2%
SPH	87.9%
NCQA	88.2%

Percentile Ranking 2018 QC All Plans



PERCENTILE RANKING 2018 QC ALL PLANS

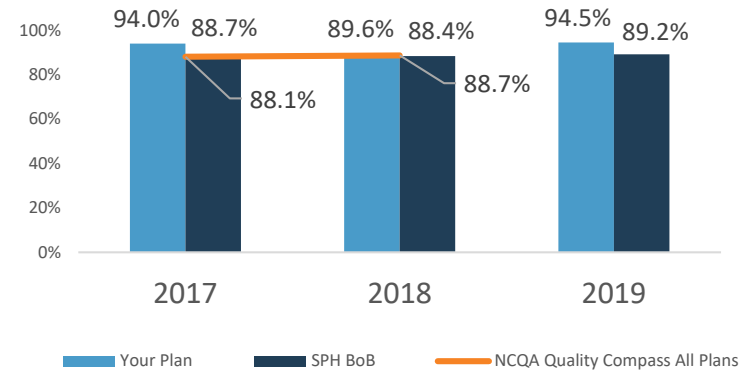


NATIONAL TRENDS

NCQA Quality Compass scores for Customer Service **increased** by 0.6% between 2017 and 2018.

The SPH BoB has **increased** by 0.7% since 2018.

CUSTOMER SERVICE – TRENDING AND BENCHMARKS



COMPARISON TO TRENDING

	Summary Rate	Change*	Sig Test
2018	89.6%	4.9	↔
2017	94.0%	0.5	↔

COMPARISON TO BENCHMARKS

	Summary Rate	Gap*	Sig Test
2019 SPH BoB	89.2%	5.4	↔
2018 QC All Plans	88.7%	5.8	↔

ACCREDITATION SCORING

	2019	2018	2017
3 Pt Score	2.7045	2.5644	2.6563
Plan Percentile Threshold	90th	50th	90th

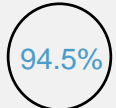
* Please note that the "change" or "gap" comparison may vary slightly due to rounding.

CUSTOMER SERVICE QUESTIONS

The Customer Service composite score is calculated by taking the average of two questions:

- Q50. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?
- Q51. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

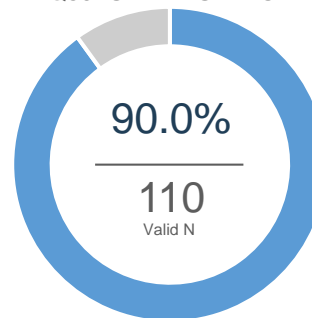
2019 CS COMPOSITE SUMMARY RATE SCORE



CORRELATION WITH RATING QUESTIONS

	With Health Plan	With Health Care	With Personal Doctor
Q50	0.370	0.253	0.094
Q51	0.209	0.078	0.046

Q50. GETTING INFORMATION/HELP FROM CUSTOMER SERVICE

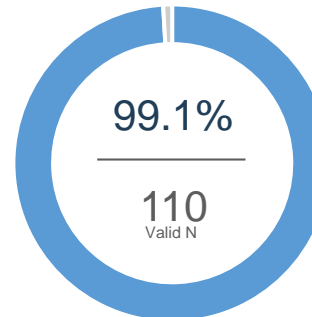


2019	90.0%
2018	82.2%
2017	89.1%
SPH	84.0%
NCQA	83.6%

Percentile Ranking 2018 QC All Plans



Q51. TREATED WITH COURTESY AND RESPECT BY CUSTOMER SERVICE STAFF



2019	99.1%
2018	97.0%
2017	98.9%
SPH	94.4%
NCQA	93.8%

Percentile Ranking 2018 QC All Plans



PERCENTILE RANKING 2018 QC ALL PLANS

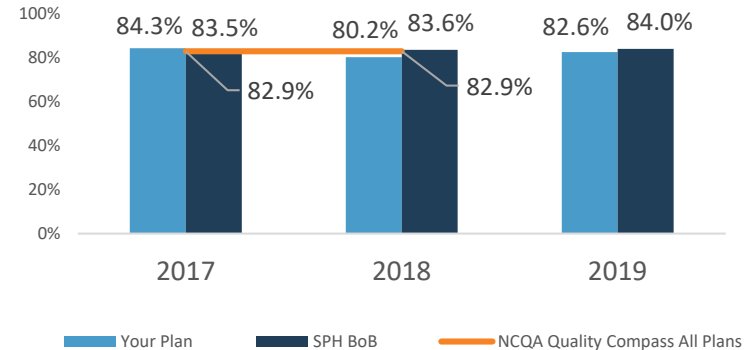


NATIONAL TRENDS

NCQA Quality Compass scores for Coordination of Care **stayed the same** between 2017 and 2018.

The SPH BoB has **increased** by 0.5% since 2018.

COORDINATION OF CARE – TRENDING AND BENCHMARKS



COMPARISON TO TRENDING

	Summary Rate	Change*	Sig Test
2018	80.2%	2.3	↔
2017	84.3%	-1.8	↔

COMPARISON TO BENCHMARKS

	Summary Rate	Gap*	Sig Test
2019 SPH BoB	84.0%	-1.5	↔
2018 QC All Plans	82.9%	-0.4	↔

ACCREDITATION SCORING

	2019	2018	2017
3 Pt Score	2.4771	2.2967	2.4096
Plan Percentile Threshold	50th	<25th	25th

* Please note that the "change" or "gap" comparison may vary slightly due to rounding.

PERCENTILE RANKING 2018 QC ALL PLANS

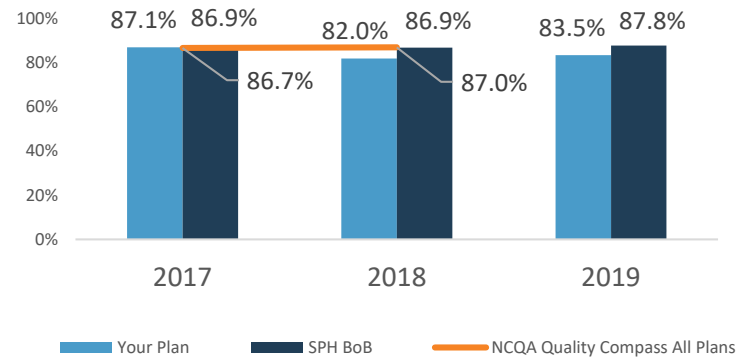
10th

NATIONAL TRENDS

NCQA Quality Compass scores for Rating of Health Care **increased** by 0.3% between 2017 and 2018.

The SPH BoB has **increased** by 0.9% since 2018.

RATING OF HEALTH CARE – TRENDING AND BENCHMARKS



COMPARISON TO TRENDING

	Summary Rate	Change*	Sig Test
2018	82.0%	1.5	↔
2017	87.1%	-3.6	↔

COMPARISON TO BENCHMARKS

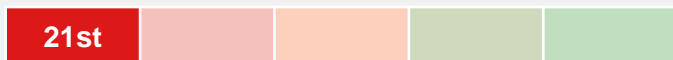
	Summary Rate	Gap*	Sig Test
2019 SPH BoB	87.8%	-4.4	↓
2018 QC All Plans	87.0%	-3.6	↔

ACCREDITATION SCORING

	2019	2018	2017
3 Pt Score	2.5735	2.4981	2.5938
Plan Percentile Threshold	75th	25th	90th

* Please note that the "change" or "gap" comparison may vary slightly due to rounding.

