Oklahoma Health Care Authority

CAHPS® 2008 Medicaid Adult Survey
Project Number: 44714
Final Report

THE Myers GROUP
Improving the Business of Healthcare Satisfaction

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June 30, 2008

Patricia Johnson
Director, Quality Assurance/Improvement
Oklahoma Health Care Authority
4545 N. Lincoln Blvd., Ste. 124
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Dear Ms. Johnson,

APS Healthcare has selected The Myers Group to perform the SoonerCare Choice Adult CAHPS member satisfaction survey as specified in Attachment F of the QIO contract with the Oklahoma Health Care Authority for SFY 2008.

It is important to note that for 2008, the AHRQ released CAHPS 4.0, which replaces the CAHPS 3.0 methodology previously used, so several measurements are not comparable with data from previous studies, the details of which are available in the introductory section of the report.

This survey achieved a response rate of 21.0%. Although several measurements are not comparable with previous data, none of those which are comparable show a significant difference from the most recent 2005 survey results. However, several of the 2008 measurements still rank significantly below the NCQA Quality Compass benchmarks as well as The Myers Group Book of Business benchmarks. A table showing participants in The Myers Group Book of Business follows this cover letter.

The Myers Group has provided a new opportunity analysis section which identifies areas for improvement. These opportunities are defined as aspects which scored low but are key drivers of overall satisfaction. This analysis identified Customer Service, Getting Needed Care, How Well Doctors Communicate, Shared Decision Making and Coordination of Care as composite areas which present a key opportunity for improvement. The analysis indicates that improvements in these areas will strongly influence overall satisfaction.

Correlation analysis revealed a striking pattern with regard to personal doctor communication. While most correlations between different aspects of member experience remained statistically flat, the efficacy of communication between the member and his or her personal doctor is clearly a primary driver of satisfaction with that doctor, correlating more strongly than the member's perception of the care itself. This interpretation reinforces a critical aspect of the member's experience – that almost regardless of the presenting condition or services rendered, members place exceeding value on clear, respectful communication from their doctor.

APS Healthcare and The Myers Group look forward to an ongoing partnership in support of the QIO contract for SFY 2009. Feel free to contact me with any questions regarding this report or future survey projects.

Regards,

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2008 TMG Medicaid Book of Business

U.S. Census Bureau Regions:	Percentage
East North Central – Ohio, Indiana, Illinois, Michigan, Wisconsin	27%
Middle Atlantic – New Jersey, New York, Pennsylvania	14%
Mountain – Arizona, Colorado, Idaho, Montana, New Mexico, Nevada, Utah, Wyoming	14%
New England – Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont	16%
Pacific – Alaska, California, Hawaii, Washington, Oregon	11%
South Atlantic – Delaware, D.C., Florida, Georgia, Maryland, North Carolina, South Carolina, Virginia, West Virginia	16%
South Central (West and East) – Alabama, Arkansas, Kentucky, Louisiana, Mississippi, Oklahoma, Tennessee, Texas	3%
West North Central – Minnesota, Iowa, Missouri, North Dakota, South Dakota, Nebraska, Kansas	0%

Introduction

CAHPS® Survey and Reporting Changes Made in 2007

- ☑ In 2007, The Agency for Healthcare Research and Quality (AHRQ) replaced the CAHPS® 3.0 Adult Survey with the CAHPS® Health Plan Survey 4.0 Adult Version. CAHPS® 4.0 revisions include changes to the number, order, and wording of survey questions, as well as changes to the composites. The HEDIS versions of the adult survey (commercial and Medicaid) were also updated for consistency with the CAHPS® 4.0, and several new composites were added. (See Technical Notes "Question Comparison for Trending" for a Crosswalk of CAHPS® 4.0H and CAHPS® 3.0H Surveys.)

- ☑ The definition of "complete and valid survey" was revised for the CAHPS® Health Plan Survey 4.0H, Adult Version. For both commercial and Medicaid adult surveys, the requirement that Q1 and at least 80 percent of other items be answered has been eliminated.

- ☑ The number of allowable supplemental questions was increased to 20 for both adult and child surveys.

New in 2008 – Survey and Reporting Changes

Based on analysis of the 2008 Consumer Assessment of Healthcare Providers and Systems (CAHPS®[1]) 4.0H results, the following changes have been made to the Healthcare Effectiveness Data and Information Set (HEDIS®)[2] technical specifications, as reported in HEDIS 2008, Volume 3: Technical Update.

- ☑ One question was removed from the Customer Service composite – Question 29. According to NCQA, psychometric analysis indicated the question was less correlated with the overall composite results.

- ☑ The Shared Decision Making composite was to be a first-year measure in 2007 and 2008, as it was proposed to be calculated as a rolling average. However, 2007 results indicated that most plans were able to achieve an adequate denominator with only one year of data collection. As a result, the measure will not be calculated using rolling average methodology.

  In addition, analysis of the results of the Summary Rate choices "Definitely Yes" plus "Somewhat Yes" showed ceiling effects and limited ability to differentiate between plan performance; therefore, results for "Definitely yes" plus "Somewhat yes" will not be calculated. Results for "Definitely yes" showed good range and ability to discriminate between plans; thus, it will be used for public reporting.

- ☑ There are no survey measures eligible for rotation for HEDIS 2008. In an effort to reduce the overall HEDIS reporting burden and to allow the MCO to allocate resources to improvement activities, NCQA instituted a measure rotation strategy that allows the MCO to rotate selected commercial and Medicaid measures on a biennial basis.

[1] CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).
[2] HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

Table of Contents

1. EXECUTIVE SUMMARY 1-1

2. METHODOLOGY 2-1

RESPONSE RATE 2-1
PROFILE OF SURVEY RESPONDENTS 2-3

Charts 2A – 2C 2-4

3. TREND COMPARISONS 3-1

Charts 3A – 3C 3-1

4. BENCHMARK COMPARISONS 4-1

Charts 4A – 4D 4-2

5. GLOBAL PROPORTIONS 5-1

Charts 5A – 5C 5-1

6. QUESTION SUMMARIES 6-1

Charts 6A – 6L 6-1

7. SEGMENTATION ANALYSIS 7-1

Charts 7A – 7F 7-1

8. KEY DRIVER AND OPPORTUNITY ANALYSES 8-1

Chart 8A 8-1

Chart 8B 8-2

Chart 8C 8-3

Chart 8D 8-4

9. TECHNICAL NOTES 9-1

Sample Survey Tool 9-19

10. BANNER TABLES 10-1

11. GLOSSARY OF TERMS 11-1

1. Executive Summary

The Myers Group (TMG), a National Committee for Quality Assurance (NCQA) certified HEDIS Survey Vendor, was selected by APS Healthcare, Inc. to conduct its 2008 CAHPS® 4.0H Medicaid Adult Member Satisfaction Survey for SoonerCare Choice. NCQA requires CAHPS survey results from health plans that submit data for HEDIS, a set of health plan performance measures used for both public reporting and accreditation.

Using a mixed (mail and telephone) survey administration methodology, per NCQA protocol, the Myers Group collected 333 valid surveys from the eligible member population from January through May of 2008, yielding a response rate of 21.0%[3].

The overall objective of the CAHPS® study is to capture accurate and complete information about consumer-reported experiences with health care. Specifically, the objectives are 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 care provided.

This report summarizes results derived from the CAHPS® 4.0H Medicaid Adult Survey as applied to a random sample of your health plan members and presents the findings by plan service area (composite) and by each individual question (attribute). In general, satisfaction is presented by Summary Rates, which represent the percent of respondents who chose the most positive question responses as specified by NCQA.

The 2008 and 2005[4] Summary Rate composite and rating scores for SoonerCare Choice are presented in the following tables. The composites and ratings are shown for Health Plan domain, Health Care domain, and then for Effectiveness of Care measures. Included in each table is The Myers Group's Medicaid Adult Book of Business for 2008[5].

A comparison to other national benchmarks can be found in Section 4 of this report. TMG's Book of Business includes data for all CAHPS® 4.0 questions, measures and composites, including those that are not yet available in the Quality Compass benchmark. Historically the average difference between the TMG Book of Business mean Summary Rates and Quality Compass Public Report has been less than one percent.

Health Plan Domain

Composites/Ratings	2008 Summary Rates (margin of error[6])		2005 Summary Rates (margin of error)		*	2008 TMG Book of Business	**
Rating of Health Plan (Q35)	62.1%	(+/-5.4%)	55.4%	(+/- 5.3%)		72.0%	↓
Getting Needed Care	72.8%	(+/- 6.3%)	NA			75.6%	
Customer Service	78.1%***	(+/- 8.6%)	NA			79.0%	

*↓↑ indicates significant difference when compared to 2005.
**↓↑ indicates significant difference when compared to TMG Book of Business.
*** indicates this measure received less than 100 completed responses and will, therefore, receive an NA in the NCQA submission report.

[3] Please refer to Section 2 - Project Overview for the calculation used to determine the response rate.
[4] 2005 figures may vary slightly from previous years due to at least one of the following reasons: (1) TMG recalculated trend data according to NCQA protocol (2) Recalculated data was not weighted as it had been in previous years (3) For any given question, data associated with opt out response options (i.e. "Don't know," "Had no visits," etc.) was not included in the calculation of Summary Rate Scores.
[5] 2008 TMG Medicaid Adult Book of Business consists of 38 Medicaid Adult survey results, which were submitted to NCQA in 2008.
[6] The Margin of Error is the radius of the confidence interval, calculated at the 95% confidence level. The confidence interval would equal the Summary Rate plus and minus the margin of error.

Health Care Domain

Composites/Measures/Ratings	2008 Summary Rates (margin of error)	2005 Summary Rates (margin of error)	*	2008 TMG Book of Business	**
Rating of Health Care (Q12)	60.6% (+/- 6.0%)	60.3% (+/- 6.1%)		67.4%	↓
Getting Care Quickly	77.1% (+/- 5.1%)	71.9% (+/-5.9%)		79.7%	
How Well Doctors Communicate	80.4% (+/- 5.2%)	79.6% (+/- 4.9%)		86.8%	↓
Shared Decision Making	52.7% (+/- 8.9%)	NA		60.3%	
Health Promotion and Education (Q8)	55.6% (+/- 6.2%)	NA		55.5%	
Coordination of Care (Q20)	67.0% (+/- 8.6%)	NA		75.1%	↓
Rating of Personal Doctor (Q21)	65.1% (+/- 5.9%)	68.5% (+/- 5.9%)		76.0%	↓
Rating of Specialist (Q25)	68.8% (+/- 8.6%)	68.1% (+/- 8.5%)		75.1%	

*↓↑ indicates significant difference when compared to 2005.
**↓↑ indicates significant difference when compared to TMG Book of Business.

Effectiveness of Care Measures

Measures	2008 Summary Rates (margin of error)	2005 Summary Rates (margin of error)	*	2008 TMG Book of Business	**
Advising Smokers to Quit (ASTQ)	70.1% (+/- 7.7%)	68.5% (+/- 7.5%)		68.4%	
Smoking Cessation - Medication	40.1% (+/- 8.2%)	34.0% (+/- 7.7%)		40.4%	
Smoking Cessation - Strategies	39.6% (+/- 8.3%)	30.8% (+/- 7.6%)		40.2%	

*↓↑ indicates significant difference when compared to 2005.
**↓↑ indicates significant difference when compared to TMG Book of Business.

Noteworthy Findings
The following analyses provide comparisons of your plan's 2008 survey results to The Myers Group's 2008 Medicaid Adult Book of Business, as well as to your plan's Summary Rates from 2005[7] (wherever applicable):

Health Plan Domain	
Evaluation Area	***Results***
Rating of Health Plan (Q35)	How members rate their health plan is an important indicator of plan quality. On a scale of 0 to 10, 62.1% of SoonerCare Choice members rated their plan an 8, 9, or 10. This score is significantly below the 2008 TMG Book of Business mean Summary Rate, and ranks below the 10th percentile. Your plan is not significantly different when compared to your 2005 Summary Rate of 55.4%.
Getting Needed Care	This composite measures the experiences members had when attempting to get care from doctors and specialists. Your 2008 Summary Rate for the Getting Needed Care composite was 72.8%, which is not significantly different than our current Book of Business, and falls at the 19th percentile. This composite is important because our analysis shows it to be a Key Driver of Rating of Health Plan. Due to significant changes in response options, this is not trendable to 3.0H CAHPS® results.
Customer Service	This composite is another Key Driver of Rating of Health Plan. It measures the member's experiences with getting information and treatment by customer service staff. Your Customer Service 2008 composite Summary Rate is 78.1%. When compared to the 2008 TMG Book of Business, SoonerCare Choice's Customer Service Summary Rate is not significantly different, and places at the 45th percentile. Due to significant changes in response options, this is not trendable to 3.0H CAHPS® results. The number of responses for this measure is less than 100; therefore, this measure will receive an *NA* by NCQA.

[7] 2005 figures may vary slightly from previous years due to at least one of the following reasons: (1) TMG recalculated trend data according to NCQA protocol (2) Recalculated data was not weighted as it had been in previous years (3) For any given question, data associated with opt out response options (i.e. "Don't know," "Had no visits," etc.) was not included in the calculation of Summary Rate Scores.

Health Care Domain	
Evaluation Area	***Results***
Rating of Health Care (Q12)	This survey item gives members an opportunity to rate all the health care they have received in the last six months. The percentage of respondents indicating they would rate their health care an 8, 9, or 10 is 60.6%. Compared to other plans in our Book of Business that score is significantly lower. Additional comparison to our Book of Business shows this score is below the 10th percentile. A comparison of your current Summary Rate of 60.6% to your 2005 score of 60.3% shows no significant difference.
Getting Care Quickly	This composite measures members' experiences with receiving care and getting appointments in a reasonable time. Your 2008 Getting Care Quickly composite Summary Rate is 77.1%. When compared to our Book of Business, your plan's Summary Rate is not significantly different, and appears at the 18th percentile. A comparison to your 2005 score of 71.9% shows no significant differences.
How Well Doctors Communicate	TMG analysis of our current Book of Business shows this composite has the greatest impact on member's rating of their health care, as well as their rating of doctor. The composite measures various topics necessary for effective member and provider communication, and allows members to relay if their provider explained information in a manner that was easy understood, listened carefully to them, showed respect for what they had to say, and spent enough time with them. The Summary Rate indicates that 80.4% of members are always or usually satisfied indicating a high level of effective communication between members and their doctors. This score is significantly lower than the TMG Book of Business, and ranks below the 10th percentile. Your plan Summary Rate shows no significant difference when compared to your 2005 Summary Rate of 79.6%.
Shared Decision Making	SoonerCare Choice's survey results show that 52.7% of members feel that their doctor or health care provider definitely discussed options and asked their opinion regarding those options. These results are not significantly different than TMG's Book of Business average Summary Rate. A comparison to all plans in our current TMG benchmark reveals your Summary Rate is below the 10th percentile. Trending for this composite is not available as composite attributes were not asked on the CAHPS® Medicaid Adult 3.0H survey tool.

Health Care Domain	
Evaluation Area	***Results***
Health Promotion and Education (Q8)	This measure gauges the member's opinion of how often their doctor or health care provider discussed specific ways to prevent illnesses. SoonerCare Choice's Summary Rate of 55.6% is not significantly different when compared to the TMG Book of Business, placing it at the 52nd percentile. Trending for this measure is not available as it was not asked on the CAHPS® Medicaid Adult 3.0H survey tool.
Coordination of Care (Q20)	Your Summary Rate indicates 67.0% of respondents feel their doctor was always or usually informed and up-to-date about their care, which is significantly lower than the TMG benchmark. Compared to all other Medicaid adult plans in TMG's Book of Business this score is below the 10th percentile. Trending for this measure is not available as it was not asked on the CAHPS® Medicaid Adult 3.0H survey tool.
Rating of Personal Doctor (Q21)	Analysis of our current Book of Business reveals this survey item is highly correlated to overall rating of health care (Q12). Therefore, high Summary Rates in this measure should reflect highly in health care satisfaction. Your current Summary Rate of 65.1% is significantly below our benchmark mean, and ranks below the 10th percentile. Your 2008 score is not significantly different when compared to your 2005 Summary Rate of 68.5%.
Rating of Specialist (Q25)	SoonerCare Choice's rating of specialist (68.8%) is not significantly different when compared to TMG's Book of Business, and ranks at the 11th percentile. When compared to 2005 results (68.1%), your Summary Rate for this survey item has shown no significant change in score.

Effectiveness of Care Measures **Note: The CAHPS specifications call for the Effectiveness of Care Measures to be calculated using a rolling average methodology; therefore, the 2008 scores ordinarily would be an average of results from 2007 and 2008.**	
Evaluation Area	***Results***
Advising Smokers to Quit (ASTQ)	According to survey results, 47.7% of your members indicated they are current smokers (Q45). Among those smokers, 70.1% stated that their doctor had advised them to quit smoking on at least one occasion in the past six months. This score is not significantly different than our current Book of Business, with your score ranking at the 54th percentile. A side-by-side comparison of your 2005 Summary Rate of 68.5% to this year's score of 70.1% indicates no significant difference.
Smoking Cessation - Medication	Among your current smoking members, 40.1% reported their doctor had discussed medications as a method to quit smoking. This Summary Rate is not significantly different than TMG's current benchmark, appearing at the 46th percentile. A comparison to SoonerCare Choice 2005 Summary Rate of 34.0% reveals no significant difference in score.
Smoking Cessation - Strategies	Among SoonerCare Choice's current smoking members, 39.6% indicated their doctor recommended or discussed methods and strategies (other than medication) to assist in smoking cessation, which is not significantly different than the TMG Book of Business mean Summary Rate and falls at the 51st percentile. An investigation of your 2005 Summary Rate of 30.8% reveals there have been no significant changes in this survey measure.

Key Drivers of Health Plan Rating
Some composites will impact the Rating of Health Plan (Q35) satisfaction among your health plan members more than others, and are considered Key Drivers. Key Drivers are those health plan service areas that are positively tied to the overall rating of the health plan. A regression analysis was performed using the 2008 TMG Medicaid Adult Book of Business. This analysis measures the relationship between each composite area and the overall health plan rating. It is used to determine which areas of service have the greatest effect on members' overall satisfaction, which helps plans to develop a strategy to focus attention on those key areas.

Two composites have been identified as Key Drivers based on the regression analysis: Customer Service and Getting Needed Care. Depending on your health plan's composite percentile ranking when compared to the 2008 TMG Medicaid Adult Book of Business, the following Opportunity Analysis is provided for use in developing your quality initiatives.

Opportunity Analysis for SoonerCare Choice
Strengths - Key Drivers of health plan satisfaction with Summary Rates at or above the 75th percentile when compared to the 2008 TMG Medicaid Adult Book of Business should be marketed and maintained.

Opportunities - Key Drivers of health plan satisfaction with Summary Rates that fall below the 50th percentile when compared to the 2008 TMG Medicaid Adult Book of Business should be investigated and improved upon.

Areas to Monitor - Key Drivers of health plan satisfaction with Summary Rates between the 50th and 75th percentile when compared to the 2008 TMG Medicaid Adult Book of Business should be monitored, as they do have a significant impact on members' overall ratings of their health plan.

Key Drivers of Health Plan Rating	Percentile Ranking	Opportunity Analysis	Plan Summary Rate	2008 TMG Book of Business
Customer Service	45th	Opportunity	78.1%	79.0%
Getting Needed Care	19th	Opportunity	72.8%	75.6%

Key Drivers of Health Care Rating
How members rate their health care (Q12) is an important measure of quality, as it gives members an opportunity to rate all of the health care they have received in the last six months. The health care rating provides feedback to health plans to help improve their members' quality of care. TMG performed a regression analysis on the results from plans represented in the 2008 TMG Medicaid Adult Book of Business to determine the Key Drivers for the Rating of Health Care.

Three composites have been identified as Key Drivers for the Rating of Health Care based on the regression analysis: How Well Doctors Communicate, Shared Decision Making, and Customer Service. The Rating of Health Care is also highly correlated with the Rating of Personal Doctor (Q21).