PERCENTILE RANKING 2018 QC ALL PLANS

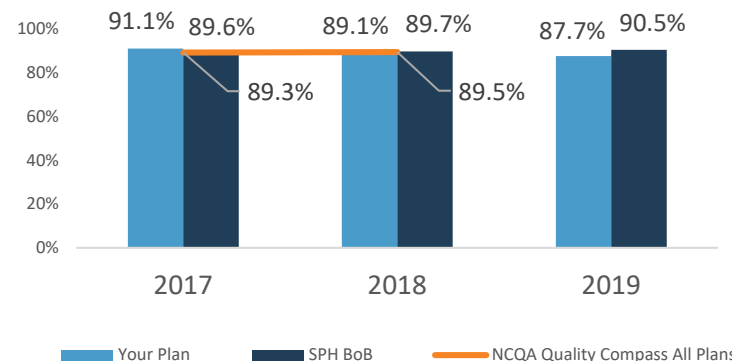


NATIONAL TRENDS

NCQA Quality Compass scores for Rating of Personal Doctor **increased** by 0.2% between 2017 and 2018.

The SPH BoB has **increased** by 0.8% since 2018.

RATING OF PERSONAL DOCTOR – TRENDING AND BENCHMARKS



COMPARISON TO TRENDING

	Summary Rate	Change*	Sig Test
2018	89.1%	-1.4	↔
2017	91.1%	-3.4	↔

COMPARISON TO BENCHMARKS

	Summary Rate	Gap*	Sig Test
2019 SPH BoB	90.5%	-2.9	↔
2018 QC All Plans	89.5%	-1.8	↔

ACCREDITATION SCORING

	2019	2018	2017
3 Pt Score	2.6451	2.6875	2.7320
Plan Percentile Threshold	50th	75th	90th

* Please note that the "change" or "gap" comparison may vary slightly due to rounding.

PERCENTILE RANKING 2018 QC ALL PLANS

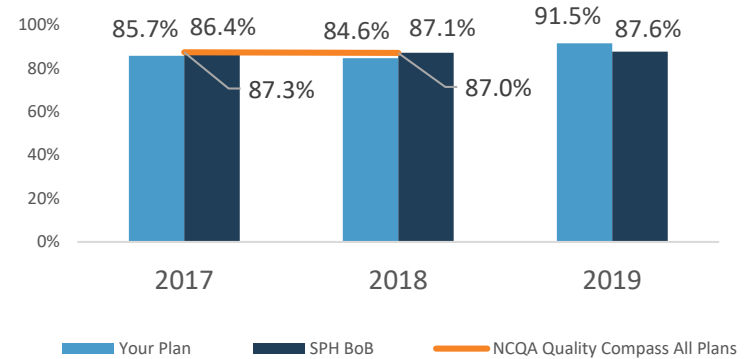


NATIONAL TRENDS

NCQA Quality Compass scores for Rating of Specialist **decreased** by 0.2% between 2017 and 2018.

The SPH BoB has **increased** by 0.6% since 2018.

RATING OF SPECIALIST- TRENDING AND BENCHMARKS



COMPARISON TO TRENDING

	Summary Rate	Change*	Sig Test
2018	84.6%	6.8	↔
2017	85.7%	5.7	↔

COMPARISON TO BENCHMARKS

	Summary Rate	Gap*	Sig Test
2019 SPH BoB	87.6%	3.8	↔
2018 QC All Plans	87.0%	4.4	↔

ACCREDITATION SCORING

	2019	2018	2017
3 Pt Score	2.7195	2.5846	2.6071
Plan Percentile Threshold	90th	25th	50th

* Please note that the "change" or "gap" comparison may vary slightly due to rounding.

PERCENTILE RANKING 2018 QC ALL PLANS

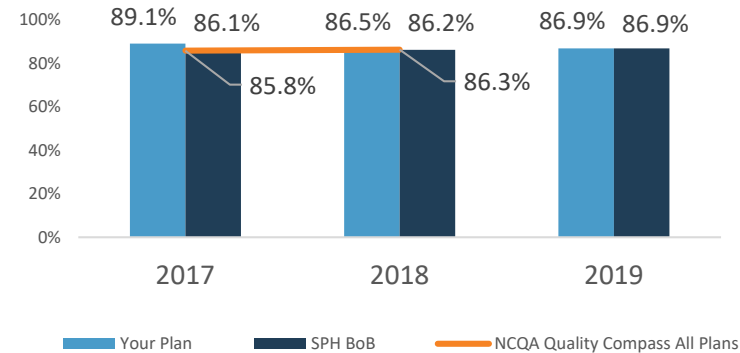


NATIONAL TRENDS

NCQA Quality Compass scores for Rating of Health Plan **increased** by 0.5% between 2017 and 2018.

The SPH BoB has **increased** by 0.7% since 2018.

RATING OF HEALTH PLAN – TRENDING AND BENCHMARKS



COMPARISON TO TRENDING

	Summary Rate	Change*	Sig Test
2018	86.5%	0.4	↔
2017	89.1%	-2.2	↔

COMPARISON TO BENCHMARKS

	Summary Rate	Gap*	Sig Test
2019 SPH BoB	86.9%	--	↔
2018 QC All Plans	86.3%	0.6	↔

ACCREDITATION SCORING

	2019	2018	2017
3 Pt Score	2.6509	2.6946	2.6494
Plan Percentile Threshold	75th	90th	75th

* Please note that the "change" or "gap" comparison may vary slightly due to rounding.



Segmentation Analyses

Subgroup Analyses

- Presbyterian Centennial Care
- 6135237

Segmenting Responses

The CAHPS® 5.0H survey asks demographic questions about the respondent. This information allows for a market segmentation of your members. Reviewing the set of measures across the assortment of demographic categories may indicate a health plan’s overall ability to meet the needs of a varied population.

The percentages represent the Summary Rate for each segment. For example, in the table below, the Summary Rate for the *Rating of Health Plan* is the percentage of respondents who rated their health plan an 8, 9 or 10. The interpretation of this example would be, “Of the respondents with a high school education or less, 63% gave their health plan a rating of 8, 9 or 10. And, of the respondents with some college education or more, 58% gave their health plan a rating of 8, 9 or 10.”

	High School or Less	Some College or More
Rating of Health Plan (8-10)	63%	58%

Segment Groups

- Respondent’s Age (Q78)
- Respondent’s Education (Q80)
- Child’s Ethnicity (Q76)
- Child’s Race (Q77)
- Child’s Health Status (Q58)
- Child’s Mental/Emotional Health Status (Q59)
- Number of Doctor/Clinic Visits (Q7)
- Data Collection Mode
- Rating of Health Plan (Q54)
- Rating of Personal Doctor (Q41)
- Customer Service Contact (Q49)
- Received Help from Customer Service (Q50)

Refer to “Summary Rate” in the Technical Notes for the Summary Rate definition for each composite.

Slides are presented for both the General Population and the CCC Population.