Opportunity Analysis for SoonerCare Choice
Strengths - Key Drivers of health care satisfaction with Summary Rates at or above the 75th percentile when compared to the 2008 TMG Medicaid Adult Book of Business should be marketed and maintained.

Opportunities - Key Drivers of health care satisfaction with Summary Rates that fall below the 50th percentile when compared to the 2008 TMG Medicaid Adult Book of Business should be investigated and improved upon.

Areas to Monitor - Key Drivers of health care satisfaction with Summary Rates between the 50th and 75th percentile when compared to the 2008 TMG Medicaid Adult Book of Business should be monitored, as they do have a significant impact on members' overall ratings of their health care.

Key Drivers of Health Care Rating	Percentile Ranking	Opportunity Analysis	Plan Summary Rate	TMG Book of Business
How Well Doctors Communicate	<10th	Opportunity	80.4%	86.8%
Shared Decision Making	<10th	Opportunity	52.7%	60.3%
Customer Service	45th	Opportunity	78.1%	79.0%

Key Drivers of Personal Doctor Rating
A positive relationship between doctor and patient is an important part of health care. Question 21 gives members an opportunity to rate their personal doctor. Ratings can be influenced by a number of factors. TMG performed a regression analysis on the results from plans represented in the 2008 TMG Medicaid Adult Book of Business to determine the Key Drivers for the Rating of Personal Doctor.

Two composites have been identified as Key Drivers for the Rating of Personal Doctor based on the regression analysis: How Well Doctors Communicate and Coordination of Care.

Opportunity Analysis for SoonerCare Choice
Strengths - Key Drivers of doctor satisfaction with Summary Rates at or above the 75th percentile when compared to the 2008 TMG Medicaid Adult Book of Business should be marketed and maintained.

Opportunities - Key Drivers of doctor satisfaction with Summary Rates that fall below the 50th percentile when compared to the 2008 TMG Medicaid Adult Book of Business should be investigated and improved upon.

Areas to Monitor - Key Drivers of doctor satisfaction with Summary Rates between the 50th and 75th percentile when compared to the 2008 TMG Medicaid Adult Book of Business should be monitored, as they do have a significant impact on members' ratings of their personal doctor.

Key Drivers of Personal Doctor Rating	Percentile Ranking	Opportunity Analysis	Plan Summary Rate	TMG Book of Business
How Well Doctors Communicate	<10th	Opportunity	80.4%	86.8%
Coordination of Care	<10th	Opportunity	67.0%	75.1%

2. Methodology

The CAHPS® 4.0H protocol allows plans to select one of two options for survey administration: 1) a 5-wave mail-only methodology or 2) a mixed methodology (mail and telephone), which includes four waves of mail (two questionnaire mailings and two reminder post cards) with a telephone follow-up of at least 3 attempts. SoonerCare Choice chose a mixed (mail and telephone) survey administration methodology.

Response Rate

The required sample size is 1,350 in accordance with NCQA protocol for adult Medicaid plans, although plans may choose to over-sample or augment[8] their population if desired. Your plan's sample size is 1,620. The Myers Group collected 333 valid surveys from the eligible member population from January through May of 2008. After adjusting for ineligible members, your survey response rate is 21.0%. Members were eligible to be drawn into the sample of individuals to be surveyed if they met the inclusion criteria presented below:

Eligibility	All adult members ages 18 years or older as of December 31st of the reporting year.
Current Enrollment	Currently enrolled at the time the sample is drawn.
Continuous Enrollment	Continuously enrolled for at least the last six months of the reporting year with Medicaid health insurance coverage.
Gaps in Coverage	If there is a gap in coverage for a member, it can be up to 45 days during the reporting year. For Medicaid members for whom enrollment is verified monthly, the member may not have more than a one-month gap in coverage (the member must be enrolled for five of the last six months of the measurement year).

NCQA allows members to submit surveys through a mail-only or mixed (mail and phone) methodology. The Myers Group collected your health plan's 333 valid surveys via the mixed collection method (238 Mail and 95 Telephone). The overall NCQA target number of valid surveys is 411.

A response rate is only calculated for those members who were eligible and able to respond. According to NCQA protocol, ineligible members include those who are deceased, do not meet the eligible population criteria, have a language barrier, or are either mentally or physically incapacitated. Non-respondents include those members who have refused to participate in the survey, could not be reached due to a bad address or telephone number, or members who reached a maximum attempt threshold and were unable to be contacted during the survey time period.

[8] Although plans may choose to augment their population, augments are not included in the Response Rate calculation or survey disposition groupings.

The table below shows the total number of members in the sample who fell into each of the various disposition categories. Depending upon the survey protocol, some of the groupings below may not apply.

Disposition Group	Disposition Category	N
Ineligible	Deceased (M20/T20)	1
	Does not meet eligibility criteria (M21/T21)	27
	Language barrier (M22/T22)	0
	Mentally/physically incapacitated (M24/T24)	5
	Total Ineligible	**33**
Non-response	Bad address/phone (M23/T23)	60
	Refusal (M32/T32)	39
	Maximum attempts made (M33/T33)	1155
	Total Non-response	**1254**

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

$$\frac{\text{Completed surveys}}{\text{Sample size} - \text{Ineligible surveys}} = \text{Response Rate}$$

Using the final figures from SoonerCare Choice's Medicaid Adult survey, the numerator and denominator used to compute your response rate are presented below.

$$\frac{238\ (\text{Mail}) + 95\ (\text{Phone})}{1{,}620\ (\text{Sample}) - 33\ (\text{Ineligible})} = \frac{333}{1{,}587} = 21.0\%$$

Refer to the *Technical Notes* for the protocol used to calculate the response rate and administer the survey.

Profile of Survey Respondents

The demographic characteristics of respondents surveyed should be representative of your member population. The Myers Group follows NCQA protocol to help achieve a representative sample of your plan's member population. Page 2A shows the percentage of respondents by demographic category (gender, age, education, health status, and race/ethnicity) within your respondent group.

Page 2C provides the percentage of respondents by demographic category compared to your plan's 2005[9] demographics. 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. Page 2B provides the percentage of respondents by demographic category compared to the 2008 TMG Medicaid Adult Book of Business and 2007 Quality Compass - Medicaid (Public Report) measures. To help you identify how your plan's population compares to other plans and to previous data, significant differences are determined by a z-test for statistical significance and then highlighted. (Refer to the *Technical Notes* for more information on this topic.)

- ☑ **Demographic comparisons (TMG Book of Business):** Page 2B shows there are significant differences between your plan and the 2008 TMG Book of Business in the following demographic categories: Age, Race/Ethnicity, Education and Health Status.

- ☑ **Demographic comparisons (Quality Compass-Medicaid):** Page 2B shows there are significant differences between your plan and Quality Compass 2007 in the following demographic categories: Age, Race/Ethnicity, Education and Health Status.

- ☑ **Demographic comparisons (Trending):** Page 2C shows there have been significant changes between your 2008 population and that of 2005 in the following demographic category: Race/Ethnicity.

Through years of experience and analysis of our current Book of Business, The Myers Group has observed that the demographics of a response group may have an effect on the overall satisfaction results. The comments and charts below represent generalized results. Your plan results are presented in the Segmentation Section (Section 7) and may differ from the 2008 TMG Book of Business. Although differences may occur, it is more likely attributable to sampling error. Therefore, attention should be directed towards general observations and less to specific variations.

- ☑ Older members give higher ratings of overall satisfaction.

Demographic Category		TMG Book of Business Q35 Summary Rate
Age	55 or older	78.1%
	45 – 54	71.6%
	35 – 44	70.8%
	18 – 34	70.2%

[9] When data analysis was originally conducted on trend data in 2005, Race calculations were based upon the total number of respondents. As a result, the sum of responses for Race was greater than 100%. Please note that Oklahoma Health Care Authority SoonerCare trend data has been recalculated according to NCQA protocol. As such, 2005 Race figures displayed in this report are based on the total number of respondents, therefore, the sum of responses for Race equals 100%. Given the aforementioned, please note that 2005 race figures may vary slightly from previous years.

☑ More educated members give lower ratings of overall satisfaction.

Demographic Category		TMG Book of Business Q35 Summary Rate
Education	4-Yr College or more	73.7%
	Some College or 2-Yr degree	69.9%
	High School	64.0%

☑ Members who report better health status give higher ratings of overall satisfaction.

Demographic Category		TMG Book of Business Q35 Summary Rate
Health Status	Excellent	84.1%
	Very good	76.4%
	Good	68.5%
	Fair	68.2%
	Poor	64.2%

A larger proportion of these types of respondents (i.e. older, more educated, better health status) could affect your plan's satisfaction scores. A comprehensive detail of demographic results for your plan is presented in *Segmentation Analysis – Section 7*.

Charts 2A – 2C

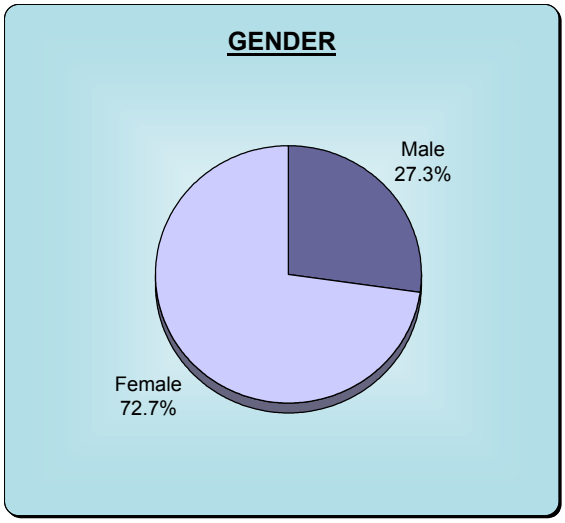
Profile of Survey Respondents

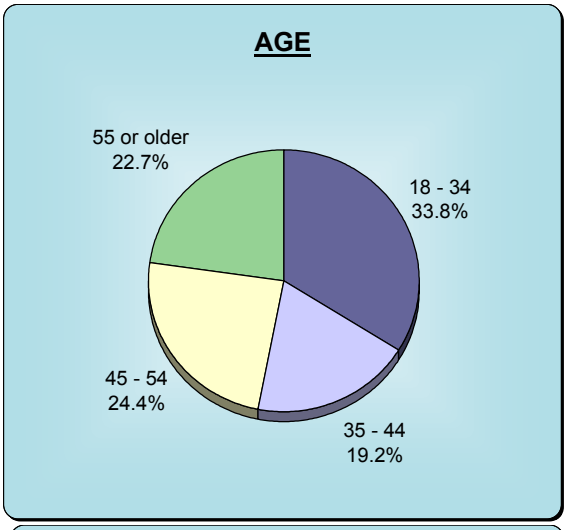
SoonerCare Choice

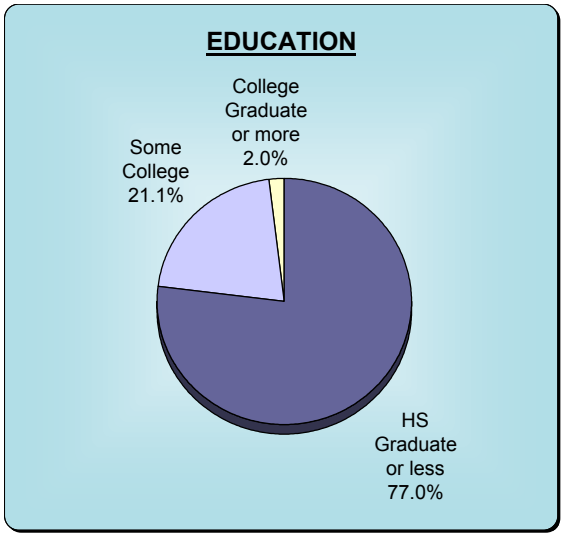
Survey Demographic Comparisons

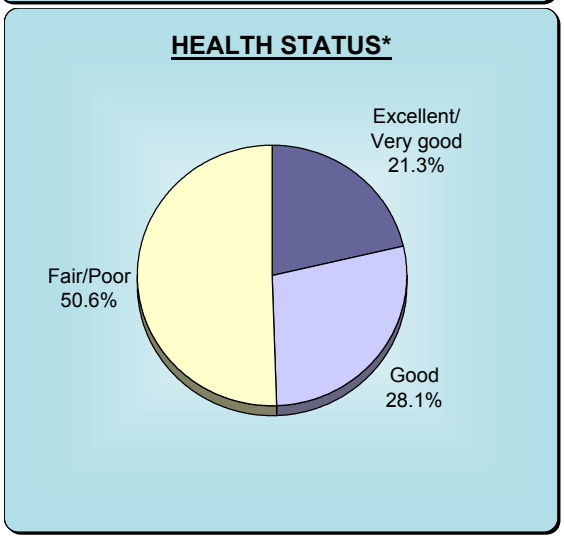
Medicaid Adult CAHPS®

333 Total Respondents

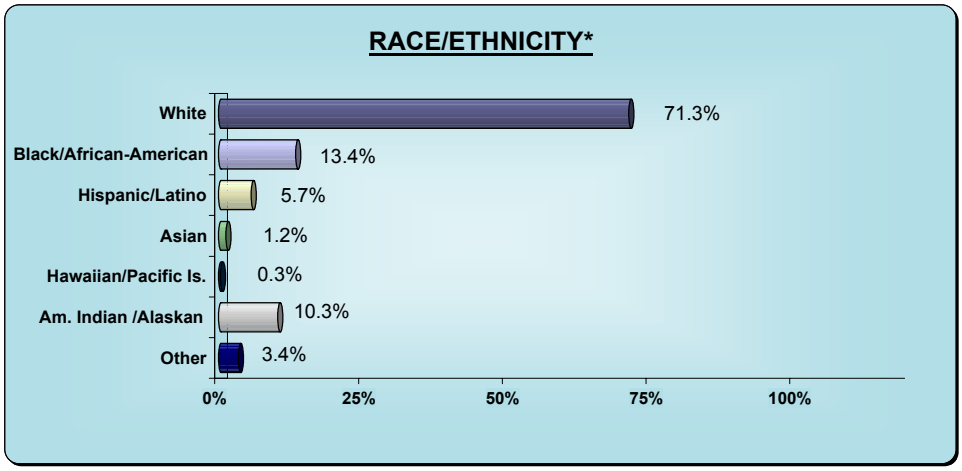








* Health status is defined by member.



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

Profile of Survey Respondents

Benchmark Comparisons

SoonerCare Choice

Medicaid Adult CAHPS®

333 Total Respondents

Demographic	Category	SoonerCare Choice	TMG Book of Business*	QC 2007 (Public Report)*	Significance Testing**	
		2008	2008	2007	Plan to TMG	Plan to QC
Gender	**Male**	27.3%	25.3%	26.4%	↔	↔
	Female	72.7%	74.7%	73.6%	↔	↔
Age	**18 - 34**	33.8%	43.1%	38.4%	↓	↔
	35 - 44	19.2%	20.2%	21.2%	↔	↔
	45 - 54	24.4%	19.2%	19.8%	↑	↑
	55 or older	22.7%	17.5%	20.7%	↑	↔
Race/Ethnicity* **	**White**	71.3%	55.6%	51.6%	↑	↑
	Black/African-American	13.4%	23.2%	21.4%	↓	↓
	Hispanic/Latino	5.7%	22.2%	20.4%	↓	↓
	Asian	1.2%	3.9%	5.2%	↓	↓
	Hawaiian/Pacific Is.	0.3%	0.9%	1.3%	-	-
	Am. Indian/Alaskan	10.3%	2.8%	2.8%	↑	↑
	Other	3.4%	13.6%	12.3%	↓	↓
Education	**High School Graduate or less**	77.0%	66.7%	67.8%	↑	↑
	Some College	21.1%	26.6%	25.7%	↓	↔
	College Graduate or more	2.0%	6.7%	6.5%	↓	↓
Health Status	**Excellent/Very good**	21.3%	36.4%	33.4%	↓	↓
	Good	28.1%	31.7%	31.1%	↔	↔
	Fair/Poor	50.6%	31.9%	35.5%	↑	↑

** The 2008 Myers Group Book of Business consists of 38 Medicaid adult samples that conducted surveys with TMG in 2008 and submitted to NCQA. NCQA 2007 Quality Compass® (Public-Report) is the mean of 108 plan-specific samples that submitted to NCQA in 2007 and publicly reported. Refer to the Technical Notes for more information.*

*** Significance Testing - "↓" denotes plan percentage is significantly lower when compared to benchmarks. "↑" denotes plan percentage is significantly higher when compared to benchmarks. "↔" denotes that there was no significant difference between the percentages. "-" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

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

TMG research has shown:

* Older members give higher ratings of overall satisfaction.
* More educated members give lower ratings of overall satisfaction.
* Members who report better health status give higher ratings of overall satisfaction.

Profile of Survey Respondents

Demographic Trending

SoonerCare Choice

Medicaid Adult CAHPS®

333 Total Respondents

Demographic	Category	2008	2005	Significance Testing* since 2005
Gender	**Male**	27.3%	29.2%	↔
	Female	72.7%	70.8%	↔
Age	**18 - 34**	33.8%	40.8%	↔
	35 - 44	19.2%	17.0%	↔
	45 - 54	24.4%	22.7%	↔
	55 or older	22.7%	19.5%	↔
Race/Ethnicity ** §**	**White**	71.3%	64.3%	↑
	Black/African-American	13.4%	16.3%	↔
	Hispanic/Latino	5.7%	5.7%	↔
	Asian	1.2%	1.1%	▪
	Hawaiian/Pacific Is.	0.3%	0.5%	▪
	Am. Indian/Alaskan	10.3%	12.3%	↔
	Other	3.4%	5.6%	↔
Education	**High School Graduate or less**	77.0%	78.2%	↔
	Some College	21.1%	18.9%	↔
	College Graduate or more	2.0%	2.9%	↔
Health Status	**Excellent/Very good**	21.3%	24.2%	↔
	Good	28.1%	25.6%	↔
	Fair/Poor	50.6%	50.1%	↔

** Significance Testing - "↓" denotes significant decrease when compared to previous years. "↑" denotes significant increase when compared to previous years. "↔" denotes that there was no significant difference between the percentages. "▪" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

*** Race and Ethnicity figures will not equal 100% because they are separate questions. "Other" includes Native Hawaiian or Other Pacific Islander, American Indian or Alaska Native, and respondents who answered "Other."*

§ Please note that the trending for the Race attribute is based upon data derived from Q73 on the 2005 SoonerCare Choice survey tool and does not account for the multiracial category.

Note: When data analysis was originally conducted on trend data in 2005, Race calculations were based upon the total number of respondents. As a result, the sum of responses for Race was greater than 100%. Please note that Oklahoma Health Care Authority SoonerCare trend data has been recalculated according to NCQA protocol. As such, 2005 Race figures displayed in this report are based on the total number of respondents, therefore, the sum of responses for Race equals 100%. Given the aforementioned, please note that 2005 race figures may vary slightly from previous years.

3. Trend Comparisons

The CAHPS® 4.0H 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 trend pages. Trending to 2005[10] data is also shown when available.

Page 3A — Trend Comparisons
Shows how your health plan's 2008 composite and key question Summary Rates compare to your scores from 2005. Significant differences are highlighted.

Pages 3B-3C — Trend Comparisons
Shows a graphical presentation of a year-to-year comparison of Summary Rates of composites and key questions. Page 3B shows composites and single question measures. Page 3C shows rating questions and Effectiveness of Care measures.

Due to significant differences between the CAHPS® 4.0H and CAHPS® 3.0H surveys, the following composites and measures are not trendable to data from 2006 and earlier: *Getting Needed Care, Customer Service, Shared Decision Making, Health Promotion and Education,* and *Coordination of Care.*

Additionally, due to changes in HEDIS technical specifications, the following composites and Summary Rates have been modified since 2007. In these cases, TMG has recalculated the plan's 2007 results to match the 2008 definitions, for trendability purposes.

- One question was removed from Customer Service (Q29).
- The Summary Rate for Shared Decision Making is now the percentage of respondents answering "Definitely Yes."

Charts 3A – 3C

[10] 2005 figures may vary slightly from previous years due to at least one of the following reasons: (1) TMG recalculated trend data according to NCQA protocol (2) Recalculated data was not weighted as it had been in previous years (3) For any given question, data associated with opt out response options (i.e. "Don't know," "Had no visits," etc.) was not included in the calculation of Summary Rate Scores.

Trend Comparisons

SoonerCare Choice

Composites and Key Questions of Member Satisfaction

Medicaid Adult CAHPS®

333 Total Respondents

Composites and Key Questions	2008 CAHPS 4.0 Valid n	2008 CAHPS 4.0 Summary Rate*	2005 CAHPS 3.0 Valid n	2005 CAHPS 3.0 Summary Rate*	Significance Testing ** since 2005
Getting Needed Care		**72.8%**	Not Trendable		Not Trendable
Q23. Ease of getting appointment with a specialist	130	70.0%	Not Trendable		Not Trendable
Q27. Getting care, tests, or treatments necessary	192	75.5%			
Getting Care Quickly		**77.1%**		**71.9%**	↔
Q4. Obtaining needed care right away	187	80.2%	171	69.0%	↑
Q6. Obtaining care when needed, not when needed right away	258	74.0%	222	74.8%	↔
How Well Doctors Communicate		**80.4%**		**79.6%**	↔
Q15. Doctors explaining things in an understandable way	226	81.4%	258	81.0%	↔
Q16. Doctors listening carefully to you	223	80.7%	260	78.5%	↔
Q17. Doctors showing respect for what you had to say	223	83.0%	256	81.6%	↔
Q18. Doctors spending enough time with you	221	76.5%	257	77.4%	↔
Customer Service		**78.1%**	Not Trendable		Not Trendable
Q31. Getting information/help from customer service	89	73.0%	Not Trendable		Not Trendable
Q32. Treated with courtesy and respect by customer service staff	89	83.1%			
Shared Decision Making		**52.7%**	Not Trendable		Not Trendable
Q10. Health provider talked about pros and cons of choice of treatment	121	56.2%	Not Trendable		Not Trendable
Q11. Doctor/provider asked which choice was best for you	116	49.1%			
Q8-Health Promotion and Education	**250**	**55.6%**	Not Trendable		Not Trendable
Q20-Coordination of Care	**115**	**67.0%**	Not Trendable		Not Trendable
Rating of Health Care (Q12)	**251**	**60.6%**	**247**	**60.3%**	↔
Rating of Personal Doctor (Q21)	**249**	**65.1%**	**235**	**68.5%**	↔
Rating of Specialist (Q25)	**112**	**68.8%**	**116**	**68.1%**	↔
Rating of Health Plan (Q35)	**306**	**62.1%**	**343**	**55.4%**	↔
Effectiveness of Care Measures ***					
Advising Smokers to Quit (ASTQ)	**137**	**70.1%**	**146**	**68.5%**	↔
Smoking Cessation - Medication	**137**	**40.1%**	**144**	**34.0%**	↔
Smoking Cessation - Strategies	**134**	**39.6%**	**143**	**30.8%**	↔

** Summary Rates are defined by NCQA in its HEDIS 2008 CAHPS® 4.0H guidelines and generally represent the most favorable response percentages. The Summary Rates for Effectiveness of Care Measures are calculated on a two-year rolling average due to anticipated small denominators. Refer to the Technical Notes for more information.*

*** Significance Testing - "↓" denotes significant decrease when compared to previous years. "↑" denotes significant increase when compared to previous years. " ↔" denotes that there was no significant difference between the percentages. " -" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

**** The Oklahoma Health Care Authority did not survey its Medicaid Adult population in 2007. As such, 2008 Summary Rates for the Effectiveness of Care Measures have been calculated as first-year measures.*

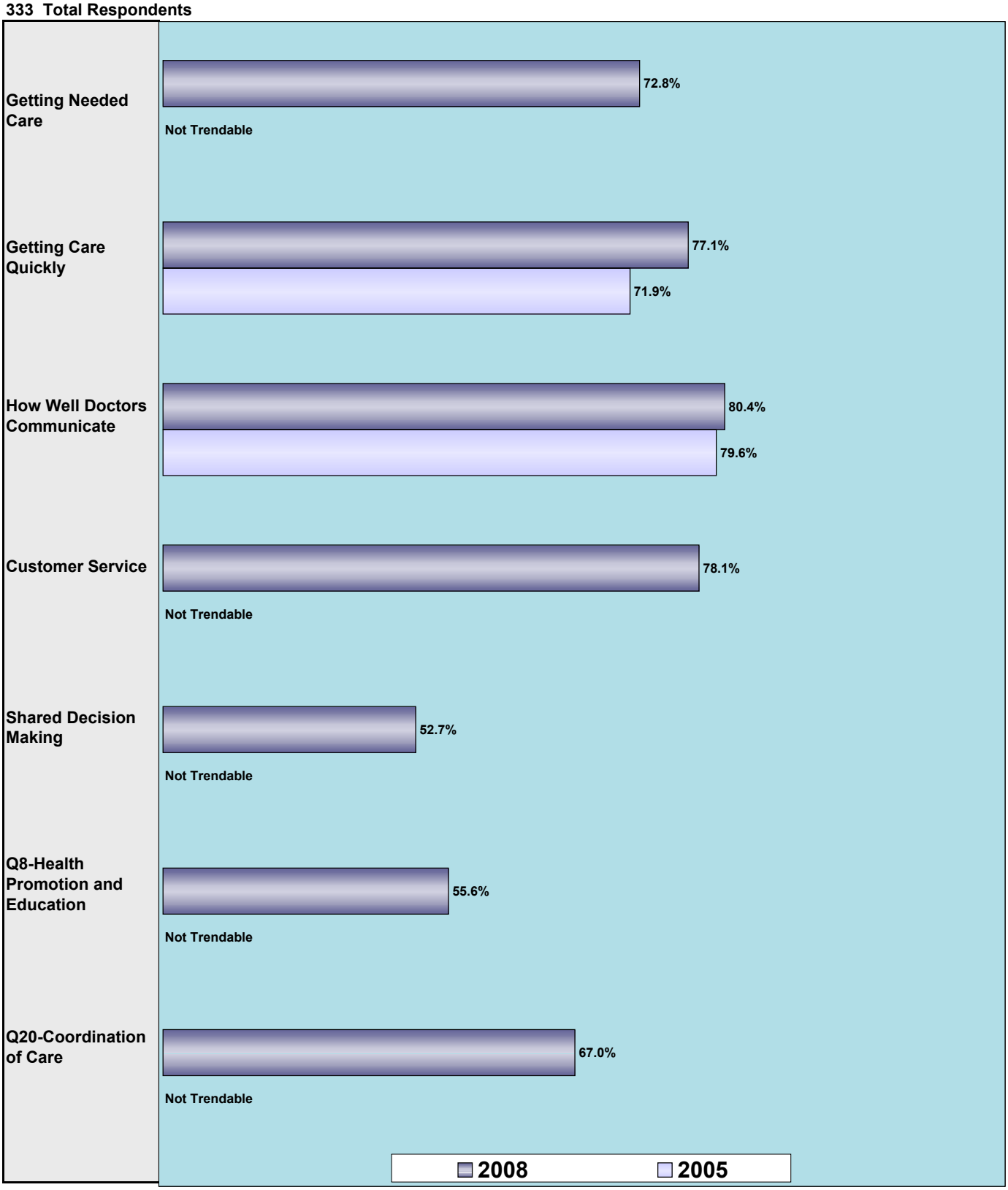
Note: 2005 figures may vary slightly from previous years due to at least one of the following reasons: (1) TMG recalculated trend data according to NCQA protocol (2) Recalculated data was not weighted as it had been in previous years (3) For any given question, data associated with opt out response options (i.e. "Don't know," "Had no visits," etc.) was not included in the calculation of Summary Rate Scores.

Trend Comparisons

Composites and Key Questions of Member Satisfaction

SoonerCare Choice
Medicaid Adult CAHPS®

333 Total Respondents



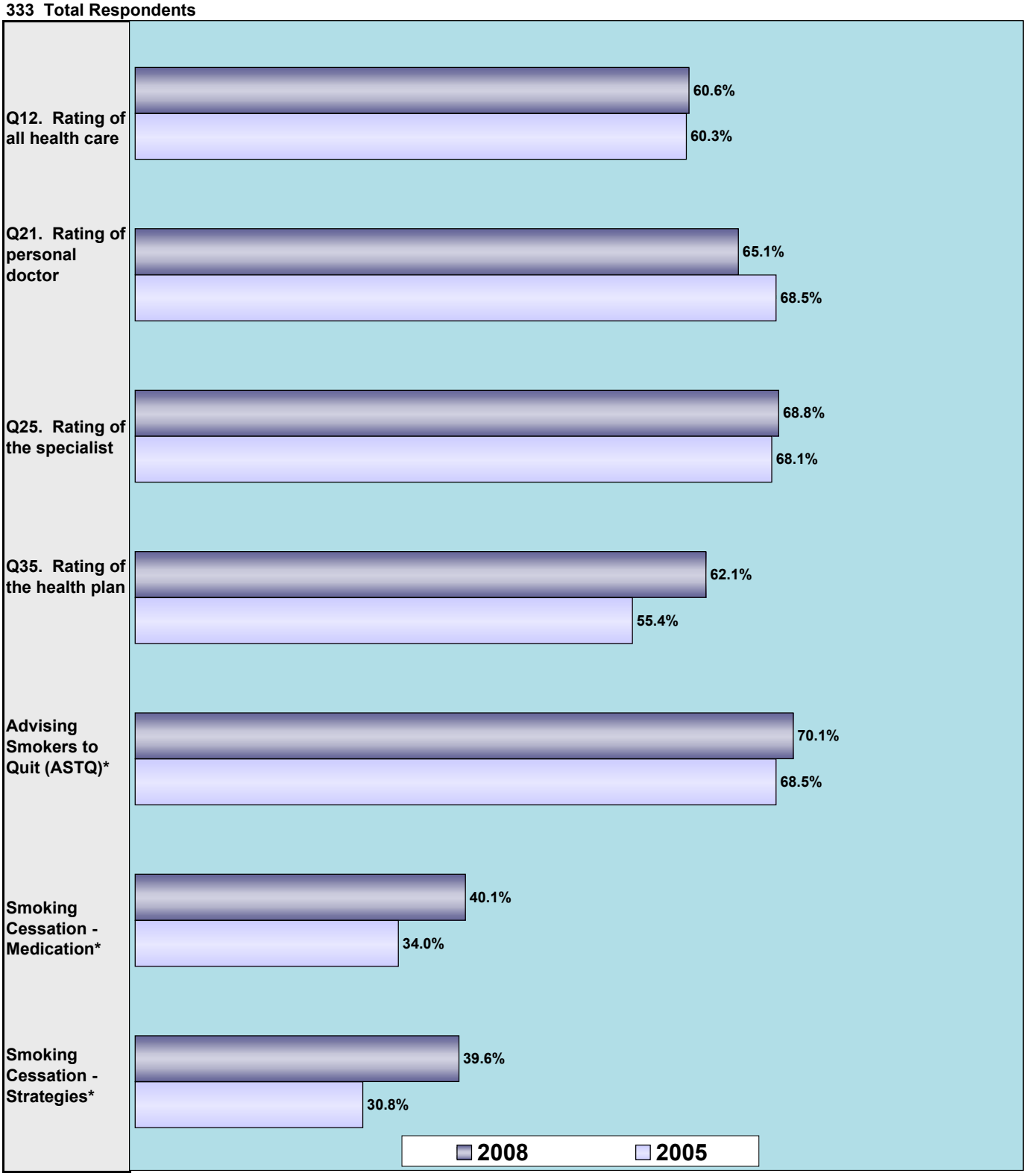
Note: 2005 figures may vary slightly from previous years due to at least one of the following reasons: (1) TMG recalculated trend data according to NCQA protocol (2) Recalculated data was not weighted as it had been in previous years (3) For any given question, data associated with opt out response options (i.e. "Don't know," "Had no visits," etc.) was not included in the calculation of Summary Rate Scores.

Trend Comparisons

Overall Satisfaction and Effectiveness of Care Measures*

SoonerCare Choice
Medicaid Adult CAHPS®

333 Total Respondents



** The Oklahoma Health Care Authority did not survey its Medicaid Adult population in 2007. As such, 2008 Summary Rates for the Effectiveness of Care Measures have been calculated as first-year measures.*

Note: 2005 figures may vary slightly from previous years due to at least one of the following reasons: (1) TMG recalculated trend data according to NCQA protocol (2) Recalculated data was not weighted as it had been in previous years (3) For any given question, data associated with opt out response options (i.e. "Don't know," "Had no visits," etc.) was not included in the calculation of Summary Rate Scores.

4. Benchmark Comparisons

Quality Compass data is used as a benchmark for comparison to see how well your plan performs in comparison to those plans that submitted their data to NCQA in 2007. Additionally, a comparison to TMG's 2008 Medicaid Adult Book of Business is provided.

Your plan's 2008 member satisfaction summary data, as well as several benchmarks for comparison, are all organized into the following charts.

Page 4A — 2007 Quality Compass (Medicaid Adult Public Report) Percentiles
Shows how your health plan's composite and key question Summary Rates compare to the mean and percentile (25th, 50th, 75th, and 90th) scores generated from the 108 plan-specific Medicaid adult samples nationwide who chose to report their plan-level scores publicly. Your plan's percentile ranking is shown beside each score.

Page 4B — 2008 TMG Medicaid Adult Book of Business Percentiles
Shows how your health plan's composite and key question Summary Rates compare to the mean and percentile (25th, 50th, 75th, and 90th) scores generated from the 38 plan-specific Medicaid adult samples contracted with TMG to administer the CAHPS 4.0H survey and to submit data to NCQA in 2008. Your plan's percentile ranking is shown beside each score. *Historically the average difference between TMG Book of Business mean Summary Rates and Quality Compass Public Report has been less than one percent*.

Page 4C — 2008 TMG Book of Business and 2007 Quality Compass (Public Report and All Plans) Summary Rate Comparison
Page 4C shows how your health plan's composite and key question Summary Rates compare to the mean score of the 2008 TMG Book of Business and 2007 Quality Compass (Public-Report and All Plans). The Public Report benchmark includes the 108 Medicaid adult plans that submitted to NCQA and chose to report their plan-level scores publicly. The All Plans benchmark includes approximately 123 samples of Medicaid adult plans that submitted to NCQA. Significant differences are highlighted.

Page 4D — 2007 National CAHPS® Benchmarking Database (NCBD)
Shows how your health plan's composite and key question Summary Rates compare to the NCBD Benchmark. ***Note:*** *NCBD Summary Rate definitions are not the same as NCQA Summary Rate definitions. Your plan's Summary Rate has been recalculated on this page to match NCBD Summary Rate definitions.* The NCBD Summary Rate definitions are shown in the second column of this table. The NCBD data presented includes the summary-level distributions of 109 Medicaid Adult CAHPS® 4.0 Health Plan Survey results from 2007.

A brief description of each benchmark, as well as their pros and cons are shown in the table below:

Benchmark	Definition	# of Plans	Pros	Cons
2007 Quality Compass Public Report	Includes the Medicaid adult samples that submitted data to NCQA in 2007 and allowed their data to be publicly reported	108	* Provides a benchmark for each question from the survey * Permits precise percentile ranking of plan compared to benchmark	*Contains fewer plans than All Plans benchmark *Does not include data for all 4.0 questions and composites
2007 Quality Compass All Plans Report	Includes all Medicaid adult samples that submitted data to NCQA in 2007	123	* Contains more plans than Public Report * Is shown in NCQA's *The State of Health Care Quality* and on NCQA's website	* Only contains benchmarks for certain key questions, composites and rating questions *Does not include data for all 4.0 questions and composites
2007 National CAHPS® Benchmarking Database (NCBD)	Includes all Medicaid adult samples that submitted data to NCBD in 2007. Summary Rate definitions are not the same as standard CAHPS definitions.	109	* Typically contains more plans than Quality Compass *Breaks out the Summary Rate to include only the most positive response option	* Only contains benchmarks for certain key questions, composites and rating questions *May include data that does not follow standard CAHPS® data collection protocol
2008 TMG Book of Business	Includes all the Medicaid adult samples that contracted with TMG to administer the 2008 CAHPS 4.0H survey, and submitted that data to NCQA	38	* Is the only 2008 CAHPS 4.0H benchmark available at this date * Provides a benchmark for each question from the survey * Permits precise percentile ranking of plan compared to benchmark	* Contains fewer plans than Quality Compass Public Report and All Plans benchmarks[11]

Charts 4A – 4D

[11] Historically the average difference between TMG Book of Business mean Summary Rates and Quality Compass Public Report has been less than one percent.
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Benchmark Comparisons

SoonerCare Choice

2007 Quality Compass® (Public Report) Percentiles

Medicaid Adult CAHPS®

333 Total Respondents

Composites and Key Questions	Your Plan Summary Rate*	Your Plan's Percentile Ranking**	Quality Compass® (Public Report) Mean & Percentiles***				
			Mean	25th	50th	75th	90th
Getting Needed Care	**72.8%**	**33rd**	75.5%	70.2%	77.3%	80.6%	83.0%
Q23. Ease of getting appointment with a specialist	70.0%	27th	74.0%	69.3%	75.0%	79.2%	82.1%
Q27. Getting care, tests, or treatments necessary	75.5%	32nd	77.7%	73.1%	78.4%	82.7%	84.6%
Getting Care Quickly	**77.1%**	**28th**	79.6%	76.5%	81.2%	83.4%	85.1%
Q4. Obtaining needed care right away	80.2%	35th	80.9%	77.2%	82.0%	85.0%	86.4%
Q6. Obtaining care when needed, not when needed right away	74.0%	18th	78.7%	75.2%	80.0%	83.5%	84.9%
How Well Doctors Communicate	**80.4%**	**<10th**	86.8%	84.7%	86.8%	89.2%	90.7%
Q15. Doctors explaining things in an understandable way	81.4%	14th	86.3%	83.4%	86.7%	89.5%	91.6%
Q16. Doctors listening carefully to you	80.7%	<10th	87.8%	85.2%	88.2%	90.1%	92.6%
Q17. Doctors showing respect for what you had to say	83.0%	<10th	89.3%	86.8%	89.1%	91.2%	93.1%
Q18. Doctors spending enough time with you	76.5%	<10th	83.8%	81.4%	84.4%	86.8%	88.6%
Customer Service	**78.1%**	**NA**	NA	NA	NA	NA	NA
Q31. Getting information/help from customer service	73.0%	49th	72.0%	68.9%	73.0%	75.7%	79.3%
Q32. Treated with courtesy and respect by customer service staff	83.1%	NA	NA	NA	NA	NA	NA
Rating of Health Care (Q12)	**60.6%**	**10th**	66.3%	62.8%	66.9%	69.4%	72.6%
Rating of Personal Doctor (Q21)	**65.1%**	**<10th**	76.5%	73.5%	76.4%	79.8%	81.8%
Rating of Specialist (Q25)	**68.8%**	**<10th**	75.1%	71.9%	76.4%	78.3%	80.2%
Rating of Health Plan (Q35)	**62.1%**	**<10th**	70.7%	66.1%	70.7%	75.3%	78.5%
Effectiveness of Care Measures (Rolling Averages)****							
Advising Smokers to Quit (ASTQ)	**70.1%**	**65th**	68.0%	64.9%	68.2%	72.1%	76.2%
Smoking Cessation - Medication	**40.1%**	**82nd**	34.9%	29.9%	34.9%	38.3%	46.1%
Smoking Cessation - Strategies	**39.6%**	**69th**	36.3%	31.4%	35.9%	40.4%	45.5%

** Summary Rates are defined by NCQA in its HEDIS 2008 CAHPS® 4.0H guidelines and generally represent the most favorable response percentages. Refer to the Technical Notes for more information.*