	24 or Younger	25 - 34	35 - 44	45 or Older	Range*
Getting Needed Care	85.9%	83.2%	90.2%	86.5%	6.9%
Getting Care Quickly	89.5%	82.0%	86.3%	87.4%	5.3%
How Well Doctors Communicate	83.3%	92.9%	93.1%	97.0%	4.1%
Customer Service	96.4%	95.5%	95.2%	94.4%	1.0%
Shared Decision Making	83.3%	86.9%	82.4%	83.3%	4.5%
Health Promotion and Education	80.6%	63.4%	69.6%	71.6%	8.2%
Coordination of Care	68.8%	80.6%	79.2%	92.6%	13.4%
Ease of Filling Out Forms	95.1%	97.3%	97.4%	98.9%	1.6%
Rating of Health Care (8 - 10)	74.2%	82.7%	86.1%	87.9%	5.2%
Rating of Personal Doctor (8 - 10)	88.6%	82.7%	89.6%	90.7%	8.0%
Rating of Specialist (8 - 10)	81.8%	100.0%	91.7%	95.2%	8.3%
Rating of Health Plan (8 - 10)	76.2%	88.7%	85.0%	90.4%	5.5%
Rating of Health Care (9 - 10)	61.3%	69.1%	62.0%	66.7%	7.1%
Rating of Personal Doctor (9 - 10)	68.6%	76.5%	67.7%	80.0%	12.3%
Rating of Specialist (9 - 10)	81.8%	70.0%	75.0%	85.7%	15.7%
Rating of Health Plan (9 - 10)	69.0%	77.4%	67.3%	74.5%	10.1%

* Range is the difference between Summary Rates shown. Due to the small number of respondents aged 24 or younger, this segment is not included in range calculations.

	High School Graduate or Less	Some College or More	Range*
Getting Needed Care	90.9%	82.8%	8.1%
Getting Care Quickly	85.8%	85.5%	0.3%
How Well Doctors Communicate	92.8%	93.7%	0.9%
Customer Service	94.1%	96.3%	2.3%
Shared Decision Making	79.5%	89.1%	9.6%
Health Promotion and Education	72.4%	68.5%	3.9%
Coordination of Care	82.6%	81.5%	1.1%
Ease of Filling Out Forms	96.2%	98.8%	2.7%
Rating of Health Care (8 - 10)	84.6%	82.8%	1.7%
Rating of Personal Doctor (8 - 10)	87.5%	87.0%	0.5%
Rating of Specialist (8 - 10)	97.5%	88.9%	8.6%
Rating of Health Plan (8 - 10)	92.3%	80.7%	11.6%
Rating of Health Care (9 - 10)	66.7%	64.8%	1.8%
Rating of Personal Doctor (9 - 10)	74.3%	72.7%	1.6%
Rating of Specialist (9 - 10)	85.0%	69.4%	15.6%
Rating of Health Plan (9 - 10)	82.9%	61.9%	20.9%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

Please see Technical Notes for more information.

	Hispanic/Latino	Not Hispanic/Latino	Range*
Getting Needed Care	87.0%	85.8%	1.2%
Getting Care Quickly	84.9%	88.4%	3.6%
How Well Doctors Communicate	93.2%	94.8%	1.6%
Customer Service	95.7%	92.1%	3.6%
Shared Decision Making	83.8%	88.2%	4.5%
Health Promotion and Education	73.3%	58.9%	14.3%
Coordination of Care	85.3%	75.0%	10.3%
Ease of Filling Out Forms	97.1%	97.4%	0.3%
Rating of Health Care (8 - 10)	83.0%	89.3%	6.3%
Rating of Personal Doctor (8 - 10)	88.3%	90.2%	1.8%
Rating of Specialist (8 - 10)	93.0%	95.0%	2.0%
Rating of Health Plan (8 - 10)	88.6%	81.5%	7.1%
Rating of Health Care (9 - 10)	65.5%	64.3%	1.2%
Rating of Personal Doctor (9 - 10)	73.8%	77.0%	3.3%
Rating of Specialist (9 - 10)	77.2%	80.0%	2.8%
Rating of Health Plan (9 - 10)	76.4%	60.5%	15.9%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

	White	Black or African American	Other	Range*
Getting Needed Care	85.4%	85.5%	88.7%	3.4%
Getting Care Quickly	86.2%	91.7%	85.2%	1.0%
How Well Doctors Communicate	95.1%	90.9%	91.3%	3.8%
Customer Service	96.3%	100.0%	93.2%	3.1%
Shared Decision Making	84.4%	100.0%	83.3%	1.1%
Health Promotion and Education	72.7%	81.8%	68.6%	4.1%
Coordination of Care	82.4%	100.0%	86.1%	3.8%
Ease of Filling Out Forms	96.9%	100.0%	96.1%	0.8%
Rating of Health Care (8 - 10)	84.7%	90.9%	86.0%	1.4%
Rating of Personal Doctor (8 - 10)	87.9%	93.8%	90.1%	2.2%
Rating of Specialist (8 - 10)	92.5%	100.0%	100.0%	7.5%
Rating of Health Plan (8 - 10)	85.7%	94.1%	89.3%	3.7%
Rating of Health Care (9 - 10)	66.9%	90.9%	66.3%	0.6%
Rating of Personal Doctor (9 - 10)	74.9%	81.3%	73.3%	1.6%
Rating of Specialist (9 - 10)	75.5%	60.0%	89.3%	13.8%
Rating of Health Plan (9 - 10)	73.5%	76.5%	70.2%	3.3%

* Range is the difference between Summary Rates shown. Due to the small number of respondents indicating their race is Black or African-American, this segment is not included in range calculations.

	Excellent/ Very Good	Good	Fair/Poor	Range*
Getting Needed Care	90.0%	77.0%	85.8%	13.0%
Getting Care Quickly	86.9%	82.1%	77.8%	4.8%
How Well Doctors Communicate	94.6%	90.8%	86.9%	3.8%
Customer Service	95.7%	93.3%	90.9%	2.3%
Shared Decision Making	86.9%	83.3%	76.9%	3.6%
Health Promotion and Education	71.4%	60.9%	72.7%	10.5%
Coordination of Care	84.4%	75.0%	90.9%	9.4%
Ease of Filling Out Forms	97.7%	95.3%	100.0%	2.4%
Rating of Health Care (8 - 10)	85.0%	81.0%	82.6%	4.0%
Rating of Personal Doctor (8 - 10)	90.3%	82.4%	85.7%	7.8%
Rating of Specialist (8 - 10)	87.5%	92.6%	100.0%	5.1%
Rating of Health Plan (8 - 10)	87.0%	86.4%	85.7%	0.6%
Rating of Health Care (9 - 10)	67.8%	57.1%	65.2%	10.6%
Rating of Personal Doctor (9 - 10)	76.4%	66.2%	71.4%	10.2%
Rating of Specialist (9 - 10)	82.5%	74.1%	61.5%	8.4%
Rating of Health Plan (9 - 10)	74.3%	68.2%	67.9%	6.1%

* Range is the difference between Summary Rates shown. Due to the small number of respondents indicating their health is "Fair" or "Poor," this segment is not included in range calculations.