*** Ranking indicates where your plan's Summary Rate ranks when compared to all other Medicaid Adult plans that publicly reported their results. Summary Rates that are below the 10th percentile are shown as "<10th."*

**** NCQA 2007 Quality Compass® (Public-Report), is 108 Medicaid samples that chose to publicly report their Summary Rates to NCQA. See Technical Notes for more information.*

***** The Oklahoma Health Care Authority did not survey its Medicaid Adult population in 2007. As such, 2008 Summary Rates for the Effectiveness of Care Measures have been calculated as first-year measures.*

Benchmark Comparisons

2008 TMG Percentiles

SoonerCare Choice

Medicaid Adult CAHPS®

333 Total Respondents

Composites and Key Questions	Your Plan Summary Rate*	Your Plan's Percentile Ranking**	2008 TMG Mean & Percentiles***				
			Mean	25th	50th	75th	90th
Getting Needed Care	**72.8%**	**19th**	75.6%	73.3%	76.3%	79.0%	81.4%
Q23. Ease of getting appointment with a specialist	70.0%	23rd	72.8%	70.5%	73.2%	77.2%	80.2%
Q27. Getting care, tests, or treatments necessary	75.5%	22nd	78.4%	75.8%	79.9%	81.7%	84.7%
Getting Care Quickly	**77.1%**	**18th**	79.7%	78.4%	80.3%	82.6%	83.2%
Q4. Obtaining needed care right away	80.2%	34th	80.6%	78.3%	81.5%	83.8%	84.4%
Q6. Obtaining care when needed, not when needed right away	74.0%	12th	78.8%	77.2%	79.1%	81.6%	82.7%
How Well Doctors Communicate	**80.4%**	**<10th**	86.8%	84.4%	87.5%	88.9%	90.4%
Q15. Doctors explaining things in an understandable way	81.4%	<10th	86.5%	83.8%	87.5%	88.8%	89.8%
Q16. Doctors listening carefully to you	80.7%	<10th	87.7%	85.1%	88.6%	90.0%	91.6%
Q17. Doctors showing respect for what you had to say	83.0%	<10th	89.6%	87.0%	90.0%	91.9%	93.0%
Q18. Doctors spending enough time with you	76.5%	<10th	83.5%	81.4%	84.1%	85.8%	87.7%
Customer Service	**78.1%**	**45th**	79.0%	75.0%	78.6%	84.0%	86.8%
Q31. Getting information/help from customer service	73.0%	58th	71.6%	67.6%	72.1%	77.2%	80.2%
Q32. Treated with courtesy and respect by customer service staff	83.1%	29th	86.4%	82.7%	86.3%	90.5%	93.6%
Shared Decision Making	**52.7%**	**<10th**	60.3%	58.3%	60.5%	62.8%	66.7%
Q10. Health provider talked about pros and cons of choice of treatment	56.2%	<10th	61.4%	58.3%	62.1%	64.6%	66.7%
Q11. Doctor/provider asked which choice was best for you	49.1%	<10th	59.2%	56.3%	58.6%	62.0%	64.0%
Health Promotion and Education (Q8)	**55.6%**	**52nd**	55.5%	52.9%	55.6%	57.5%	60.4%
Coordination of Care (Q20)	**67.0%**	**<10th**	75.1%	71.5%	75.1%	79.7%	81.3%
Rating of Health Care (Q12)	**60.6%**	**<10th**	67.4%	63.6%	67.4%	70.5%	73.7%
Rating of Personal Doctor (Q21)	**65.1%**	**<10th**	76.0%	72.4%	76.8%	78.7%	79.8%
Rating of Specialist (Q25)	**68.8%**	**11th**	75.1%	71.9%	74.8%	78.0%	81.3%
Rating of Health Plan (Q35)	**62.1%**	**<10th**	72.0%	66.2%	72.3%	75.3%	80.4%
Effectiveness of Care Measures****							
Advising Smokers to Quit (ASTQ)	**70.1%**	**54th**	68.4%	64.7%	69.6%	73.0%	75.1%
Smoking Cessation - Medication	**40.1%**	**46th**	40.4%	35.2%	41.4%	45.7%	52.9%
Smoking Cessation - Strategies	**39.6%**	**51st**	40.2%	35.6%	39.2%	44.9%	51.5%

** Summary Rates are defined by NCQA in its HEDIS 2008 CAHPS® 4.0H guidelines and generally represent the most favorable response percentages. Refer to the Technical Notes for more information.*

*** Ranking indicates where your plan's Summary Rate ranks when compared to all other commercial adult plans that submitted data to NCQA through TMG in 2008. Summary Rates that are below the 10th percentile are shown as "<10th."*

**** The 2008 Myers Group Book of Business consists of 38 Medicaid adult samples that conducted surveys with TMG in 2008 and submitted to NCQA.*

***** The Oklahoma Health Care Authority did not survey its Medicaid Adult population in 2007. As such, 2008 Summary Rates for the Effectiveness of Care Measures have been calculated as first-year measures.*

Benchmark Comparisons

SoonerCare Choice

2008 TMG Book of Business & 2007 Quality Compass®

Medicaid Adult CAHPS®

333 Total Respondents

Composites and Key Questions	Valid n	Summary Rate*	TMG Book of Business**	Quality Compass® Benchmarks**		Significance Testing***		
				Public Report	All Plans	To TMG BoB	To Public Report	To All Plans
Getting Needed Care		**72.8%**	**75.6%**	**75.5%**	**74.2%**	↔	↔	↔
Q23. Ease of getting appointment with a specialist	**130**	**70.0%**	72.8%	74.0%	72.5%	↔	↔	↔
Q27. Getting care, tests, or treatments necessary	**192**	**75.5%**	78.4%	77.7%	76.0%	↔	↔	↔
Getting Care Quickly		**77.1%**	**79.7%**	**79.6%**	**78.7%**	↔	↔	↔
Q4. Obtaining needed care right away	**187**	**80.2%**	80.6%	80.9%	80.1%	↔	↔	↔
Q6. Obtaining care when needed, not when needed right away	**258**	**74.0%**	78.8%	78.7%	77.5%	↔	↔	↔
How Well Doctors Communicate		**80.4%**	**86.8%**	**86.8%**	**86.3%**	↓	↓	↓
Q15. Doctors explaining things in an understandable way	**226**	**81.4%**	86.5%	86.3%	85.8%	↓	↓	↔
Q16. Doctors listening carefully to you	**223**	**80.7%**	87.7%	87.8%	87.4%	↓	↓	↓
Q17. Doctors showing respect for what you had to say	**223**	**83.0%**	89.6%	89.3%	89.1%	↓	↓	↓
Q18. Doctors spending enough time with you	**221**	**76.5%**	83.5%	83.8%	83.2%	↓	↓	↓
Customer Service		**78.1%**	**79.0%**	**NA**	**NA**	↔	NA	NA
Q31. Getting information/help from customer service	**89**	**73.0%**	71.6%	72.0%	71.6%	↔	↔	↔
Q32. Treated with courtesy and respect by customer service staff	**89**	**83.1%**	86.4%	NA	NA	↔	NA	NA
Shared Decision Making		**52.7%**	**60.3%**	**Not Available**		↔	**NA**	
Q10. Health provider talked about pros and cons of choice of treatment	**121**	**56.2%**	61.4%			↔		
Q11. Doctor/provider asked which choice was best for you	**116**	**49.1%**	59.2%			↓		
Health Promotion and Education (Q8) - Doctor discussed specific things to do to prevent illnesses.	**250**	**55.6%**	**55.5%**	**Not Available**		↔	**NA**	
Coordination of Care (Q20) - Doctor seemed informed/up-to-date about the care received from other doctors/providers.	**115**	**67.0%**	**75.1%**	**Not Available**		↓	**NA**	
Rating of Health Care (Q12)	**251**	**60.6%**	**67.4%**	**66.3%**	**65.6%**	↓	↔	↔
Rating of Personal Doctor (Q21)	**249**	**65.1%**	**76.0%**	**76.5%**	**75.6%**	↓	↓	↓
Rating of Specialist (Q25)	**112**	**68.8%**	**75.1%**	**75.1%**	**75.2%**	↔	↔	↔
Rating of Health Plan (Q35)	**306**	**62.1%**	**72.0%**	**70.7%**	**70.1%**	↓	↓	↓
Effectiveness of Care Measures (Rolling Averages)****								
Advising Smokers to Quit (ASTQ)	**137**	**70.1%**	**68.4%**	**68.0%**	**68.2%**	↔	↔	↔
Smoking Cessation - Medication	**137**	**40.1%**	**40.4%**	**34.9%**	**35.1%**	↔	↔	↔
Smoking Cessation - Strategies	**134**	**39.6%**	**40.2%**	**36.3%**	**36.7%**	↔	↔	↔

** Summary Rates are defined by NCQA in its HEDIS 2008 CAHPS® 4.0H guidelines and generally represent the most favorable response percentages. The Summary Rate for Effectiveness of Care Measures is calculated on a two-year rolling average due to anticipated small denominators.*

*** The 2008 Myers Group Book of Business consists of 38 Medicaid adult samples that conducted surveys with TMG in 2008 and submitted to NCQA. 2007 Quality Compass® All Plans is the mean summary rate from the Medicaid adult plans who submitted to NCQA in 2007 (approximately 123 plan specific samples). Public Report is the collection of those Medicaid adult plans (108 plan specific samples) who chose to report their score publicly, in addition to submitting their scores in Quality Compass® All Plans.*

**** Significance Testing - "↓" denotes plan percentage is significantly lower when compared to benchmarks. "↑" denotes plan percentage is significantly higher when compared to benchmarks. "↔" denotes that there was no significant difference between the percentages. "-" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

***** The Oklahoma Health Care Authority did not survey its Medicaid Adult population in 2007. As such, 2008 Summary Rates for the Effectiveness of Care Measures have been calculated as first-year measures.*

Benchmark Comparisons

2007 NCBD Benchmark

SoonerCare Choice

Medicaid Adult CAHPS®

333 Total Respondents

Composites and Key Questions	NCBD Summary Rate Definition	Your Plan Summary Rate*	NCBD Benchmark Summary Rate**	Significance Testing*** Your Plan to NCBD
Getting Needed Care	**Always**	**46%**	47%	↔
Q23. Ease of getting appointment with a specialist	Always	**42%**	45%	↔
Q27. Getting care, tests, or treatments necessary		**49%**	48%	↔
Getting Care Quickly	**Always**	**52%**	53%	↔
Q4. Obtaining needed care right away	Always	**54%**	56%	↔
Q6. Obtaining care when needed, not when needed right away		**50%**	51%	↔
How Well Doctors Communicate	**Always**	**58%**	67%	↓
Q15. Doctors explaining things in an understandable way	Always	**58%**	65%	↓
Q16. Doctors listening carefully to you		**60%**	69%	↓
Q17. Doctors showing respect for what you had to say		**63%**	73%	↓
Q18. Doctors spending enough time with you		**52%**	60%	↓
Customer Service	**Always**	**55%**	57%	↔
Q31. Getting information/help from customer service	Always	**46%**	48%	↔
Q32. Treated with courtesy and respect by customer service staff		**64%**	65%	↔
Rating of Health Care (Q12)	**9-10**	**45%**	46%	↔
Rating of Personal Doctor (Q21)	**9-10**	**53%**	60%	↓
Rating of Specialist (Q25)	**9-10**	**54%**	59%	↔
Rating of Health Plan (Q35)	**9-10**	**47%**	51%	↔

** Summary Rates calculations are defined by National CAHPS Benchmarking Database (NCBD). Your Summary Rates are recalulated to match the NCBD benchmark Summary Rate definition, and are shown in the column labeled "Your Plan's Summary Rate."*

*** Source for the benchmark data is NCBD 2007 Chartbook, which presents 109 Medicaid summary-level results for the CAHPS 4.0 Health Plan Survey. NCBD benchmark also includes results from CAHPS surveys that have not been administered according to CAHPS 4.0H specification.*

**** Significance Testing - "↓" denotes plan percentage is significantly lower when compared to benchmarks. "↑" denotes plan percentage is significantly higher when compared to benchmarks. "↔" denotes that there was no significant difference between the percentages. "▪" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

5. Global Proportions

Pages 5A-C show a graphical presentation of the percentage of members who answered each response choice, organized by composite category and the attributes contained within each composite. Also shown are graphical presentations of each of the four global rating questions as well as single question measures.

Global proportions are a useful tool for understanding how dissatisfied, or even neutral, respondents are when they rate a particular question or composite area. Summary Rates alone are not as complete of an indication of performance.

Example:

Summary Rate – 75% (Always and Usually)

By focusing on all the response categories of a question, a high Summary Rate becomes less telling as: (1) a relatively large percentage of members are found to be very satisfied ("Always") or (2) a large proportion of the Summary Rate responses are "Usually" responses, rather than the more favorable response of "Always." As an example, the first case would show a higher average rating than the second, even though the Summary Rates are equal.

	Summary Rate		
	Always	**Usually**	**Sometimes/Never**
Case 1.	65%	10%	25%
Case 2.	15%	60%	25%

Charts 5A – 5C

Global Proportions

Composite/Attribute Response Distributions

SoonerCare Choice
Medicaid Adult CAHPS®

333 Total Respondents

Q#	Getting Needed Care	Valid n	Never/ Sometimes	Usually	Always
			27%	27%	46%
23	In the last 6 months, how often was it easy to get appointments with specialists?	130	30%	28%	42%
27	In the last 6 months, how often was it easy to get the care, test or treatment you thought you needed through your health plan?	192	24%	26%	49%

Q#	Getting Care Quickly	Valid n	Never/ Sometimes	Usually	Always
			23%	25%	52%
4	In the last 6 months, when you needed care right away, how often did you get care as soon as you thought you needed?	187	20%	26%	54%
6	In the last 6 months, not counting the times you needed health care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?	258	26%	24%	50%

Q#	How Well Doctors Communicate	Valid n	Never/ Sometimes	Usually	Always
			20%	22%	58%
15	In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	226	19%	23%	58%
16	In the last 6 months, how often did your personal doctor listen carefully to you?	223	19%	21%	60%
17	In the last 6 months, how often did your personal doctor show respect for what you had to say?	223	17%	20%	63%
18	In the last 6 months, how often did your personal doctor spend enough time with you?	221	24%	25%	52%

Global Proportions

Composite/Attribute Response Distributions

SoonerCare Choice
Medicaid Adult CAHPS®

333 Total Respondents

Q#	Customer Service	Valid n	Never/ Sometimes	Usually	Always
			22%	23%	55%
31	In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	89	27%	27%	46%
32	In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	89	17%	19%	64%

Q#	Shared Decision Making	Valid n	Def/Somewhat No	Somewhat yes	Def. yes
			10%	37%	53%
10	In the last 6 months, did a doctor or other health provider talk with you about the pros and cons of each choice for your treatment or health care?	121	6%	38%	56%
11	In the last 6 months, when there was more than one choice for your treatment or health care, did a doctor or other health provider ask which choice was best for you?	116	15%	36%	49%

Global Proportions

Additional Measure/Rating Response Distributions

SoonerCare Choice
Medicaid Adult CAHPS®

333 Total Respondents

Q#	Additional Measures	Valid n	Never/ Sometimes	Usually	Always
8	Health Promotion and Education	250	44%	22%	34%
20	Coordination of Care	115	33%	25%	42%

Q#	Rating Questions	Valid n	0-6	7-8	9-10
12	What number would you use to rate all your health care in the last 6 months?	251	29%	27%	45%
21	What number would you use to rate your personal doctor?	249	28%	19%	53%
25	What number would you use to rate the specialist?	112	24%	21%	54%
35	What number would you use to rate your health plan?	306	30%	24%	47%

6. Question Summaries

The proportion of respondents that fall into each response category for all questions is shown beginning on Page 6A. Benchmark data and trend[12] information are also presented where available.

Not all questions are included in composite calculations. Therefore, the code found in the following table is used to indicate which attributes are included in the corresponding composite calculations. Their code can be found under the question number in the following charts beginning on Page 6A.

Code	Composites/Measures
GNC	Getting Needed Care
GCQ	Getting Care Quickly
HWDC	How Well Doctors Communicate
CS	Customer Service
SDM	Shared Decision Making
HPE	Health Promotion and Education
CC	Coordination of Care

Charts 6A – 6L

[12] 2005 figures may vary slightly from previous years due to at least one of the following reasons: (1) TMG recalculated trend data according to NCQA protocol (2) Recalculated data was not weighted as it had been in previous years (3) For any given question, data associated with opt out response options (i.e. "Don't know," "Had no visits," etc.) was not included in the calculation of Summary Rate Scores.

Question Summaries

SoonerCare Choice

Urgent and Routine Care

Medicaid Adult CAHPS®

333 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2008	Plan's Summary Rate 2005	TMG Book of Business* 2008	Quality Compass (PR)* 2007	Significance Testing** 2005 to 2008	Significance Testing** 2008 to TMG	Significance Testing** 2008 to QC
3	**In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room or doctor's office?**	333	Yes 59.3%; No 40.7%	**59.3%**	50.9%	47.1%	46.7%	**Sig. increase**	**Above**	**Above**
4 GCQ	**In the last 6 months, when you needed care right away, how often did you get care as soon as you thought you needed?** (If "Yes" in Q3)	187	Never 4.8%; Sometimes 15.0%; Usually 26.2%; Always 54.0%	**80.2%**	69.0%	80.6%	80.9%	**Sig. increase**	**Not Sig.**	**Not sig.**
5	**In the last 6 months, not counting the times you needed health care right away, did you make any appointments for your health care at a doctor's office or clinic?**	317	Yes 82.0%; No 18.0%	**82.0%**	66.0%	75.6%	74.3%	**Sig. increase**	**Above**	**Above**
6 GCQ	**In the last 6 months, not counting the times you needed health care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?** (If "Yes" in Q5)	258	Never 5.0%; Sometimes 20.9%; Usually 24.0%; Always 50.0%	**74.0%**	74.8%	78.8%	78.7%	**Not sig.**	**Not Sig.**	**Not sig.**
7	**In the last 6 months, not counting times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?**	314	None 18.8%; 1 8.0%; 2 15.9%; 3 14.6%; 4 11.5%; 5 to 9 24.5%; 10 or more 6.7%	**81.2%**	75.7%	78.9%	78.3%	**Not sig.**	**Not Sig.**	**Not sig.**

** The 2008 Myers Group Book of Business consists of 38 Medicaid adult samples that conducted surveys with TMG in 2008 and submitted data to NCQA. The NCQA 2007 Quality Compass® (Public Report) consists of the mean score of 108 Medicaid samples. Refer to the Technical Notes for more information.*

*** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

Note: Select Summary Rates are defined by NCQA in its HEDIS 2008 CAHPS® 4.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by TMG to facilitate comparisons. Refer to the Technical Notes for more information.

Note: 2005 figures may vary slightly from previous years due to at least one of the following reasons: (1) TMG recalculated trend data according to NCQA protocol (2) Recalculated data was not weighted as it had been in previous years (3) For any given question, data associated with opt out response options (i.e. "Don't know," "Had no visits," etc.) was not included in the calculation of Summary Rate Scores.