	Excellent/ Very Good	Good	Fair/Poor	Range*
Getting Needed Care	87.1%	77.5%	90.7%	9.6%
Getting Care Quickly	86.6%	76.9%	89.6%	9.7%
How Well Doctors Communicate	94.0%	89.9%	92.5%	4.1%
Customer Service	94.5%	94.6%	94.4%	0.1%
Shared Decision Making	86.2%	78.2%	86.7%	8.0%
Health Promotion and Education	71.0%	62.7%	69.6%	8.3%
Coordination of Care	88.2%	61.9%	80.0%	26.3%
Ease of Filling Out Forms	97.7%	94.7%	100.0%	3.0%
Rating of Health Care (8 - 10)	84.4%	78.9%	91.3%	5.5%
Rating of Personal Doctor (8 - 10)	90.6%	80.0%	86.7%	10.6%
Rating of Specialist (8 - 10)	90.7%	93.8%	90.0%	3.0%
Rating of Health Plan (8 - 10)	89.8%	78.2%	85.7%	11.6%
Rating of Health Care (9 - 10)	68.3%	57.9%	60.9%	10.4%
Rating of Personal Doctor (9 - 10)	76.2%	67.7%	66.7%	8.5%
Rating of Specialist (9 - 10)	81.5%	81.3%	40.0%	0.2%
Rating of Health Plan (9 - 10)	76.1%	65.4%	62.9%	10.8%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

	Less Than Three Visits	Three or More Visits	Range*
Getting Needed Care	83.0%	87.2%	4.2%
Getting Care Quickly	82.4%	89.0%	6.6%
How Well Doctors Communicate	93.4%	91.8%	1.6%
Customer Service	93.5%	97.2%	3.7%
Shared Decision Making	80.6%	88.9%	8.3%
Health Promotion and Education	65.0%	77.3%	12.3%
Coordination of Care	79.2%	87.0%	7.9%
Ease of Filling Out Forms	97.0%	97.9%	1.0%
Rating of Health Care (8 - 10)	82.4%	85.4%	3.0%
Rating of Personal Doctor (8 - 10)	86.7%	92.9%	6.1%
Rating of Specialist (8 - 10)	87.5%	94.9%	7.4%
Rating of Health Plan (8 - 10)	88.0%	86.7%	1.2%
Rating of Health Care (9 - 10)	65.3%	63.5%	1.8%
Rating of Personal Doctor (9 - 10)	70.8%	82.1%	11.3%
Rating of Specialist (9 - 10)	80.0%	74.4%	5.6%
Rating of Health Plan (9 - 10)	74.8%	70.4%	4.4%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

	Mail	Phone	Internet	Range*
Getting Needed Care	84.6%	84.4%	100.0%	0.2%
Getting Care Quickly	89.2%	80.4%	96.9%	8.8%
How Well Doctors Communicate	94.0%	91.6%	97.9%	2.4%
Customer Service	97.1%	93.6%	90.0%	3.6%
Shared Decision Making	86.1%	81.9%	100.0%	4.2%
Health Promotion and Education	72.0%	66.0%	80.0%	6.1%
Coordination of Care	85.4%	80.6%	100.0%	4.8%
Ease of Filling Out Forms	98.1%	96.6%	100.0%	1.5%
Rating of Health Care (8 - 10)	80.2%	84.4%	100.0%	4.2%
Rating of Personal Doctor (8 - 10)	87.3%	87.0%	100.0%	0.3%
Rating of Specialist (8 - 10)	88.9%	92.3%	100.0%	3.4%
Rating of Health Plan (8 - 10)	87.4%	86.8%	83.3%	0.7%
Rating of Health Care (9 - 10)	57.8%	70.2%	66.7%	12.5%
Rating of Personal Doctor (9 - 10)	69.0%	74.5%	92.9%	5.4%
Rating of Specialist (9 - 10)	81.5%	75.0%	66.7%	6.5%
Rating of Health Plan (9 - 10)	73.6%	72.1%	72.2%	1.5%

* Range is the difference between Summary Rates shown. Due to the small number of Internet respondents, this segment is not included in range.

	0 - 7	8 - 10	Range*
Getting Needed Care	92.2%	85.3%	NA
Getting Care Quickly	81.2%	85.4%	NA
How Well Doctors Communicate	83.7%	94.4%	NA
Customer Service	75.0%	95.2%	NA
Shared Decision Making	79.2%	85.0%	NA
Health Promotion and Education	61.8%	70.9%	NA
Coordination of Care	53.8%	86.0%	NA
Ease of Filling Out Forms	100.0%	96.9%	NA
Rating of Health Care (8 - 10)	46.9%	89.3%	NA
Rating of Personal Doctor (8 - 10)	59.0%	92.1%	NA
Rating of Specialist (8 - 10)	83.3%	92.0%	NA
Rating of Health Plan (8 - 10)	0.0%	100.0%	NA
Rating of Health Care (9 - 10)	25.0%	70.9%	NA
Rating of Personal Doctor (9 - 10)	41.0%	78.8%	NA
Rating of Specialist (9 - 10)	50.0%	78.7%	NA
Rating of Health Plan (9 - 10)	0.0%	83.7%	NA

* Range is the difference between Summary Rates shown. Due to the small number of respondents rating their health plan a '0' through '7', range calculations are not included.

	0 - 7	8 - 10	Range*
Getting Needed Care	62.0%	87.7%	NA
Getting Care Quickly	70.8%	86.0%	NA
How Well Doctors Communicate	64.7%	96.9%	NA
Customer Service	95.5%	95.3%	NA
Shared Decision Making	76.7%	85.3%	NA
Health Promotion and Education	44.4%	74.3%	NA
Coordination of Care	35.7%	89.5%	NA
Ease of Filling Out Forms	100.0%	96.7%	NA
Rating of Health Care (8 - 10)	29.6%	90.7%	NA
Rating of Personal Doctor (8 - 10)	0.0%	100.0%	NA
Rating of Specialist (8 - 10)	87.5%	92.4%	NA
Rating of Health Plan (8 - 10)	57.9%	91.8%	NA
Rating of Health Care (9 - 10)	18.5%	73.5%	NA
Rating of Personal Doctor (9 - 10)	0.0%	83.5%	NA
Rating of Specialist (9 - 10)	50.0%	81.8%	NA
Rating of Health Plan (9 - 10)	44.7%	77.8%	NA

* Range is the difference between Summary Rates shown. Due to the small number of respondents rating their personal doctor a '0' through '7', range calculations are not included.

	Yes	No	Range*
Getting Needed Care	87.4%	83.6%	3.8%
Getting Care Quickly	87.5%	83.7%	3.8%
How Well Doctors Communicate	92.4%	93.4%	1.0%
Customer Service	94.5%	0.0%	94.5%
Shared Decision Making	81.6%	87.1%	5.5%
Health Promotion and Education	75.0%	66.3%	8.7%
Coordination of Care	87.0%	79.0%	7.9%
Ease of Filling Out Forms	96.3%	97.8%	1.5%
Rating of Health Care (8 - 10)	87.6%	82.0%	5.6%
Rating of Personal Doctor (8 - 10)	88.7%	87.9%	0.7%
Rating of Specialist (8 - 10)	86.8%	95.3%	8.5%
Rating of Health Plan (8 - 10)	96.3%	83.0%	13.4%
Rating of Health Care (9 - 10)	69.7%	62.9%	6.7%
Rating of Personal Doctor (9 - 10)	76.3%	72.3%	4.0%
Rating of Specialist (9 - 10)	78.9%	76.7%	2.2%
Rating of Health Plan (9 - 10)	81.7%	68.9%	12.8%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

	Never/ Sometimes	Always/ Usually	Range*
Getting Needed Care	41.7%	90.0%	NA
Getting Care Quickly	58.3%	89.6%	NA
How Well Doctors Communicate	75.0%	93.2%	NA
Customer Service	45.5%	100.0%	NA
Shared Decision Making	83.3%	81.0%	NA
Health Promotion and Education	66.7%	75.3%	NA
Coordination of Care	66.7%	88.1%	NA
Ease of Filling Out Forms	90.9%	96.9%	NA
Rating of Health Care (8 - 10)	83.3%	87.8%	NA
Rating of Personal Doctor (8 - 10)	87.5%	88.6%	NA
Rating of Specialist (8 - 10)	100.0%	86.1%	NA
Rating of Health Plan (8 - 10)	81.8%	98.0%	NA
Rating of Health Care (9 - 10)	66.7%	69.5%	NA
Rating of Personal Doctor (9 - 10)	62.5%	78.4%	NA
Rating of Specialist (9 - 10)	50.0%	80.6%	NA
Rating of Health Plan (9 - 10)	54.5%	84.7%	NA

* Range is the difference between Summary Rates shown. Due to the small number of respondents indicating that they "Never" or "Sometimes" received help from Customer Service, range calculations are not included.

By Respondent's Age (Q78) – CCC Population

	24 or Younger	25 - 34	35 - 44	45 or Older	Range*
Getting Needed Care	87.1%	80.4%	86.4%	81.7%	6.0%
Getting Care Quickly	96.7%	91.8%	92.2%	90.8%	1.5%
How Well Doctors Communicate	93.8%	89.9%	93.9%	96.6%	6.7%
Customer Service	100.0%	94.1%	96.8%	96.7%	2.7%
Shared Decision Making	79.2%	91.7%	88.0%	90.7%	3.7%
Health Promotion and Education	84.6%	76.3%	76.8%	78.5%	2.1%
Coordination of Care	77.8%	81.8%	71.4%	92.5%	21.1%
Ease of Filling Out Forms	94.4%	93.9%	94.4%	95.2%	1.4%
Rating of Health Care (8 - 10)	69.2%	84.2%	85.7%	90.5%	6.3%
Rating of Personal Doctor (8 - 10)	94.4%	82.2%	81.4%	90.9%	9.5%
Rating of Specialist (8 - 10)	81.8%	100.0%	88.6%	91.7%	11.4%
Rating of Health Plan (8 - 10)	90.0%	81.3%	82.2%	88.4%	7.1%
Rating of Health Care (9 - 10)	61.5%	71.1%	55.4%	63.5%	15.7%
Rating of Personal Doctor (9 - 10)	83.3%	68.9%	64.3%	76.6%	12.3%
Rating of Specialist (9 - 10)	72.7%	77.8%	74.3%	83.3%	9.0%
Rating of Health Plan (9 - 10)	80.0%	66.7%	61.6%	70.9%	9.3%

* Range is the difference between Summary Rates shown. Due to the small number of respondents aged 24 or younger, this segment is not included in range calculations.

	High School Graduate or Less	Some College or More	Range*
Getting Needed Care	88.1%	78.3%	9.8%
Getting Care Quickly	91.9%	92.1%	0.3%
How Well Doctors Communicate	92.3%	96.0%	3.7%
Customer Service	95.7%	97.4%	1.7%
Shared Decision Making	86.3%	91.3%	5.0%
Health Promotion and Education	77.3%	78.6%	1.3%
Coordination of Care	83.0%	82.0%	1.0%
Ease of Filling Out Forms	95.5%	94.5%	1.0%
Rating of Health Care (8 - 10)	83.9%	88.0%	4.0%
Rating of Personal Doctor (8 - 10)	83.0%	89.2%	6.2%
Rating of Specialist (8 - 10)	93.9%	88.0%	5.9%
Rating of Health Plan (8 - 10)	89.3%	80.5%	8.8%
Rating of Health Care (9 - 10)	62.1%	62.7%	0.6%
Rating of Personal Doctor (9 - 10)	69.8%	73.5%	3.7%
Rating of Specialist (9 - 10)	85.7%	70.0%	15.7%
Rating of Health Plan (9 - 10)	76.8%	58.4%	18.4%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

Please see Technical Notes for more information.

	Hispanic/Latino	Not Hispanic/Latino	Range*
Getting Needed Care	85.8%	79.2%	6.7%
Getting Care Quickly	92.4%	91.2%	1.2%
How Well Doctors Communicate	94.8%	92.4%	2.3%
Customer Service	96.3%	97.4%	1.0%
Shared Decision Making	87.7%	91.7%	4.0%
Health Promotion and Education	80.5%	70.0%	10.5%
Coordination of Care	87.5%	70.4%	17.1%
Ease of Filling Out Forms	96.3%	90.5%	5.8%
Rating of Health Care (8 - 10)	86.1%	85.7%	0.4%
Rating of Personal Doctor (8 - 10)	89.0%	78.6%	10.5%
Rating of Specialist (8 - 10)	91.3%	90.6%	0.7%
Rating of Health Plan (8 - 10)	89.0%	75.4%	13.6%
Rating of Health Care (9 - 10)	68.0%	49.0%	19.1%
Rating of Personal Doctor (9 - 10)	74.8%	62.5%	12.3%
Rating of Specialist (9 - 10)	78.3%	78.1%	0.1%
Rating of Health Plan (9 - 10)	74.8%	50.8%	24.1%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

	White	Black or African American	Other	Range*
Getting Needed Care	81.4%	85.7%	83.9%	2.5%
Getting Care Quickly	91.1%	100.0%	93.6%	2.5%
How Well Doctors Communicate	96.2%	100.0%	92.2%	4.1%
Customer Service	96.1%	100.0%	95.3%	0.8%
Shared Decision Making	88.7%	93.3%	87.1%	1.6%
Health Promotion and Education	78.9%	91.7%	79.4%	0.4%
Coordination of Care	82.1%	100.0%	85.7%	3.6%
Ease of Filling Out Forms	94.5%	86.7%	97.6%	3.1%
Rating of Health Care (8 - 10)	89.3%	83.3%	84.1%	5.2%
Rating of Personal Doctor (8 - 10)	87.8%	78.6%	87.2%	0.6%
Rating of Specialist (8 - 10)	89.5%	100.0%	100.0%	10.5%
Rating of Health Plan (8 - 10)	84.5%	86.7%	86.9%	2.4%
Rating of Health Care (9 - 10)	62.5%	66.7%	66.7%	4.2%
Rating of Personal Doctor (9 - 10)	72.7%	64.3%	75.6%	3.0%
Rating of Specialist (9 - 10)	77.6%	66.7%	90.3%	12.7%
Rating of Health Plan (9 - 10)	68.2%	73.3%	67.9%	0.4%

* Range is the difference between Summary Rates shown. Due to the small number of respondents indicating their race is Black or African-American, this segment is not included in range calculations.

	Excellent/ Very Good	Good	Fair/Poor	Range*
Getting Needed Care	84.2%	77.1%	89.9%	12.8%
Getting Care Quickly	94.0%	91.1%	90.6%	3.4%
How Well Doctors Communicate	96.9%	92.9%	88.0%	9.0%
Customer Service	96.3%	98.3%	94.4%	3.9%
Shared Decision Making	89.8%	89.7%	87.0%	2.8%
Health Promotion and Education	74.4%	78.0%	82.1%	7.7%
Coordination of Care	81.4%	79.5%	94.1%	14.6%
Ease of Filling Out Forms	94.6%	94.7%	94.6%	0.1%
Rating of Health Care (8 - 10)	85.9%	83.3%	92.3%	9.0%
Rating of Personal Doctor (8 - 10)	88.7%	81.9%	88.2%	6.7%
Rating of Specialist (8 - 10)	83.7%	92.1%	95.2%	11.5%
Rating of Health Plan (8 - 10)	81.9%	89.5%	86.1%	7.6%
Rating of Health Care (9 - 10)	61.2%	60.0%	69.2%	9.2%
Rating of Personal Doctor (9 - 10)	71.7%	69.4%	76.5%	7.0%
Rating of Specialist (9 - 10)	72.1%	84.2%	71.4%	12.8%
Rating of Health Plan (9 - 10)	66.4%	69.7%	69.4%	3.4%

* Range is the difference between Summary Rates shown. Due to the small number of respondents indicating their health is "Fair" or "Poor," this segment is not included in range calculations.