Question Summaries

SoonerCare Choice

Discussion of Options

Medicaid Adult CAHPS®

333 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2008	Plan's Summary Rate 2005	TMG Book of Business* 2008	Quality Compass (PR)* 2007	Significance Testing** 2005 to 2008	Significance Testing** 2008 to TMG	Significance Testing** 2008 to QC
8 HPE	**In the last 6 months, how often did you and a doctor or other health provider talk about specific things you could do to prevent illness?** (If "1 or more" in Q7)	250	Never 15.6%; Sometimes 28.8%; Usually 22.0%; Always 33.6%	**55.6%**	NA	55.5%	NA	**NA**	**Not Sig.**	**NA**
9	**In the last 6 months, did a doctor or other health provider tell you there was more than one choice for your treatment or health care?** (If "1 or more" in Q7)	247	Yes 49.0%; No 51.0%	**49.0%**	NA	50.9%	NA	**NA**	**Not Sig.**	**NA**
10 SDM	**In the last 6 months, did a doctor or other health provider talk with you about the pros and cons of each choice for your treatment or health care?** (If "1 or more" in Q7 and "Yes" in Q9)	121	Definitely yes 56.2%; Somewhat yes 38.0%; Somewhat no 4.1%; Definitely no 1.7%	**56.2%**	NA	61.4%	NA	**NA**	**Not Sig.**	**NA**
11 SDM	**In the last 6 months, when there was more than one choice for your treatment or health care, did a doctor or other health provider ask which choice was best for you?** (If "1 or more" in Q7 and "Yes" in Q9)	116	Definitely yes 49.1%; Somewhat yes 36.2%; Somewhat no 10.3%; Definitely no 4.3%	**49.1%**	NA	59.2%	NA	**NA**	**Below**	**NA**
12	**Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?** (If "1 or more" in Q7)	251	0 - 3 8.0%; 4 - 7 31.5%; 8 - 10 60.6%	**60.6%**	60.3%	67.4%	66.3%	**Not sig.**	**Below**	**Not sig.**

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*** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

Note: Select Summary Rates are defined by NCQA in its HEDIS 2008 CAHPS® 4.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by TMG to facilitate comparisons. Refer to the Technical Notes for more information.

Note: 2005 figures may vary slightly from previous years due to at least one of the following reasons: (1) TMG recalculated trend data according to NCQA protocol (2) Recalculated data was not weighted as it had been in previous years (3) For any given question, data associated with opt out response options (i.e. "Don't know," "Had no visits," etc.) was not included in the calculation of Summary Rate Scores.

Question Summaries

SoonerCare Choice

Your Personal Doctor

Medicaid Adult CAHPS®

333 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2008	Plan's Summary Rate 2005	TMG Book of Business* 2008	Quality Compass (PR)* 2007	Significance Testing** 2005 to 2008	Significance Testing** 2008 to TMG	Significance Testing** 2008 to QC
13	**A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?**	313	Yes: 83.4%; No: 16.6%	**83.4%**	69.7%	84.9%	83.6%	**Sig. increase**	**Not Sig.**	**Not sig.**
14	**In the last 6 months, how many times did you visit your personal doctor to get care for yourself?** (If "Yes" in Q13)	256	None: 11.7%; 1: 14.8%; 2: 19.9%; 3: 14.1%; 4: 11.3%; 5 to 9: 25.0%; 10 or more: 3.1%	**11.7%**	NA	17.2%	NA	**NA**	**Below**	**NA**
15 HWDC	**In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?** (If "Yes" in Q13 and If "1" or higher in Q14)	226	Never: 3.1%; Sometimes: 15.5%; Usually: 23.0%; Always: 58.4%	**81.4%**	81.0%	86.5%	86.3%	**Not sig.**	**Below**	**Below**
16 HWDC	**In the last 6 months, how often did your personal doctor listen carefully to you?** (If "Yes" in Q13 and If "1" or higher in Q14)	223	Never: 4.5%; Sometimes: 14.8%; Usually: 20.6%; Always: 60.1%	**80.7%**	78.5%	87.7%	87.8%	**Not sig.**	**Below**	**Below**
17 HWDC	**In the last 6 months, how often did your personal doctor show respect for what you had to say?** (If "Yes" in Q13 and If "1" or higher in Q14)	223	Never: 4.9%; Sometimes: 12.1%; Usually: 19.7%; Always: 63.2%	**83.0%**	81.6%	89.6%	89.3%	**Not sig.**	**Below**	**Below**
18 HWDC	**In the last 6 months, how often did your personal doctor spend enough time with you?** (If "Yes" in Q13 and If "1" or higher in Q14)	221	Never: 6.8%; Sometimes: 16.7%; Usually: 24.9%; Always: 51.6%	**76.5%**	77.4%	83.5%	83.8%	**Not sig.**	**Below**	**Below**

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*** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

Note: Select Summary Rates are defined by NCQA in its HEDIS 2008 CAHPS® 4.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by TMG to facilitate comparisons. Refer to the Technical Notes for more information.

Note: 2005 figures may vary slightly from previous years due to at least one of the following reasons: (1) TMG recalculated trend data according to NCQA protocol (2) Recalculated data was not weighted as it had been in previous years (3) For any given question, data associated with opt out response options (i.e. "Don't know," "Had no visits," etc.) was not included in the calculation of Summary Rate Scores.

Question Summaries

SoonerCare Choice

Care Coordination

Medicaid Adult CAHPS®

333 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2008	Plan's Summary Rate 2005	TMG Book of Business* 2008	Quality Compass (PR)* 2007	Significance Testing** 2005 to 2008	Significance Testing** 2008 to TMG	Significance Testing** 2008 to QC
19	**In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?** (If "Yes" in Q13 and If "1" or higher in Q14)	220	Yes: 54.1%; No: 45.9%	**54.1%**	NA	57.6%	NA	**NA**	**Not Sig.**	**NA**
20 CC	**In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?** (If "Yes" in Q13, "1" or higher in Q14, and "Yes" in Q19)	115	Never: 11.3%; Sometimes: 21.7%; Usually: 25.2%; Always: 41.7%	**67.0%**	NA	75.1%	NA	**NA**	**Below**	**NA**
21	**Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?** (If "Yes" in Q13)	249	0 - 3: 9.2%; 4 - 7: 25.7%; 8 - 10: 65.1%	**65.1%**	68.5%	76.0%	76.5%	**Not sig.**	**Below**	**Below**

** The 2008 Myers Group Book of Business consists of 38 Medicaid adult samples that conducted surveys with TMG in 2008 and submitted data to NCQA. The NCQA 2007 Quality Compass® (Public Report) consists of the mean score of 108 Medicaid samples. Refer to the Technical Notes for more information.*

*** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

Note: Select Summary Rates are defined by NCQA in its HEDIS 2008 CAHPS® 4.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by TMG to facilitate comparisons. Refer to the Technical Notes for more information.

Note: 2005 figures may vary slightly from previous years due to at least one of the following reasons: (1) TMG recalculated trend data according to NCQA protocol (2) Recalculated data was not weighted as it had been in previous years (3) For any given question, data associated with opt out response options (i.e. "Don't know," "Had no visits," etc.) was not included in the calculation of Summary Rate Scores.

Question Summaries

SoonerCare Choice

Access to Specialist

Medicaid Adult CAHPS®

333 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2008	Plan's Summary Rate 2005	TMG Book of Business* 2008	Quality Compass (PR)* 2007	Significance Testing** 2005 to 2008	Significance Testing** 2008 to TMG	Significance Testing** 2008 to QC
22	**Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you try to make any appointments to see a specialist?**	307	Yes: 43.0%; No: 57.0%	**43.0%**	40.9%	40.8%	40.0%	**Not sig.**	**Not Sig.**	**Not sig.**
23 GNC	**In the last 6 months, how often was it easy to get appointments with specialists?** (If "Yes" in Q22)	130	Never: 12.3%; Sometimes: 17.7%; Usually: 28.5%; Always: 41.5%	**70.0%**	NA	72.8%	74.0%	**NA**	**Not Sig.**	**Not sig.**
24	**How many specialists have you seen in the last 6 months?** (If "Yes" in Q22)	131	None: 14.5%; 1 specialist: 47.3%; 2: 24.4%; 3: 5.3%; 4: 4.6%; 5 or more specialists: 3.8%	**85.5%**	NA	90.4%	NA	**NA**	**Not Sig.**	**NA**
25	**Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?** (If "Yes" in Q22 and "1 or more" in Q24)	112	0 - 3: 10.7%; 4 - 7: 20.5%; 8 - 10: 68.8%	**68.8%**	68.1%	75.1%	75.1%	**Not sig.**	**Not Sig.**	**Not sig.**

** The 2008 Myers Group Book of Business consists of 38 Medicaid adult samples that conducted surveys with TMG in 2008 and submitted data to NCQA. The NCQA 2007 Quality Compass® (Public Report) consists of the mean score of 108 Medicaid samples. Refer to the Technical Notes for more information.*

*** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

Note: Select Summary Rates are defined by NCQA in its HEDIS 2008 CAHPS® 4.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by TMG to facilitate comparisons. Refer to the Technical Notes for more information.

Note: 2005 figures may vary slightly from previous years due to at least one of the following reasons: (1) TMG recalculated trend data according to NCQA protocol (2) Recalculated data was not weighted as it had been in previous years (3) For any given question, data associated with opt out response options (i.e. "Don't know," "Had no visits," etc.) was not included in the calculation of Summary Rate Scores.

Question Summaries

SoonerCare Choice

Care and Treatment/Written Materials

Medicaid Adult CAHPS®

333 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2008	Plan's Summary Rate 2005	TMG Book of Business* 2008	Quality Compass (PR)* 2007	Significance Testing** 2005 to 2008	Significance Testing** 2008 to TMG	Significance Testing** 2008 to QC
26	**In the last 6 months, did you get any kind of care, tests or treatment through your health plan?**	309	Yes 63.1%; No 36.9%	**63.1%**	75.1%	55.0%	53.3%	**Sig. decrease**	**Above**	**Above**
27 GNC	**In the last 6 months, how often was it easy to get the care, test or treatment you thought you needed through your health plan?** (If "Yes" in Q26)	192	Never 9.4%; Sometimes 15.1%; Usually 26.0%; Always 49.5%	**75.5%**	NA	78.4%	77.7%	**NA**	**Not Sig.**	**Not sig.**
28	**In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?**	313	Yes 20.1%; No 79.9%	**20.1%**	14.9%	17.9%	15.5%	**Not sig.**	**Not Sig.**	**Above**
29	**In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?** (If "Yes" in Q28)	60	Never 6.7%; Sometimes 23.3%; Usually 35.0%; Always 35.0%	**70.0%**	NA	64.0%	NA	**NA**	**Not Sig.**	**NA**

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*** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

Note: Select Summary Rates are defined by NCQA in its HEDIS 2008 CAHPS® 4.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by TMG to facilitate comparisons. Refer to the Technical Notes for more information.

Note: 2005 figures may vary slightly from previous years due to at least one of the following reasons: (1) TMG recalculated trend data according to NCQA protocol (2) Recalculated data was not weighted as it had been in previous years (3) For any given question, data associated with opt out response options (i.e. "Don't know," "Had no visits," etc.) was not included in the calculation of Summary Rate Scores.

Question Summaries

SoonerCare Choice

Customer Service

Medicaid Adult CAHPS®

333 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2008	Plan's Summary Rate 2005	TMG Book of Business* 2008	Quality Compass (PR)* 2007	Significance Testing** 2005 to 2008	Significance Testing** 2008 to TMG	Significance Testing** 2008 to QC
30	**In the last 6 months, did you try to get information or help from your health plan's customer service?**	310	Yes: 29.0%; No: 71.0%	**29.0%**	27.9%	28.6%	25.9%	**Not sig.**	**Not Sig.**	**Not sig.**
31 CS	**In the last 6 months, how often did your health plan's customer service give you the information or help you needed?** (If "Yes" in Q30)	89	Never: 7.9%; Sometimes: 19.1%; Usually: 27.0%; Always: 46.1%	**73.0%**	NA	71.6%	72.0%	**NA**	**Not Sig.**	**Not sig.**
32 CS	**In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?** (If "Yes" in Q30)	89	Never: 5.6%; Sometimes: 11.2%; Usually: 19.1%; Always: 64.0%	**83.1%**	NA	86.4%	NA	**NA**	**Not Sig.**	**NA**
33	**In the last 6 months, did your health plan give you any forms to fill out?**	302	Yes: 28.8%; No: 71.2%	**28.8%**	23.1%	27.0%	25.9%	**Not sig.**	**Not Sig.**	**Not sig.**
34	**In the last 6 months, how often were the forms from your health plan easy to fill out?**	299	Never: 2.0%; Sometimes: 6.0%; Usually: 9.4%; Always***: 82.6%	**92.0%**	NA	94.4%	94.6%	**NA**	**Not Sig.**	**Below**

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*** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

**** Members who respond "No" to Q33 are included in "Always" of Q34, per NCQA in Volume 3, HEDIS 2008 guidelines.*

Note: Select Summary Rates are defined by NCQA in its HEDIS 2008 CAHPS® 4.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by TMG to facilitate comparisons. Refer to the Technical Notes for more information.

Note: 2005 figures may vary slightly from previous years due to at least one of the following reasons: (1) TMG recalculated trend data according to NCQA protocol (2) Recalculated data was not weighted as it had been in previous years (3) For any given question, data associated with opt out response options (i.e. "Don't know," "Had no visits," etc.) was not included in the calculation of Summary Rate Scores.

Question Summaries

SoonerCare Choice

Health Status

Medicaid Adult CAHPS®

333 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2008	Plan's Summary Rate 2005	TMG Book of Business* 2008	Quality Compass (PR)* 2007	Significance Testing** 2005 to 2008	Significance Testing** 2008 to TMG	Significance Testing** 2008 to QC
35	**Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?**	306	0 - 3: 8.5%; 4 - 7: 29.4%; 8 - 10: 62.1%	**62.1%**	55.4%	72.0%	70.7%	**Not sig.**	**Below**	**Below**
36	**In general, how would you rate your overall health?**	310	Excellent: 4.5%; Very good: 16.8%; Good: 28.1%; Fair: 31.3%; Poor: 19.4%	**21.3%**	24.2%	36.4%	33.4%	**Not sig.**	**Below**	**Below**

** The 2008 Myers Group Book of Business consists of 38 Medicaid adult samples that conducted surveys with TMG in 2008 and submitted data to NCQA. The NCQA 2007 Quality Compass® (Public Report) consists of the mean score of 108 Medicaid samples. Refer to the Technical Notes for more information.*

*** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

Note: Select Summary Rates are defined by NCQA in its HEDIS 2008 CAHPS® 4.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by TMG to facilitate comparisons. Refer to the Technical Notes for more information.

Note: 2005 figures may vary slightly from previous years due to at least one of the following reasons: (1) TMG recalculated trend data according to NCQA protocol (2) Recalculated data was not weighted as it had been in previous years (3) For any given question, data associated with opt out response options (i.e. "Don't know," "Had no visits," etc.) was not included in the calculation of Summary Rate Scores.

Effectiveness of Care Measures

SoonerCare Choice

Medical Assistance with Smoking Cessation

Medicaid Adult CAHPS®

333 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	*NOT* Rolling Averages: Plan's Summary Rate 2008	Plan's Summary Rate 2005	TMG Book of Business* 2008	Quality Compass (PR)* 2007	Significance Testing** 2005 to 2008	2008 to TMG	2008 to QC
37	**Do you now smoke cigarettes every day, some days, or not at all?** (% of Current Smokers)	310	Every day: 35.2%; Some days: 12.6%; Not at all: 51.9%; Don't know: 0.3%	**47.7%**	77.3%	35.0%	35.8%	**Sig. decrease**	**Above**	**Above**
38	**In the last 6 months, on how many visits were you advised to quit smoking by a doctor or other health provider in your plan? (If "Every day" or "Some days" in Q37)**	137	None: 29.9%; 1 visit: 18.2%; 2-4 visits: 30.7%; 5-9 visits: 13.1%; 10 or more visits: 8.0%	**70.1%**	68.5%	68.4%	68.0%	**Not sig.**	**Not Sig.**	**Not sig.**
39	**On how many visits was medication recommended or discussed to assist you with quitting smoking (for example: nicotine gum, patch, nasal spray, inhaler, prescription medication)?** (If "Every day" or "Some days" in Q37)	137	None: 59.9%; 1 visit: 19.7%; 2-4 visits: 13.1%; 5-9 visits: 5.1%; 10 or more visits: 2.2%	**40.1%**	34.0%	40.4%	34.9%	**Not sig.**	**Not Sig.**	**Not sig.**
40	**On how many visits did your doctor or health provider recommend or discuss methods and strategies (other than medication) to assist you with quitting smoking?** (If "Every day" or "Some days" in Q37)	134	None: 60.4%; 1 visit: 16.4%; 2-4 visits: 11.9%; 5-9 visits: 9.0%; 10 or more visits: 2.2%	**39.6%**	30.8%	40.2%	36.3%	**Not sig.**	**Not Sig.**	**Not sig.**

** The 2008 Myers Group Book of Business consists of 38 Medicaid adult samples that conducted surveys with TMG in 2008 and submitted data to NCQA. The NCQA 2007 Quality Compass® (Public Report) consists of the mean score of 108 Medicaid samples. Refer to the Technical Notes for more information.*

*** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

Note: Select Summary Rates are defined by NCQA in its HEDIS 2008 CAHPS® 4.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by TMG to facilitate comparisons. Refer to the Technical Notes for more information.

Note: 2005 figures may vary slightly from previous years due to at least one of the following reasons: (1) TMG recalculated trend data according to NCQA protocol (2) Recalculated data was not weighted as it had been in previous years (3) For any given question, data associated with opt out response options (i.e. "Don't know," "Had no visits," etc.) was not included in the calculation of Summary Rate Scores.

Effectiveness of Care Measures

SoonerCare Choice

Rolling Average Methodology* §

Medicaid Adult CAHPS®

333 Total Respondents

HEDIS Measure	Valid n	Category Responses (Summary Rate responses in gray)				All Summary Rates Are Rolling Averages: Plan's Summary Rate		TMG Book of Business**	Quality Compass (PR)**	Significance Testing***		
		2008 Valid n	2008 - 1 or more visits	2005 Valid n	2005 - 1 or more visits	2008	2005	2008	2007	2005 to 2008	2008 to TMG	2008 to QC
Advising Smokers to Quit (ASTQ) (2 year rolling average of Q38)	137	137	70.1%	146	68.5%	**70.1%**	68.5%	68.4%	68.0%	**Not sig.**	**Not Sig.**	**Not sig.**
Discussing Smoking Cessation Medications (2 year rolling average of Q39)	137	137	40.1%	144	34.0%	**40.1%**	34.0%	40.4%	34.9%	**Not sig.**	**Not Sig.**	**Not sig.**
Discussing Smoking Cessation Strategies (2 year rolling average of Q40)	134	134	39.6%	143	30.8%	**39.6%**	30.8%	40.2%	36.3%	**Not sig.**	**Not Sig.**	**Not sig.**

** For rolling average methodology a score can be obtained one of two ways: **(1)** If at least 100 responses were achieved by combining 2007 scores and 2008 scores the rolling average score is the average of the 2007 and 2008 scores. **(2)** If there were no scores for 2007, but there were at least 100 responses for 2008, the rolling average is the 2008 score. If the combined responses for 2008 and 2007 do not achieve at least 100 responses then the measure will receive an "NA" by NCQA.*

*** The 2008 Myers Group Book of Business consists of 38 Medicaid adult samples that conducted surveys with TMG in 2008 and submitted data to NCQA. The NCQA 2007 Quality Compass® (Public Report) consists of the mean score of 108 Medicaid samples. Refer to the Technical Notes for more information.*

**** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

§ The Oklahoma Health Care Authority did not survey its Medicaid Adult population in 2007. As such, 2008 Summary Rates for the Effectiveness of Care Measures have been calculated as first-year measures.

Note: 2005 figures may vary slightly from previous years due to at least one of the following reasons: (1) TMG recalculated trend data according to NCQA protocol (2) Recalculated data was not weighted as it had been in previous years (3) For any given question, data associated with opt out response options (i.e. "Don't know," "Had no visits," etc.) was not included in the calculation of Summary Rate Scores.

Question Summaries

SoonerCare Choice

Chronic Conditions

Medicaid Adult CAHPS®

333 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2008	Plan's Summary Rate 2005	TMG Book of Business* 2008	Quality Compass (PR)* 2007	Significance Testing** 2005 to 2008	Significance Testing** 2008 to TMG	Significance Testing** 2008 to QC
41	**In the last 6 months, have you seen a doctor or other health provider 3 or more times for the same condition or problem?**	310	Yes 52.6%; No 47.4%	**52.6%**	NA	39.3%	NA	**NA**	**Above**	**NA**
42	**Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.** (If "Yes" to Q41)	161	Yes 89.4%; No 10.6%	**89.4%**	NA	82.0%	NA	**NA**	**Above**	**NA**
43	**Do you now need or take medicine prescribed by a doctor? Do not include birth control.**	304	Yes 73.7%; No 26.3%	**73.7%**	NA	61.3%	NA	**NA**	**Above**	**NA**
44	**Is this to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.** (If "Yes" to Q43)	217	Yes 95.9%; No 4.1%	**95.9%**	NA	90.0%	NA	**NA**	**Above**	**NA**

** The 2008 Myers Group Book of Business consists of 38 Medicaid adult samples that conducted surveys with TMG in 2008 and submitted data to NCQA. The NCQA 2007 Quality Compass® (Public Report) consists of the mean score of 108 Medicaid samples. Refer to the Technical Notes for more information.*

*** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

Note: Select Summary Rates are defined by NCQA in its HEDIS 2008 CAHPS® 4.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by TMG to facilitate comparisons. Refer to the Technical Notes for more information.

Note: 2005 figures may vary slightly from previous years due to at least one of the following reasons: (1) TMG recalculated trend data according to NCQA protocol (2) Recalculated data was not weighted as it had been in previous years (3) For any given question, data associated with opt out response options (i.e. "Don't know," "Had no visits," etc.) was not included in the calculation of Summary Rate Scores.

Question Summaries

SoonerCare Choice

Medicaid Adult CAHPS®

Demographics/ Completing this Survey

333 Total Respondents

Q#	Survey Item	Valid n	Category Responses						
45	**What is your age?**	308	18-24 18.2%	25-34 15.6%	35-44 19.2%	45-54 24.4%	55-64 22.1%	65-74 0.6%	75 or older 0.0%
46	**Are you male or female?**	308	Male 27.3%	Female 72.7%					
47	**What is the highest grade or level of school that you have completed?**	304	8th grade or less 9.2%	Some high school 26.0%	High school graduate/GED 41.8%	Some college or 2-year degree 21.1%	4-year college 1.3%	More than 4-year college degree 0.7%	
48	**Are you of Hispanic or Latino origin or descent?**	300	Yes 5.7%	No 94.3%					
49	**What is your race?** (Please mark one or more)	321 *	White 71.3%	Black/African-American 13.4%	Asian 1.2%	Native Hawaiian or other Pacific Islander 0.3%	American Indian or Alaska Native 10.3%	Other 3.4%	
50	**Did someone help you complete this survey?**	230	Yes 23.5%	No 76.5%					
51	**How did that person help you? (Check all that apply.)** (If "Yes" in Q50)	53	Read questions to me 58.5%	Wrote down my answers 49.1%	Answered for me 26.4%	Translated questions 1.9%	Helped in some other way 13.2%		

** The base for the Race question is the total number of responses, not total respondents, since respondents may select more than one option.*

7. Segmentation Analysis

The CAHPS® 4.0H 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.

Page 7A shows a segmentation of the Rating of Health Plan (Q35) results by demographic categories. Across the top of the table are scores "0-3," "4-7," and "8-10." Down the far left column are the different demographic categories. The numbers in the table represent the percentage of respondents from each demographic category that rated the health plan either 0 to 3, 4 to 7, or 8 to 10.

For example, in the table below, the percentages represent the respondents with a high school education or less. The interpretation would be "Of the respondents with a high school education or less, 10% rated their plan 0 to 3; 30% rated their plan 4 to 7; and 60% rated their plan 8 to 10."

Segment	Rated Plan "0-3"	Rated Plan "4-7"	Rated Plan "8-10"
High School or less	10%	30%	60%

Pages 7B-F present Summary Rates[13] for attributes, ratings, and composite scores organized across the following:

- Age (Q45)
- Education (Q47)
- Ethnicity (Q48)
- Race (Q49)
- Data collection mode (Mail or Telephone)

The percentages represent the Summary Rate for each segment of a particular category. 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
Q35. Rating of Health Plan	63%	58%

Charts 7A – 7F

[13] Refer to Summary Rate in the *Technical Notes* for the Summary Rate definition for each composite.

Segmentation Analysis

SoonerCare Choice

Rating of Health Plan (Q35) by Demographics

Medicaid Adult CAHPS®

333 Total Respondents

Survey Item		0-3		4-7		8-10	
		Valid n*	%	Valid n*	%	Valid n*	%
AGE	18 to 34	6	6.0%	36	36.0%	58	58.0%
	35 to 44	6	10.3%	22	37.9%	30	51.7%
	45 to 54	8	11.0%	17	23.3%	48	65.8%
	55 plus	4	5.8%	14	20.3%	51	73.9%
EDUCATION	High School or less	17	7.5%	68	30.0%	142	62.6%
	Some College or more	7	10.1%	19	27.5%	43	62.3%
GENDER	Male	11	13.3%	26	31.3%	46	55.4%
	Female	15	6.9%	63	29.0%	139	64.1%
ETHNICITY	Hispanic/Latino	3	17.6%	4	23.5%	10	58.8%
	Non Hispanic/ Latino	20	7.2%	84	30.4%	172	62.3%
RACE	White	17	7.6%	71	31.8%	135	60.5%
	Black/African American	6	14.6%	9	22.0%	26	63.4%
	Other	4	8.3%	14	29.2%	30	62.5%
DATA COLLECTION MODE	Mail	22	9.5%	72	31.0%	138	59.5%
	Phone	4	5.4%	18	24.3%	52	70.3%

** Valid n refers to total number of respondents answering the response item within the subgroup under the column heading.*

Our research has shown:

* Older members give higher ratings of overall satisfaction.
* More educated members give lower ratings of overall satisfaction.

Segmentation Analysis

SoonerCare Choice

Plan Summary Rates by Respondent Age (Q45)

Medicaid Adult CAHPS®

333 Total Respondents

Q#	Attributes	18 - 34		35 - 44		45 - 54		55 or older		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	
4	Obtaining needed care right away	61	83.6%	32	81.3%	49	75.5%	41	80.5%	**8.1%**
6	Obtaining care when needed, not when needed right away	76	72.4%	50	64.0%	65	72.3%	60	85.0%	**21.0%**
10	Health provider talked about pros and cons of choice of treatment	29	58.6%	26	53.8%	30	60.0%	30	50.0%	**10.0%**
11	Doctor/provider asked which choice was best for you	29	48.3%	26	46.2%	29	55.2%	28	46.4%	**9.0%**
15	Doctors explaining things in an understandable way	58	79.3%	46	78.3%	61	83.6%	56	85.7%	**7.5%**
16	Doctors listening carefully to you	58	86.2%	45	75.6%	60	75.0%	55	87.3%	**12.3%**
17	Doctors showing respect for what you had to say	57	86.0%	46	73.9%	61	82.0%	55	89.1%	**15.2%**
18	Doctors spending enough time with you	58	77.6%	46	71.7%	60	71.7%	54	83.3%	**11.7%**
23	Ease of getting appointment with a specialist	33	69.7%	25	60.0%	34	64.7%	35	80.0%	**20.0%**
27	Getting care, tests, or treatments necessary	58	70.7%	34	73.5%	49	73.5%	48	87.5%	**16.8%**
31	Getting help/information when calling customer service	28	75.0%	15	66.7%	19	57.9%	23	82.6%	**24.7%**
32	Treated with courtesy and respect by customer service staff	28	82.1%	16	81.3%	19	78.9%	23	87.0%	**8.0%**
Q#	**Composites, Measures, & Ratings**									
	Getting Needed Care		70.2%		66.8%		69.1%		83.8%	**17.0%**
	Getting Care Quickly		78.0%		72.6%		73.9%		82.7%	**10.1%**
	How Well Doctors Communicate		82.3%		74.9%		78.1%		86.4%	**11.5%**
	Customer Service		78.6%		74.0%		68.4%		84.8%	**16.4%**
	Shared Decision Making		53.4%		50.0%		57.6%		48.2%	**9.4%**
8	Health Promotion and Education	74	47.3%	47	55.3%	66	57.6%	55	61.8%	**14.5%**
20	Coordination of Care	32	68.8%	25	64.0%	28	60.7%	27	74.1%	**13.4%**
12	Rating of health care	73	58.9%	49	46.9%	67	64.2%	55	69.1%	**22.2%**
21	Rating of personal doctor	74	62.2%	51	49.0%	64	71.9%	58	75.9%	**26.8%**
25	Rating of specialist	26	65.4%	22	63.6%	31	71.0%	31	74.2%	**10.6%**
35	Rating of health plan	100	58.0%	58	51.7%	73	65.8%	69	73.9%	**22.2%**

** 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.*

*** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.*

Note: Select Summary Rates are defined by NCQA in its HEDIS 2008 CAHPS® 4.0H guidelines and generally represent the most favorable response percentages. See Technical Notes for more information.

Segmentation Analysis

SoonerCare Choice

Plan Summary Rates by Respondent Education (Q47)

Medicaid Adult CAHPS®

333 Total Respondents

Q#	Attributes	High School Graduate or less		Some College or more		Range*
		Valid n**	%	Valid n**	%	
4	Obtaining needed care right away	129	80.6%	49	81.6%	1.0%
6	Obtaining care when needed, not when needed right away	183	73.8%	65	73.8%	0.1%
10	Health provider talked about pros and cons of choice of treatment	86	53.5%	28	57.1%	3.7%
11	Doctor/provider asked which choice was best for you	83	45.8%	28	53.6%	7.8%
15	Doctors explaining things in an understandable way	163	82.2%	54	81.5%	0.7%
16	Doctors listening carefully to you	161	82.6%	53	73.6%	9.0%
17	Doctors showing respect for what you had to say	161	83.2%	54	81.5%	1.7%
18	Doctors spending enough time with you	161	77.6%	53	71.7%	5.9%
23	Ease of getting appointment with a specialist	94	70.2%	31	67.7%	2.5%
27	Getting care, tests, or treatments necessary	133	77.4%	53	75.5%	2.0%
31	Getting help/information when calling customer service	53	69.8%	33	75.8%	5.9%
32	Treated with courtesy and respect by customer service staff	54	83.3%	33	81.8%	1.5%
Q#	**Composites, Measures, & Ratings**					
	Getting Needed Care		73.8%		71.6%	2.2%
	Getting Care Quickly		77.2%		77.7%	0.5%
	How Well Doctors Communicate		81.4%		77.1%	4.4%
	Customer Service		76.6%		78.8%	2.2%
	Shared Decision Making		49.6%		55.4%	5.7%
8	Health Promotion and Education	181	55.8%	58	53.4%	2.4%
20	Coordination of Care	75	73.3%	35	51.4%	21.9%
12	Rating of health care	182	58.8%	59	64.4%	5.6%
21	Rating of personal doctor	177	67.2%	65	56.9%	10.3%
25	Rating of specialist	80	70.0%	28	67.9%	2.1%
35	Rating of health plan	227	62.6%	69	62.3%	0.2%

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

*** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.*

Note: Select Summary Rates are defined by NCQA in its HEDIS 2008 CAHPS® 4.0H guidelines and generally represent the most favorable response percentages. See Technical Notes for more information.

Segmentation Analysis

SoonerCare Choice

Plan Summary Rates by Respondent Ethnicity (Q48)

Medicaid Adult CAHPS®

333 Total Respondents

Q#	Attributes	Hispanic/Latino		Non-Hispanic/Latino		Range*
		Valid n**	%	Valid n**	%	
4	Obtaining needed care right away	13	69.2%	165	81.8%	NA
6	Obtaining care when needed, not when needed right away	13	69.2%	232	73.7%	NA
10	Health provider talked about pros and cons of choice of treatment	7	57.1%	107	55.1%	NA
11	Doctor/provider asked which choice was best for you	7	42.9%	105	47.6%	NA
15	Doctors explaining things in an understandable way	8	87.5%	206	81.1%	NA
16	Doctors listening carefully to you	8	100.0%	203	79.3%	NA
17	Doctors showing respect for what you had to say	8	100.0%	205	81.5%	NA
18	Doctors spending enough time with you	8	100.0%	203	74.4%	NA
23	Ease of getting appointment with a specialist	5	60.0%	119	69.7%	NA
27	Getting care, tests, or treatments necessary	13	76.9%	172	76.2%	NA
31	Getting help/information when calling customer service	6	66.7%	77	72.7%	NA
32	Treated with courtesy and respect by customer service staff	6	100.0%	78	82.1%	NA
Q#	**Composites, Measures, & Ratings**					
	Getting Needed Care		68.5%		73.0%	NA
	Getting Care Quickly		69.2%		77.8%	NA
	How Well Doctors Communicate		96.9%		79.1%	NA
	Customer Service		83.3%		77.4%	NA
	Shared Decision Making		50.0%		51.4%	NA
8	Health Promotion and Education	13	46.2%	225	55.6%	NA
20	Coordination of Care	5	100.0%	106	66.0%	NA
12	Rating of health care	13	69.2%	227	59.5%	NA
21	Rating of personal doctor	8	87.5%	231	63.2%	NA
25	Rating of specialist	2	50.0%	106	69.8%	NA
35	Rating of health plan	17	58.8%	276	62.3%	NA

**Range is the difference between Summary Rates shown. Due to the small sample size of Hispanic respondents, range calculations are not included.*

*** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.*

Note: Select Summary Rates are defined by NCQA in its HEDIS 2008 CAHPS® 4.0H guidelines and generally represent the most favorable response percentages. See Technical Notes for more information.

Segmentation Analysis

Plan Summary Rates by Race (Q49)

SoonerCare Choice
Medicaid Adult CAHPS®

333 Total Respondents

Q#	Attributes	White		Black or African-American		American Indian or Alaska Native		Other*		Range**
		Valid n***	%	Valid n***	%	Valid n***	%	Valid n***	%	
4	Obtaining needed care right away	131	80.9%	24	83.3%	24	79.2%	9	55.6%	NA
6	Obtaining care when needed, not when needed right away	192	74.5%	29	69.0%	25	84.0%	11	45.5%	NA
10	Health provider talked about pros and cons of choice of treatment	94	56.4%	11	45.5%	12	66.7%	1	100.0%	NA
11	Doctor/provider asked which choice was best for you	93	49.5%	10	40.0%	12	66.7%	1	0.0%	NA
15	Doctors explaining things in an understandable way	171	81.9%	25	92.0%	22	77.3%	8	37.5%	NA
16	Doctors listening carefully to you	168	80.4%	25	84.0%	22	72.7%	8	62.5%	NA
17	Doctors showing respect for what you had to say	170	83.5%	24	79.2%	22	86.4%	8	62.5%	NA
18	Doctors spending enough time with you	168	76.2%	25	84.0%	22	68.2%	7	57.1%	NA
23	Ease of getting appointment with a specialist	100	74.0%	14	64.3%	10	40.0%	7	42.9%	NA
27	Getting care, tests, or treatments necessary	142	77.5%	20	70.0%	24	75.0%	9	44.4%	NA
31	Getting help/information when calling customer service	58	72.4%	13	61.5%	15	80.0%	4	75.0%	NA
32	Treated with courtesy and respect by customer service staff	58	84.5%	14	85.7%	15	80.0%	4	75.0%	NA
Q#	**Composites, Measures, & Ratings**									
	Getting Needed Care		75.7%		67.1%		57.5%		43.7%	NA
	Getting Care Quickly		77.7%		76.1%		81.6%		50.5%	NA
	How Well Doctors Communicate		80.5%		84.8%		76.1%		54.9%	NA
	Customer Service		78.4%		73.6%		80.0%		75.0%	NA
	Shared Decision Making		52.9%		42.7%		66.7%		50.0%	NA
8	Health Promotion and Education	188	55.9%	25	68.0%	27	51.9%	12	50.0%	NA
20	Coordination of Care	88	68.2%	14	50.0%	13	76.9%	3	66.7%	NA
12	Rating of health care	190	59.5%	25	60.0%	27	74.1%	12	50.0%	NA
21	Rating of personal doctor	189	65.1%	31	64.5%	25	68.0%	8	50.0%	NA
25	Rating of specialist	91	68.1%	10	80.0%	5	80.0%	6	66.7%	NA
35	Rating of health plan	223	60.5%	41	63.4%	33	63.6%	16	62.5%	NA

** "Other" includes Asian, Native Hawaiian or Other Pacific Islander, and respondents who answered "Other."*

*** Range is the difference between Summary Rates shown. Due to the small sample size of some of these segments, range calculations are not included.*

**** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.*

Note: Select Summary Rates are defined by NCQA in its HEDIS 2008 CAHPS® 4.0H guidelines and generally represent the most favorable response percentages. See Technical Notes for more information.

Segmentation Analysis

SoonerCare Choice

Plan Summary Rates by Data Collection Mode

Medicaid Adult CAHPS®

333 Total Respondents

Q#	Attributes	Mail		Phone		Range*
		Valid n**	%	Valid n**	%	
4	Obtaining needed care right away	148	80.4%	39	79.5%	0.9%
6	Obtaining care when needed, not when needed right away	197	74.1%	61	73.8%	0.3%
10	Health provider talked about pros and cons of choice of treatment	94	54.3%	27	63.0%	8.7%
11	Doctor/provider asked which choice was best for you	90	48.9%	26	50.0%	1.1%
15	Doctors explaining things in an understandable way	176	78.4%	50	92.0%	13.6%
16	Doctors listening carefully to you	173	79.8%	50	84.0%	4.2%
17	Doctors showing respect for what you had to say	174	82.2%	49	85.7%	3.5%
18	Doctors spending enough time with you	172	75.6%	49	79.6%	4.0%
23	Ease of getting appointment with a specialist	104	73.1%	26	57.7%	15.4%
27	Getting care, tests, or treatments necessary	159	79.9%	33	54.5%	25.3%
31	Getting help/information when calling customer service	70	72.9%	19	73.7%	0.8%
32	Treated with courtesy and respect by customer service staff	70	82.9%	19	84.2%	1.4%
Q#	**Composites, Measures, & Ratings**					
	Getting Needed Care		76.5%		56.1%	20.4%
	Getting Care Quickly		77.3%		76.6%	0.6%
	How Well Doctors Communicate		79.0%		85.3%	6.3%
	Customer Service		77.9%		78.9%	1.1%
	Shared Decision Making		51.6%		56.5%	4.9%
8	Health Promotion and Education	192	55.7%	58	55.2%	0.6%
20	Coordination of Care	95	67.4%	20	65.0%	2.4%
12	Rating of health care	193	61.7%	58	56.9%	4.8%
21	Rating of personal doctor	188	60.1%	61	80.3%	20.2%
25	Rating of specialist	89	68.5%	23	69.6%	1.0%
35	Rating of health plan	232	59.5%	74	70.3%	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.*

*** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.*

Note: Select Summary Rates are defined by NCQA in its HEDIS 2008 CAHPS® 4.0H guidelines and generally represent the most favorable response percentages. See Technical Notes for more information.

8. Key Driver and Opportunity Analyses

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 Satisfaction*.

Multiple linear regression analyses were run on the 2008 TMG Medicaid Adult Book of Business, to discover which composites were Key Drivers of Rating of Health Plan (Q35), Rating of Health Care (Q12), and Rating of Personal Doctor (Q21).

The Summary Rates of these Key Drivers are compared to the Summary Rates of all other plans in TMG's 2008 Medicaid Adult Book of Business. Depending on how these composite scores rank they are placed into one of the three following action categories:

Plan Strength (Market & Maintain): *A Key Driver of Satisfaction* and Summary Rates are at or above the 75th percentile when compared to the 2008 TMG Book of Business.

Plan Opportunity (Investigate & Improve): *A Key Driver of Satisfaction* but Summary Rates are below the 50th percentile when compared to the 2008 TMG Book of Business.

Area to Monitor: A *Key Driver of Satisfaction*, but Summary Rates are between the 50th and 75th percentile when compared to the 2008 TMG Book of Business. These Key Drivers could become a strength or an opportunity depending on the plan's success in that area.