	Excellent/ Very Good	Good	Fair/Poor	Range*
Getting Needed Care	84.3%	80.1%	84.5%	4.4%
Getting Care Quickly	92.0%	91.8%	93.2%	1.4%
How Well Doctors Communicate	97.0%	94.5%	88.7%	8.4%
Customer Service	100.0%	94.1%	95.2%	5.9%
Shared Decision Making	87.4%	88.9%	90.9%	3.6%
Health Promotion and Education	77.5%	85.0%	65.9%	19.1%
Coordination of Care	86.4%	75.0%	85.2%	11.4%
Ease of Filling Out Forms	94.4%	96.0%	93.4%	2.6%
Rating of Health Care (8 - 10)	87.5%	79.3%	90.7%	11.4%
Rating of Personal Doctor (8 - 10)	87.2%	85.9%	85.7%	1.5%
Rating of Specialist (8 - 10)	87.8%	90.3%	90.9%	3.2%
Rating of Health Plan (8 - 10)	87.0%	83.1%	85.2%	3.8%
Rating of Health Care (9 - 10)	66.7%	56.9%	60.5%	9.8%
Rating of Personal Doctor (9 - 10)	72.1%	73.2%	69.6%	3.6%
Rating of Specialist (9 - 10)	77.6%	77.4%	72.7%	4.8%
Rating of Health Plan (9 - 10)	68.5%	70.1%	65.6%	4.6%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

	Less Than Three Visits	Three or More Visits	Range*
Getting Needed Care	77.8%	87.8%	10.0%
Getting Care Quickly	89.0%	95.3%	6.3%
How Well Doctors Communicate	93.3%	94.5%	1.2%
Customer Service	96.7%	95.7%	1.0%
Shared Decision Making	86.3%	90.8%	4.5%
Health Promotion and Education	72.3%	82.9%	10.6%
Coordination of Care	85.7%	79.6%	6.1%
Ease of Filling Out Forms	95.6%	93.9%	1.7%
Rating of Health Care (8 - 10)	90.3%	80.2%	10.1%
Rating of Personal Doctor (8 - 10)	84.0%	92.2%	8.2%
Rating of Specialist (8 - 10)	83.3%	93.8%	10.4%
Rating of Health Plan (8 - 10)	86.1%	84.1%	2.0%
Rating of Health Care (9 - 10)	65.6%	58.0%	7.6%
Rating of Personal Doctor (9 - 10)	68.8%	77.9%	9.1%
Rating of Specialist (9 - 10)	79.2%	72.9%	6.3%
Rating of Health Plan (9 - 10)	70.1%	64.6%	5.4%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

	Mail	Phone	Internet	Range*
Getting Needed Care	80.9%	83.1%	100.0%	2.2%
Getting Care Quickly	91.9%	92.2%	93.8%	0.3%
How Well Doctors Communicate	95.9%	93.0%	89.3%	2.9%
Customer Service	98.7%	95.7%	75.0%	3.0%
Shared Decision Making	84.7%	92.8%	83.3%	8.2%
Health Promotion and Education	77.5%	78.4%	62.5%	0.9%
Coordination of Care	82.2%	84.6%	66.7%	2.4%
Ease of Filling Out Forms	96.1%	93.9%	90.0%	2.3%
Rating of Health Care (8 - 10)	80.5%	89.9%	87.5%	9.4%
Rating of Personal Doctor (8 - 10)	89.5%	85.6%	62.5%	3.9%
Rating of Specialist (8 - 10)	86.4%	92.6%	80.0%	6.2%
Rating of Health Plan (8 - 10)	86.8%	85.2%	70.0%	1.6%
Rating of Health Care (9 - 10)	55.8%	66.3%	75.0%	10.4%
Rating of Personal Doctor (9 - 10)	74.7%	70.3%	62.5%	4.5%
Rating of Specialist (9 - 10)	77.3%	79.6%	40.0%	2.4%
Rating of Health Plan (9 - 10)	68.9%	68.7%	60.0%	0.2%

* Range is the difference between Summary Rates shown. Due to the small number of Internet respondents, this segment is not included in range.

	0 - 7	8 - 10	Range*
Getting Needed Care	89.7%	82.3%	NA
Getting Care Quickly	93.5%	92.0%	NA
How Well Doctors Communicate	89.8%	94.9%	NA
Customer Service	90.0%	97.4%	NA
Shared Decision Making	86.7%	89.0%	NA
Health Promotion and Education	80.0%	76.6%	NA
Coordination of Care	60.0%	85.2%	NA
Ease of Filling Out Forms	88.2%	95.8%	NA
Rating of Health Care (8 - 10)	63.2%	88.3%	NA
Rating of Personal Doctor (8 - 10)	53.1%	92.3%	NA
Rating of Specialist (8 - 10)	70.0%	91.4%	NA
Rating of Health Plan (8 - 10)	0.0%	100.0%	NA
Rating of Health Care (9 - 10)	31.6%	65.6%	NA
Rating of Personal Doctor (9 - 10)	37.5%	77.9%	NA
Rating of Specialist (9 - 10)	60.0%	78.5%	NA
Rating of Health Plan (9 - 10)	0.0%	80.2%	NA

* Range is the difference between Summary Rates shown. Due to the small number of respondents rating their health plan a '0' through '7', range calculations are not included.

	0 - 7	8 - 10	Range*
Getting Needed Care	75.6%	83.1%	NA
Getting Care Quickly	86.1%	93.1%	NA
How Well Doctors Communicate	60.9%	97.8%	NA
Customer Service	100.0%	96.1%	NA
Shared Decision Making	77.8%	90.1%	NA
Health Promotion and Education	56.3%	79.7%	NA
Coordination of Care	25.0%	87.9%	NA
Ease of Filling Out Forms	89.3%	95.0%	NA
Rating of Health Care (8 - 10)	50.0%	88.4%	NA
Rating of Personal Doctor (8 - 10)	0.0%	100.0%	NA
Rating of Specialist (8 - 10)	75.0%	91.1%	NA
Rating of Health Plan (8 - 10)	48.3%	90.8%	NA
Rating of Health Care (9 - 10)	18.8%	67.3%	NA
Rating of Personal Doctor (9 - 10)	0.0%	83.2%	NA
Rating of Specialist (9 - 10)	62.5%	81.1%	NA
Rating of Health Plan (9 - 10)	34.5%	73.4%	NA

* Range is the difference between Summary Rates shown. Due to the small number of respondents rating their personal doctor a '0' through '7', range calculations are not included.