Rating of Health Plan Opportunity Analysis

Respondents were asked to provide an overall rating of health plan satisfaction (Q35), with "0" representing worst and "10" representing best. The NCQA defined Summary Rate for this measure is the percentage of respondents who rated their health plan an 8, 9, or 10. Members' rating of their health plan is an important gauge of plan quality and is also the most heavily weighted CAHPS® measure in the accreditation process.

Two composites have been identified as Key Drivers of health plan rating based on the regression analysis: Customer Service (β=1.081[14]) and Getting Needed Care (β=0.632).

Key Drivers of Health Plan Rating	Percentile Ranking	Opportunity Analysis	Plan Summary Rate	TMG Book of Business
Customer Service	45th	Opportunity	78.1%	79.0%
Getting Needed Care	19th	Opportunity	72.8%	75.6%

Chart 8A

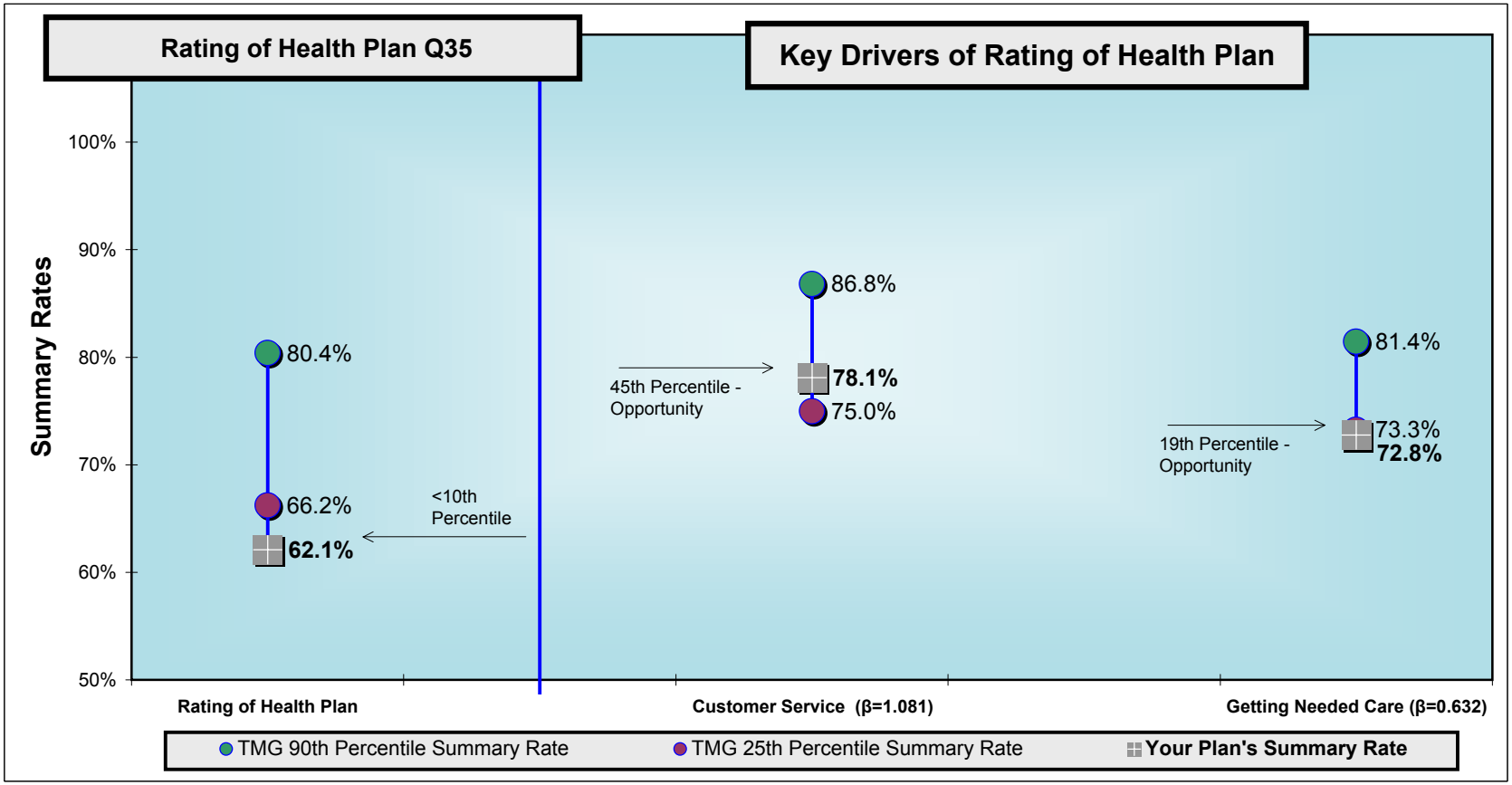
[14] Numbers shown are beta coefficients. See Regression Analysis in *Technical Notes*.

Opportunity Analysis

Key Drivers of the Rating of Health Plan (Q35)

SoonerCare Choice

Medicaid Adult CAHPS®



Key Drivers are those composite areas found to have the most positive impact on the Rating of Health Plan as determined by the regression analysis. (See Technical Notes for more details on the Regression Analysis.) The chart above shows each *Key Driver* and the Rating of Health Plan (Q35). **Your plan's Summary Rate (in bold)** is compared to the 2008 TMG Book of Business percentiles. The **TMG 25th** and **90th percentile** are indicated, and your plan's percentile ranking is also shown. The number shown below each *Key Driver* name is the beta coefficient (found with respondent-level composites scaled 0-3). Within the context of the statistical model, the larger the coefficient, the stronger its influence on the Rating of Health Plan (Q35), with all other composites held constant.

Rating of Health Care Opportunity Analysis

Rating of Health Care (Q12) gives members an opportunity to rate all of the health care they have received in the last six months. This rating provides feedback to health plans to help improve their members' quality of care.

Three composites have been identified as the Key Drivers of health care satisfaction based on regression analysis: How Well Doctors Communicate (β=0.740), Shared Decision Making (β=0.620), and Customer Service (β=0.444). Additionally, Rating of Health Care is highly correlated with the Rating of Personal Doctor.

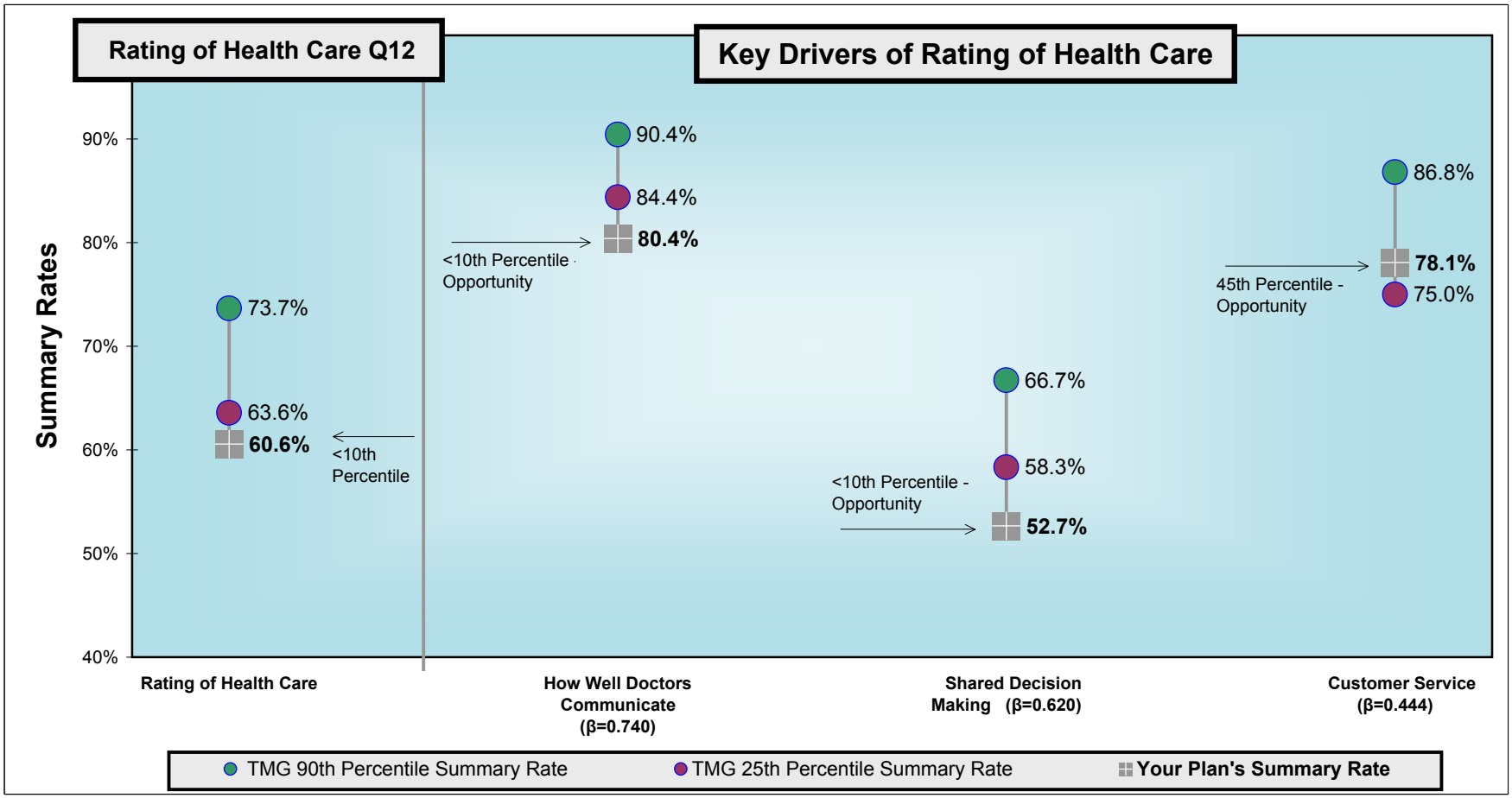
Key Drivers of Health Care Rating	Percentile Ranking	Opportunity Analysis	Plan Summary Rate	TMG Book of Business
How Well Doctors Communicate	<10th	Opportunity	80.4%	86.8%
Shared Decision Making	<10th	Opportunity	52.7%	60.3%
Customer Service	45th	Opportunity	78.1%	79.0%

Chart 8B

Opportunity Analysis

Key Drivers of the Rating of Health Care (Q12)

SoonerCare Choice
Medicaid Adult CAHPS®



Key Drivers are those composite areas found to have the most impact on members' Rating of Health Care as determined by the regression analysis. (See Technical Notes for more details of the Regression Analysis.) The chart above shows each *Key Driver* and the Rating of Health Care (Q12). **Your plan's Summary Rate (in bold)** is compared to the 2008 TMG Book of Business Percentiles. The **TMG 25th** and **90th percentile** are indicated, and your plan's percentile ranking is also shown. The number shown below each *Key Driver* name is the beta coefficient (found with respondent-level composites scaled 0-3). Within the context of the statistical model, the larger the coefficient, the stronger its influence on the Rating of Health Care (Q12), with all other composites held constant.

Rating of Personal Doctor Opportunity Analysis

Question 21 gives members an opportunity to rate their personal doctor. A high rate indicates members rate their personal doctors positively. A positive relationship between doctor and patient is an important part of health care.

Two composites have been identified as the Key Drivers of satisfaction with personal doctor, based on regression analysis: How Well Doctors Communicate (β=1.990) and Coordination of Care (β=0.289). Additionally, Rating of Health Care is highly correlated with the Rating of Personal Doctor.

Key Drivers of Personal Doctor Rating	Percentile Ranking	Opportunity Analysis	Plan Summary Rate	TMG Book of Business
How Well Doctors Communicate	<10th	Opportunity	80.4%	86.8%
Coordination of Care	<10th	Opportunity	67.0%	75.1%

Rankings below the 50th percentile indicate that this is an area that should be investigated by the health plan. The Myers Group offers *Patient Satisfaction with Physician* studies to help further drill down areas that may need attention to provide better care to plan members.

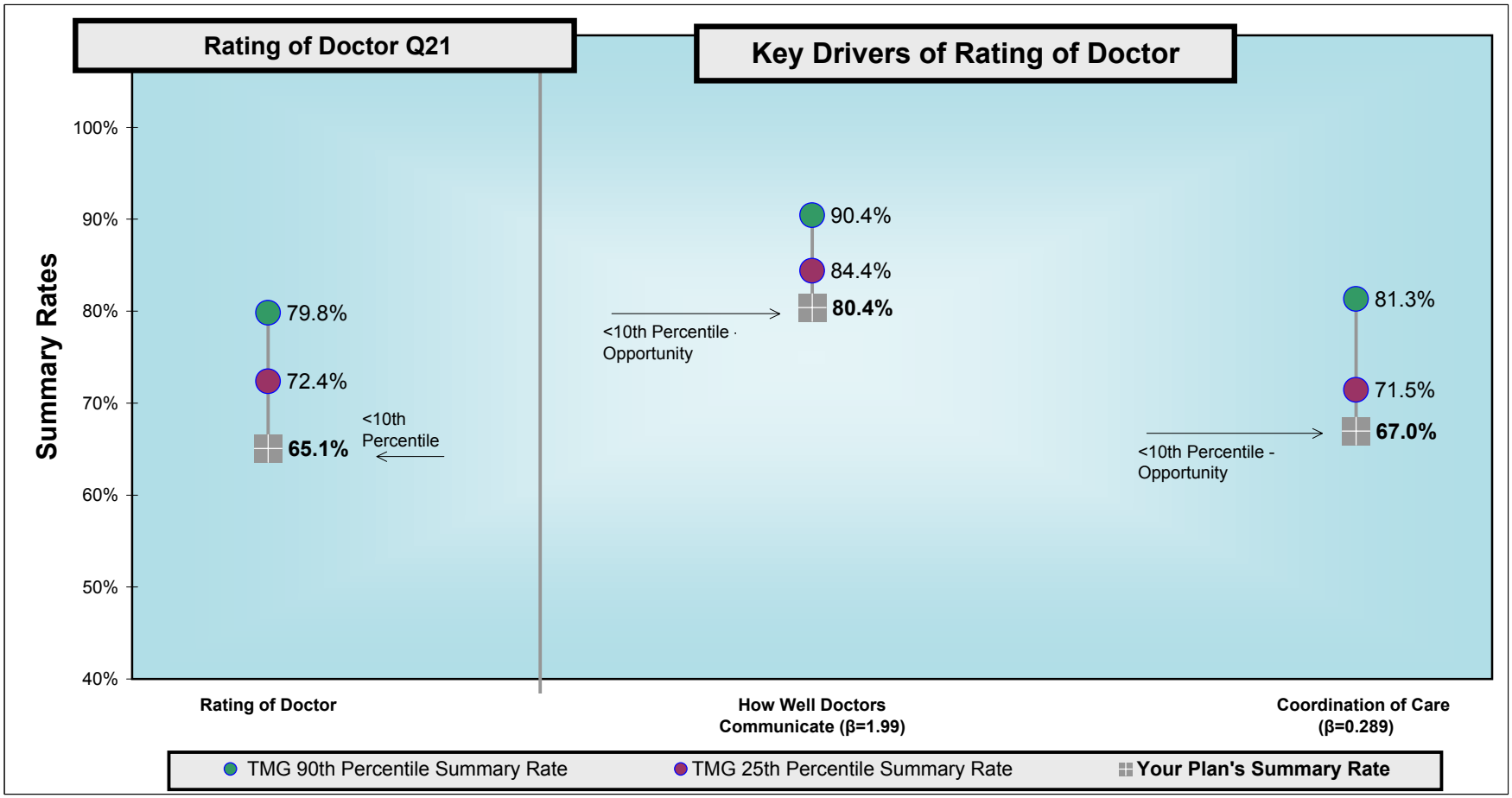
Chart 8C

Opportunity Analysis

Key Drivers of the Rating of Doctor (Q21)

SoonerCare Choice

Medicaid Adult CAHPS®



Key Drivers are those composite areas found to have the most impact on members' Rating of Health Care as determined by the regression analysis. (See Technical Notes for more details of the Regression Analysis.) The chart above shows each *Key Driver* and the Rating of Doctor (Q21). **Your plan's Summary Rate (in bold)** is compared to the 2008 TMG Book of Business Percentiles. The **TMG 25th** and **90th percentile** are indicated, and your plan's percentile ranking is also shown. The number shown below each *Key Driver* name is the beta coefficient (found with respondent-level composites scaled 0-3). Within the context of the statistical model, the larger the coefficient, the stronger its influence on the Rating of Doctor (Q21), with all other composites held constant.

Correlation Analysis for SoonerCare Choice

Page 8D provides attribute correlations with Rating of Health Plan (Q35), Rating of Health Care (Q12), and Rating of Personal Doctor (Q21). 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 correlation. A question that is highly correlated with, for example, Rating of Health Plan, indicates that a low Summary Rate of that question is tied to a low Summary Rate of Rating of Health Plan, and a high Summary Rate for that question is tied to a high Summary Rate for Rating of Health Plan. Comparisons to the 2008 TMG Book of Business are also shown with significance testing.

Chart 8D

Correlation Analysis

SoonerCare Choice

Medicaid Adult CAHPS®

Attribute Correlations with Key Rating Questions

	Attributes	Correlation Coefficients: with Q35 - Health Plan	with Q12 - Health Care	with Q21 - Doctor	Plan Summary Rate	2008 TMG Book of Business*	Significance Testing**
Getting Needed Care	Q23. Ease of getting appointment with a specialist	0.494	0.527	0.432	70.0%	72.8%	↔
	Q27. Getting care, tests, or treatments necessary	0.489	0.664	0.441	75.5%	78.4%	↔
Getting Care Quickly	Q4. Obtaining needed care right away	0.310	0.536	0.325	80.2%	80.6%	↔
	Q6. Obtaining care when needed, not when needed right away	0.368	0.478	0.367	74.0%	78.8%	↔
How Well Doctors Communicate	Q15. Doctors explaining things in an understandable way	0.389	0.589	0.711	81.4%	86.5%	↓
	Q16. Doctors listening carefully to you	0.438	0.639	0.744	80.7%	87.7%	↓
	Q17. Doctors showing respect for what you had to say	0.490	0.646	0.820	83.0%	89.6%	↓
	Q18. Doctors spending enough time with you	0.427	0.598	0.761	76.5%	83.5%	↓
Customer Service	Q31. Getting information/help from customer service	0.605	0.582	0.472	73.0%	71.6%	↔
	Q32. Treated with courtesy and respect by customer service staff	0.609	0.531	0.383	83.1%	86.4%	↔
Shared Decision Making	Q10. Health provider talked about pros and cons of choice of treatment	0.219	0.273	0.204	56.2%	61.4%	↔
	Q11. Doctor/provider asked which choice was best for you	0.185	0.292	0.209	49.1%	59.2%	↓
Addl. Measures	Q8. Health Promotion and Education	0.229	0.363	0.277	55.6%	55.5%	↔
	Q20. Coordination of Care	0.435	0.485	0.635	67.0%	75.1%	↓
Rating Questions	Q12. Rating of health care	0.713	1.000	0.699	60.6%	67.4%	↓
	Q21. Rating of personal doctor	0.571	0.699	1.000	65.1%	76.0%	↓
	Q25. Rating of specialist	0.443	0.535	0.211	68.8%	75.1%	↔
	Q35. Rating of Health Plan	1.000	0.713	0.571	62.1%	72.0%	↓

** The 2008 Myers Group Book of Business consists of 38 Medicaid adult samples that conducted surveys with TMG in 2008 and submitted to NCQA.*
*** Significance Testing - "↓" denotes plan percentage is significantly lower when compared to benchmarks. "↑" denotes plan percentage is significantly higher when compared to benchmarks. "↔" denotes that there was no significant difference between the percentages. "▪" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*
Note: Select Summary Rates are defined by NCQA in its HEDIS 2008 CAHPS® 4.0H guidelines and generally represent the most favorable response percentages. Refer to the Technical Notes for more information.

9. Technical Notes

Presented alphabetically by subject area

Composite Categories

The NCQA core survey includes seven composite categories. Each composite category represents an overall aspect of plan quality and is comprised of similar questions. For each composite, an overall score is computed. NCQA defines the composite score as the average of the Summary Rate of the questions comprising a composite. For example, the Getting Needed Care composite is the average of the Summary Rates of Q23, and Q27.

Correlation Analysis

Correlation Analysis is run between attributes and the overall satisfaction variable as measured by Question 35 ("What number would you use to rate your health plan?"), as well as between attributes and Questions 12 and 21, rating of health care and rating or personal doctor. The Pearson's product moment correlation coefficient, r, is used to measure the strength of the linear association between each attribute and the overall satisfaction variables. The correlation value can range from –1 to +1 with values close to +1 indicating a strong positive correlation. This is shown on Page 8D.

Demographic Categories

The Myers Group collapses the age, race, and education group categories into fewer segments than those defined by the CAHPS® 4.0H survey. The consolidation of the demographic categories with small samples allows for more valid between-group statistical comparisons.

Age	
CAHPS®	TMG
18 – 24	18 – 34
25 – 34	
35 – 44	35 – 44
45 – 54	45 – 54
55 – 64	55 or older
65 – 74	
75 or older	

Education	
CAHPS®	TMG
8th grade or less	High school graduate/GED or less
Some high school	
High school graduate/GED	
Some college/2-year degree	Some college/2-year degree
4-year college degree	College graduate or more
More than 4-year college degree	

Race/Ethnicity	
CAHPS®	TMG
White	White
Black/African-American	Black/African-American
Asian	Asian
American Indian/Alaska Native Native	American Indian/Alaska Native Native
Hawaiian/Pacific Islander	Other
Other	
Hispanic/Latino	Hispanic/Latino

Opportunity Analysis (see Regression Analysis)

Quality Compass 2007 (Medicaid – All Plans) data benchmark is a collection of CAHPS® 4.0H mean summary ratings (123 samples) for those Medicaid adult plans (samples with at least 100 valid responses per question item) *allowing NCQA to use their data to be compiled into an aggregate, or national summary, without releasing their plan-level scores*.

Quality Compass 2007 (Medicaid – Public Report) data benchmark is a collection of CAHPS® 4.0H mean summary ratings for those Medicaid adult plans (108 plan-specific samples with at least 100 valid responses per question item) *choosing to report their scores publicly, in addition to submitting their scores to be compiled anonymously into a Quality Compass aggregate, or national summary*. The scores shown in this report reflect the mean Summary Rates from these plan means.

Question Comparisons for Trending from CAHPS® 3.0H and CAHPS® 4.0H Surveys

HEDIS 2008 CAHPS 4.0H Survey Question		Equivalent 3.0H Question	Summary of Change	Results Trendable? Rationale.
1	Our records show that you are now in {INSERT HEALTH PLAN NAME}. Is that right? ~ Yes Go to Q3 ~ No	1	No change	Yes
2	What is the name of your health plan? (Please print)	2	No change	Yes
NA		3	Question deleted (How many months or years in a row have you been in this health plan? Less than 1 year; At least 1 year but less than 2 years; At least 2 years but less than 5 years; 5 or more years)	No. Question deleted.
Header:	YOUR HEALTH CARE IN THE LAST 6 months			
NA		13	Question deleted (In the last 6 months, did you call a doctor's office or clinic during regular office hours to get help or advice for yourself? Yes; No)	No. Question deleted.
NA		14	Question deleted (In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed? Never; Sometimes; Usually; Always)	No. Question deleted.
3	In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office? ~ Yes ~ No - Go to Q5	15	No change	Yes
4	In the last 6 months, when you needed care right away, how often did you get care as soon as you thought you needed? ~ Never ~ Sometimes ~ Usually ~ Always	16	Wording changed from: In the last 6 months, when you needed care right away for an illness, injury, or condition, how often did you get care as soon as you wanted?	Yes
NA		17	Question deleted (In the last 6 months, when you needed care right away for an illness, injury, or condition, how long did you usually have to wait between trying to get care and actually seeing a provider? Same day; 1 day; 2 days; 3 days; 4-7 days; 8-14 days; 15 days or longer)	No. Question deleted.

HEDIS 2008 CAHPS 4.0H Survey Question	Equivalent 3.0H Question	Summary of Change	Results Trendable? Rationale.
5. In the last 6 months, not counting the times you needed care right away, did you make any appointments for your health care at a doctor's office or clinic? ~Yes ~No Go to Q7	18	Wording changed from: A health provider could be a general doctor, a specialist doctor, a nurse practitioner, a physician assistant, a nurse, or anyone else you would see for health care. In the last 6 months, not counting the times you needed health care right away, did you make any appointments with a doctor or other health care provider for health care?	Yes. Removal of the definition of health provider is not expected to affect trending.
6. In the last 6 months, not counting the times you needed health care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed? ~ Never ~ Sometimes ~ Usually ~ Always	19	Wording changed from: In the last 6 months, not counting the times you needed health care right away, how often did you get an appointment for health care as soon as you wanted?	Yes. Wording change is not expected to affect trending.
NA	20	Question deleted (In the last 6 months, not counting the times you needed health care right away, how many days did you usually have to wait between making an appointment and actually seeing a provider? Same day; 1 day; 2-3 days; 4-7 days; 8-14 days; 15-30 days; 31 days or longer)	No. Question deleted.
NA	21	Question deleted (In the last 6 months, how many times did you go to an emergency room to get care for yourself? None; 1; 2; 3; 4; 5 to 9; 10 or more)	No. Question deleted.
7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself? ~ None Go to Q13 ~ 1 ~ 2 ~ 3 ~ 4 ~ 5 to 9 ~ 10 or more	22	Wording changed from: In the last 6 months (not counting the times you went to an emergency room), how many times did you go to a doctor's office or clinic to get care for yourself?	Yes. Replacing parentheses with commas is not expected to affect trending.

HEDIS 2008 CAHPS 4.0H Survey Question	Equivalent 3.0H Question	Summary of Change	Results Trendable? Rationale.
8. In the last 6 months, how often did you and a doctor or other health provider talk about specific things you could do to prevent illness? ~Never ~Sometimes ~Usually ~Always	NA	New question	NA
9. Choices for your treatment or health care can include choices about medicine, surgery, or other treatment. In the last 6 months, did a doctor or other health provider tell you there was more than one choice for your treatment or health care? ~ Yes ~ No Go to Q12	NA	New question	NA
10. In the last 6 months, did a doctor or other health provider talk with you about the pros and cons of each choice for your treatment or health care? ~Definitely yes ~Somewhat yes ~Somewhat no ~Definitely no	NA	New question	NA
11.In the last 6 months, when there was more than one choice for your treatment or health care, did a doctor or other health provider ask which choice was best for you? ~ Definitely yes ~ Somewhat yes ~ Somewhat no ~ Definitely no	NA	New question	NA
NA	25	Question deleted (In the last 6 months, did you need approval from your health plan for any care, tests, or treatment? Yes; No)	No. Question deleted.
NA	26	Question deleted (In the last 6 months, how much of a problem, if any, were delays in health care while you waited for approval from your health plan? A big problem; A small problem; Not a problem)	No. Question deleted.

HEDIS 2008 CAHPS 4.0H Survey Question	Equivalent 3.0H Question	Summary of Change	Results Trendable? Rationale.
NA	27	Question deleted (In the last 6 months, how often were you taken to the exam room within 15 minutes of your appointment? Never; Sometimes; Usually; Always)	No. Question deleted.
NA	28	Question deleted (In the last 6 months, how often did office staff at a doctor's office or clinic treat you with courtesy and respect? Never; Sometimes; Usually; Always)	No. Question deleted.
NA	29	Question deleted (In the last 6 months, how often were office staff at a doctor's office or clinic as helpful as you thought they should be? Never; Sometimes; Usually; Always)	No. Question deleted.
12 Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months? ~ 0 Worst ~ 1 ~ 2 ~ 3 ~ 4 ~ 5 ~ 6 ~ 7 ~ 8 ~ 9 ~ 10 Best health care possible	35	No change	Yes
Header: YOUR PERSONAL DOCTOR			
13 A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor? ~ Yes ~ No - Go to Q22	4	Wording changed from: A personal doctor or nurse is the health provider who knows you best. This can be a general doctor, a specialist doctor, a nurse practitioner, or a physician assistant. Do you have one person you think of as your personal doctor or nurse?	Yes. Wording change is not expected to affect trending.

HEDIS 2008 CAHPS 4.0H Survey Question	Equivalent 3.0H Question	Summary of Change	Results Trendable? Rationale.
14. In the last 6 months, how many times did you visit your personal doctor to get care for yourself? ~ None If None, go to Question 21 ~ 1 ~ 2 ~ 3 ~ 4 ~ 5 to 9 ~ 10 or more	NA	New question	NA
15. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand? ~ Never ~ Sometimes ~ Usually ~ Always	32	Wording changed from: In the last 6 months, how often did doctors or other health providers explain things in a way you could understand?	Yes. Wording change is not expected to affect trending.
16. In the last 6 months, how often did your personal doctor listen carefully to you? ~ Never ~ Sometimes ~ Usually ~ Always	30	Wording changed from: In the last 6 months, how often did doctors or other health providers listen carefully to you?	Yes. Wording change is not expected to affect trending.
17. In the last 6 months, how often did your personal doctor show respect for what you had to say? ~ Never ~ Sometimes ~ Usually ~ Always	33	Wording changed from: In the last 6 months, how often did doctors or other health providers show respect for what you had to say?	Yes. Wording change is not expected to affect trending.
18. In the last 6 months, how often did your personal doctor spend enough time with you? ~Never ~Sometimes ~Usually ~Always	34	Wording changed from: In the last 6 months, how often did doctors or other health providers spend enough time with you?	Yes. Wording change is not expected to affect trending.
19. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor? ~ Yes ~ No Go to Q21	NA	New question	NA

HEDIS 2008 CAHPS 4.0H Survey Question	Equivalent 3.0H Question	Summary of Change	Results Trendable? Rationale.
20. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers? ~ Never ~ Sometimes ~ Usually ~ Always	NA	New question	NA
21. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor in the last 6 months? ~ 0 Worst ~ 1 ~ 2 ~ 3 ~ 4 ~ 5 ~ 6 ~ 7 ~ 8 ~ 9 ~ 10 Best	5	Wording changed from: Using any number from 0 to 10, where 0 is the worst personal doctor or nurse possible and 10 is the best personal doctor or nurse possible, what number would you use to rate your personal doctor or nurse?	Yes. Wording change is not expected to affect trending.
NA	6	Deleted question (Did you have the same personal doctor or nurse before you joined this health plan? Yes; No)	No. Question deleted.
NA	7	Deleted question (Since you joined your health plan, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with? Big problem; Small problem; Not a problem)	No. Question deleted.
Header: GETTING HEALTH CARE FROM SPECIALISTS			
22. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you try to make any appointments to see a specialist? ~ Yes ~ No - Go to Q 26	8	Wording changed from: Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and others who specialize in one area of health care. In the last 6 months, did you or a doctor think you needed to see a specialist?	Yes. Wording change is not expected to affect trending.
23. In the last 6 months, how often was it easy to get appointments with specialists? ~ Never ~ Sometimes ~ Usually ~ Always	9	Wording changed from: In the last 6 months, how much of a problem, if any, was it to see a specialist that you needed to see? ~ A big problem ~ A small problem ~ Not a problem	No. Response choices are not comparable.

HEDIS 2008 CAHPS 4.0H Survey Question	Equivalent 3.0H Question	Summary of Change	Results Trendable? Rationale.
24. How many specialists have you seen in the last 6 months? ~ None Go to Q26 ~ 1 specialist ~ 2 ~ 3 ~ 4 ~ 5 or more specialists	10	Wording changed from: In the last 6 months, did you see a specialist? ~Yes ~No	No. However, response choices can be mapped. *None* maps to *No. 1 specialist; 2; 3; 4; 5 or more specialists* map to *Yes.*
25. We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist? ~ 0 Worst ~ 1 ~ 2 ~ 3 ~ 4 ~ 5 ~ 6 ~ 7 ~ 8 ~ 9 ~ 10 Best	11	Wording changed from: We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate the specialist?	Yes. Wording change is not expected to affect trending.
26. In the last 6 months, did you try to get any kind of care, tests, or treatment through your health plan? ~ Yes ~ No - Go to Q28	23	Wording changed from: In the last 6 months, did you or a doctor believe you needed any care, tests, or treatment?	Yes. Wording change is not expected to affect trending.
27. In the last 6 months, how often was it easy to get the care, tests or treatment you thought you needed through your health plan? ~ Never ~ Sometimes ~ Usually ~ Always	24	Wording changed from: In the last 6 months, how much of a problem, if any, was it to get the care, tests, or treatment you or a doctor believed necessary? ~ A big problem ~ A small problem ~ Not a problem	No. Response choices are not comparable.
28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works? ~ Yes ~ No - Go to Q30	42	Wording changed from: In the last 6 months, did you look for any information about how your health plan works in written material or on the Internet?	Yes. Wording change is not expected to affect trending.

HEDIS 2008 CAHPS 4.0H Survey Question	Equivalent 3.0H Question	Summary of Change	Results Trendable? Rationale.
29. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works? ~ Never ~ Sometimes ~ Usually ~ Always	43	Wording changed from: In the last 6 months, how much of a problem, if any, was it to find or understand this information? ~ A big problem ~ A small problem ~ Not a problem	No. Response choices are not comparable.
30. In the last 6 months, did you try to get information or help from your health plan's customer service? ~ Yes ~ No - Go to Q37	44	Wording changed from: In the last 6 months, did you call your health plan's customer service to get information or help?	Yes
31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed? ~ Never ~ Sometimes ~ Usually ~ Always	45	Wording changed from: In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your health plan's customer service? ~ A big problem ~ A small problem ~ Not a problem	No. Response choices are not comparable.
32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect? ~ Never ~ Sometimes ~ Usually ~ Always	NA	New question	NA
NA	46	Question deleted (In the last 6 months, have you called or written your health plan with a complaint or problem? Yes; No)	No. Question deleted.
NA	47	Question deleted (How long did it take for the health plan to resolve your complaint? Same day; 2-7 days; 8-14 days; 15- 21 days; More than 21 days; I am still waiting for it to be settled)	No. Question deleted.
NA	48	Question deleted (Was your complaint settled to your satisfaction? Yes; No)	No. Question deleted.
NA	49	Question deleted (How long have you been waiting for your health plan to resolve your complaint? 1-7 days; 8-14 days; 15-21 days; More than 21 days)	No. Question deleted.

HEDIS 2008 CAHPS 4.0H Survey Question	Equivalent 3.0H Question	Summary of Change	Results Trendable? Rationale.
33. In the last 6 months, did your health plan give you any forms to fill out? ~ Yes ~ No Go to Q39	50	Wording changed from: In the last 6 months, did you have to fill out any paperwork for your health plan?	Yes. Wording change is not expected to affect trending.
34. In the last 6 months, how often were the forms from your health plan easy to fill out? ~ Never ~ Sometimes ~ Usually ~ Always	51	Wording changed from: In the last 6 months, how much of a problem, if any, did you have with paperwork for your health plan? ~ A big problem ~ A small problem ~ Not a problem	No. Response choices are not comparable.
35 Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan? ~ 0 Worst health plan ~ 1 ~ 2 ~ 3 ~ 4 ~ 5 ~ 6 ~ 7 ~ 8 ~ 9 ~ 10 Best health plan	52	No change	Yes
Header: ABOUT YOU			
36 In general, how would you rate your overall health? ~ Excellent ~ Very good ~ Good ~ Fair ~ Poor	53	Wording changed from: In general, how would you rate your overall health now?	Yes
37. Do you now smoke cigarettes every day, some days, or not at all? ~ Every day ~ Some days ~ Not at all - Go to Q49 ~ Don't know - Go to Q49	54	No change	Yes

HEDIS 2008 CAHPS 4.0H Survey Question	Equivalent 3.0H Question	Summary of Change	Results Trendable? Rationale.
38. In the last 6 months, on how many visits were you advised to quit smoking by a doctor or other health provider in your plan? ~ None ~ 1 visit ~ 2 to 4 visits ~ 5 to 9 visits ~ 10 or more visits ~ I had no visits in the last 12 months	55	No change	Yes
39. On how many visits was medication recommended or discussed to assist you with quitting smoking (for example: nicotine gum, patch, nasal spray, inhaler, prescription medication)? ~ None ~ 1 visit ~ 2 to 4 visits ~ 5 to 9 visits ~ 10 or more visits ~ I had no visits in the last 12 months	56	No change	Yes
40. On how many visits did your doctor or health provider recommend or discuss methods and strategies (other than medication) to assist you with quitting smoking? ~ None ~ 1 visit ~ 2 to 4 visits ~ 5 to 9 visits ~ 10 or more visits ~ I had no visits in the last 12 months	57	No change	Yes
41. In the last 6 months, have you seen a doctor or other health provider 3 or more times for the same condition or problem? ~ Yes ~ No - Go to Q51	NA	New question	NA
42. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause. ~ Yes ~ No	NA	New question	NA

HEDIS 2008 CAHPS 4.0H Survey Question	Equivalent 3.0H Question	Summary of Change	Results Trendable? Rationale.
43. Do you now need or take medicine prescribed by a doctor? Do not include birth control. ~ Yes ~ No - Go to Q53	NA	New question	NA
44. Is this to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause. ~ Yes ~ No	NA	New question	NA
45. What is your age? ~ 18 to 24 ~ 25 to 34 ~ 35 to 44 ~ 45 to 54 ~ 55 to 64 ~ 65 to 74 ~ 75 or older	58	No change	Yes
46. Are you male or female? ~ Male ~ Female	59	No change	Yes
47. What is the highest grade or level of school that you have completed? ~ 8th grade or less ~ Some high school, but did not graduate ~ High school graduate or GED ~ Some college or 2-year degree ~ 4-year college graduate ~ More than 4-year college degree	60	No change	Yes
48. Are you of Hispanic or Latino origin or descent? ~ Yes, Hispanic or Latino ~ No, Not Hispanic or Latino	61	No change	Yes
49. What is your race? Please mark one or more ~ White ~ Black or African-American ~ Asian ~Native Hawaiian or other Pacific Islander ~ American Indian or Alaska Native ~ Other	62	No change	Yes
50. Did someone help you complete this survey? ~ Yes Go to Q59 ~ No Thank you. Please return the completed survey in the postage-paid envelope.	64	No change	Yes

Regression Analysis

Regression estimates are measures of association between independent variables (composites) and a dependent variable (overall satisfaction rating), while controlling for the effect of other variables through the use of a statistical model. A backward elimination, respondent-level, multiple linear regression model was fitted to the 2008 TMG Medicaid Adult Book of Business. The Myers Group Book of Business consists of the 2008 Medicaid adult data from each of the 45 health plans that submitted to NCQA. The dependent variable in the model is measured by Question 35 ("What number would you use to rate your health plan?") scaled from 0 to 10 ("Worst health plan possible" to "Best health plan possible"), Question 12 ("What number would you use to rate your health care?") as well as Question 21 (What number would you use to rate your personal doctor?").

All composite questions are evaluated as potential independent variables in the analysis. These questions are scaled from 0 to 3 (0, 1, 2, and 3) for four-point scales in the direction of least favorable response to most favorable response. Those composite variables found to have a significant positive influence (as found by testing individual beta coefficients with a 0.05 level of significance) on Overall Satisfaction are reported as Key Drivers of overall satisfaction. The numbers reported alongside each composite, shown on pages 8A – 8C, are beta coefficients. These coefficients indicate the amount of change that takes place in the dependent variable for a one-unit change in the respondent level composite independent variable in the rescaled 0-3 units (with all other independent variables unchanged).

Within the context of the model, the higher the beta score, the larger the effect the composite has on overall satisfaction, with all other composites held constant.

Using the results of the regression analysis, TMG has developed the following *Opportunity Analysis*. If the composite Summary Rate is equal to or greater than the 75th percentile of the TMG