	Yes	No	Range*
Getting Needed Care	88.4%	77.8%	10.7%
Getting Care Quickly	95.3%	90.7%	4.5%
How Well Doctors Communicate	93.7%	94.5%	0.8%
Customer Service	96.6%	0.0%	96.6%
Shared Decision Making	91.7%	86.8%	4.8%
Health Promotion and Education	87.5%	69.6%	17.9%
Coordination of Care	89.1%	77.8%	11.4%
Ease of Filling Out Forms	97.7%	92.8%	4.9%
Rating of Health Care (8 - 10)	88.7%	83.2%	5.6%
Rating of Personal Doctor (8 - 10)	90.7%	83.6%	7.1%
Rating of Specialist (8 - 10)	86.0%	92.3%	6.3%
Rating of Health Plan (8 - 10)	88.5%	83.1%	5.4%
Rating of Health Care (9 - 10)	69.0%	57.4%	11.6%
Rating of Personal Doctor (9 - 10)	77.9%	68.0%	9.9%
Rating of Specialist (9 - 10)	76.0%	78.8%	2.8%
Rating of Health Plan (9 - 10)	75.9%	63.4%	12.5%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

	Never/ Sometimes	Always/ Usually	Range*
Getting Needed Care	80.0%	89.2%	NA
Getting Care Quickly	80.0%	96.4%	NA
How Well Doctors Communicate	100.0%	93.2%	NA
Customer Service	50.0%	100.0%	NA
Shared Decision Making	0.0%	91.7%	NA
Health Promotion and Education	100.0%	86.4%	NA
Coordination of Care	100.0%	88.6%	NA
Ease of Filling Out Forms	100.0%	97.5%	NA
Rating of Health Care (8 - 10)	100.0%	87.7%	NA
Rating of Personal Doctor (8 - 10)	100.0%	89.9%	NA
Rating of Specialist (8 - 10)	100.0%	85.4%	NA
Rating of Health Plan (8 - 10)	66.7%	90.0%	NA
Rating of Health Care (9 - 10)	20.0%	72.3%	NA
Rating of Personal Doctor (9 - 10)	50.0%	79.7%	NA
Rating of Specialist (9 - 10)	100.0%	75.0%	NA
Rating of Health Plan (9 - 10)	33.3%	78.8%	NA

* Range is the difference between Summary Rates shown. Due to the small number of respondents indicating that they "Never" or "Sometimes" received help from Customer Service, range calculations are not included.



Correlation Analyses

Plan Specific Correlations

- Presbyterian Centennial Care
- 6135237

Correlations This section provides attribute correlations with *Rating of Health Plan* (Q54), *Rating of Health Care* (Q14), and *Rating of Personal Doctor* (Q41). The correlations show the strength of the linear relationship between the individual attribute and the rating question. The correlation value can range from -1 to $+1$ with values close to $+1$ indicating a strong positive relationship. For example, a question that is highly correlated with *Rating of Health Plan* indicates that a low Summary Rate for that question is associated with a low Summary Rate for *Rating of Health Plan*, and a high Summary Rate for that question is associated with a high Summary Rate for *Rating of Health Plan*.

Attributes considered to be highly correlated with the rating measures are shaded blue ($r > 0.400$). Comparisons to the 2018 Medicaid Child Quality Compass® All Plans benchmark are also shown with significance testing.

Slides are presented for both the General Population and the CCC Population.

Significance Testing

Green – Current year score significantly higher when compared to trend or benchmark score.

Red – Current year score significantly lower when compared to trend 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% significance level.

	With Health Plan Rating	With Health Care Rating	With Personal Doctor Rating	Plan Summary Rate	2018 Quality Compass® All Plans
Getting Needed Care					
15 Getting care, tests, or treatments child needed	0.284	0.426	0.312	90.1%	89.4%
46 Child obtained appointment with specialist as soon as needed	0.044	0.071	0.268	80.5%	80.7%
Getting Care Quickly					
4 Child obtained needed care right away	0.157	0.315	0.156	87.0%	90.7%
6 Child obtained appointment for care as soon as needed	0.164	0.286	0.238	82.7%	88.2%
How Well Doctors Communicate					
32 Child's doctor explained things in an understandable way	0.237	0.486	0.555	94.9%	94.3%
33 Child's doctor listened carefully to you	0.288	0.446	0.609	93.6%	95.3%
34 Child's doctor showed respect for what you had to say	0.232	0.465	0.650	97.0%	96.2%
37 Child's doctor spent enough time with your child	0.193	0.322	0.461	86.0%	89.1%
Customer Service					
50 Getting information/help from customer service	0.370	0.253	0.094	90.0%	83.6%
51 Treated with courtesy and respect by customer service staff	0.209	0.078	0.046	99.1%	93.8%



Correlation Analyses – General Population *(continued)*

	With Health Plan Rating	With Health Care Rating	With Personal Doctor Rating	Plan Summary Rate	2018 Quality Compass® All Plans
Other Measures					
Coordination of Care	0.367	0.575	0.436	82.6%	82.9%
Ease of Filling Out Forms	0.009	0.022	0.036	97.4%	94.7%
Rating Questions					
Rating of Health Care	0.565	NA	0.677	83.5%	87.0%
Rating of Personal Doctor	0.445	0.677	NA	87.7%	89.5%
Rating of Specialist	0.338	0.362	0.217	91.5%	87.0%
Rating of Health Plan	NA	0.565	0.445	86.9%	86.3%

	With Health Plan Rating	With Health Care Rating	With Personal Doctor Rating	Plan Summary Rate	2018 Quality Compass® All Plans
Getting Needed Care					
15 Getting care, tests, or treatments child needed	0.268	0.486	0.211	88.0%	91.6%
46 Child obtained appointment with specialist as soon as needed	0.110	0.093	0.101	77.8%	83.9%
Getting Care Quickly					
4 Child obtained needed care right away	0.194	0.150	0.036	94.1%	93.6%
6 Child obtained appointment for care as soon as needed	0.227	0.366	0.218	90.2%	91.6%
How Well Doctors Communicate					
32 Child's doctor explained things in an understandable way	0.192	0.279	0.593	95.2%	95.7%
33 Child's doctor listened carefully to you	0.201	0.350	0.610	95.8%	95.4%
34 Child's doctor showed respect for what you had to say	0.250	0.314	0.604	97.6%	96.5%
37 Child's doctor spent enough time with your child	0.172	0.182	0.522	88.0%	91.5%
Customer Service					
50 Getting information/help from customer service	0.360	0.330	0.128	93.2%	83.3%
51 Treated with courtesy and respect by customer service staff	0.441	0.310	0.041	100.0%	94.7%



Correlation Analyses – CCC Population *(continued)*

	With Health Plan Rating	With Health Care Rating	With Personal Doctor Rating	Plan Summary Rate	2018 Quality Compass® All Plans
Other Measures					
Coordination of Care	0.237	0.506	0.500	83.0%	83.7%
Ease of Filling Out Forms	0.110	0.155	0.041	94.7%	94.1%
Rating Questions					
Rating of Health Care	0.442	NA	0.454	85.6%	86.0%
Rating of Personal Doctor	0.417	0.454	NA	86.4%	89.4%
Rating of Specialist	0.397	0.494	0.179	89.3%	86.9%
Rating of Health Plan	NA	0.442	0.417	85.3%	84.4%





Priority Matrix

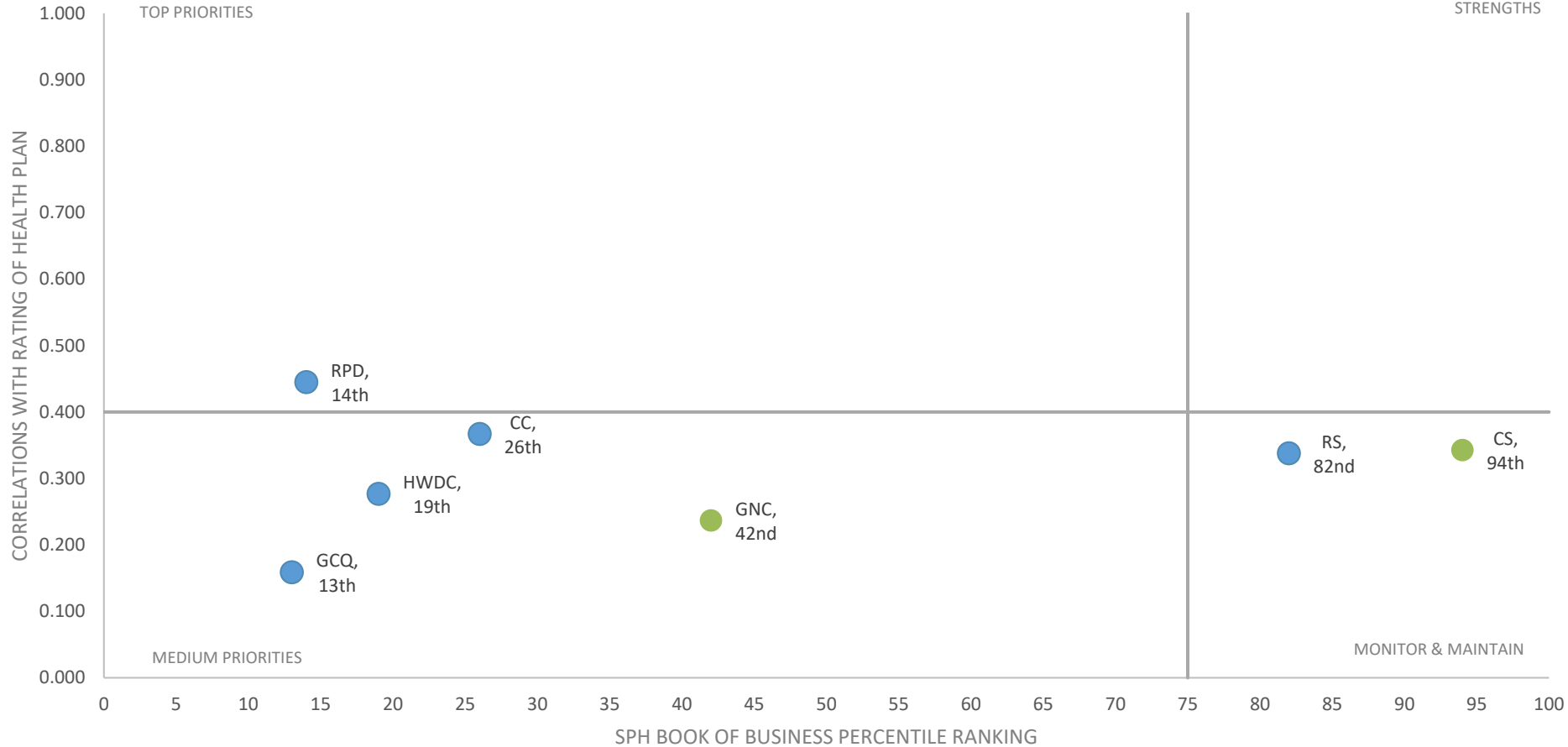
Display of Measure Performance

- Presbyterian Centennial Care
- 6135237

Priority Matrix This section provides a graphical display of performance of survey composites and key measures, along with their relative ‘importance’ as it relates to *Rating of Health Plan* (Q54). Composites and key measures are placed on the Priority Matrix according to the interaction between their correlation coefficient and percentile ranking within the 2019 SPH Analytics Book of Business. Please note the Priority Matrix is applicable to the General Population only.

Composites and measures with moderate to strong correlations (0.400 and higher) with *Rating of Health Plan* (Q54) and ranking at or above the 75th percentile are considered plan *Strengths* and are placed in the top right quadrant. Composites with moderate to strong correlations (0.400 and higher) with *Rating of Health Plan* but ranking below the 75th percentile are considered *Top Priorities* and are placed in the top left quadrant. The *Monitor and Maintain* quadrant includes those composites and measures that are weakly correlated (below 0.400) with *Rating of Health Plan* but rank at or above the 75th percentile. Composites that are weakly correlated (below 0.400) with *Rating of Health Plan* and rank below the 75th percentile are considered *Medium Priorities* and are placed in the bottom left quadrant.

	HEALTH PLAN DOMAIN		HEALTH CARE DOMAIN
	Getting Needed Care (GNC)		Getting Care Quickly (GCQ)
	Customer Service (CS)		How Well Doctors Communicate (HWDC)
			Coordination of Care (CC)
			Rating of Personal Doctor (RPD)
			Rating of Specialist (RS)





Custom Question Analyses

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- 6135237

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in grey)					Plan's Summary Rate		2018 SPH Book of Business*	
									2019	2018	Summary Rate	Corr. with Q54
84	In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these doctors or other health providers?	General	345	<u>Yes</u> 24.6%	<u>No</u> 75.4%				24.6%	23.5%	23.5%	0.010
		CCC	217	42.4%	57.6%				42.4%	42.2%	NA	NA
85	In the last 6 months, who helped to coordinate your child's care?	General	321	<u>Someone from your child's health plan</u> 3.4%	<u>Someone from your child's doctor's office or clinic</u> 21.5%	<u>Someone from another organization</u> 2.8%	<u>A friend or family member</u> 5.0%	<u>You</u> 67.3%	NA	NA	NA	NA
		CCC	200	6.5%	28.0%	5.0%	5.5%	55.0%	NA	NA	NA	NA
86	How satisfied are you with the help you got to coordinate your child's care in the last 6 months?	General	327	<u>Very dissatisfied</u> 1.5%	<u>Dissatisfied</u> 0.3%	<u>Neither dissatisfied nor satisfied</u> 11.9%	<u>Satisfied</u> 47.7%	<u>Very satisfied</u> 38.5%	86.2%	93.5%	NA	NA
		CCC	213	1.4%	0.5%	13.1%	46.0%	39.0%	85.0%	89.0%	NA	NA
87	Do you feel that your child's cultural and/or language needs are recognized and addressed, as needed, by Presbyterian Centennial Care?	General	344	<u>Yes</u> 84.0%	<u>No</u> 16.0%				84.0%	84.4%	NA	NA
		CCC	215	90.2%	9.8%				90.2%	85.2%	NA	NA

* The 2018 SPH Analytics Book of Business consists of the results of 8 Medicaid child with CCC samples surveyed by SPH Analytics in 2018 that submitted data to NCQA.

SPH understands CAHPS is only one component of your performance improvement program. We invite you to partner with us for ongoing quality improvement.

Performance Improvement Consulting

SPH's consulting services help plans understand their CAHPS results and develop improvement initiatives based on survey data.

Simulation and Drill-Down Surveys

Understand the why behind your members' responses and develop targeted initiatives to improve scores, performance, and member satisfaction.

Continuous Member Engagement and Outreach

Connect with members throughout the year with SPH's multi-channel member engagement and targeted outreach programs. Increase satisfaction/loyalty, close care gaps, and improve scores and ratings.

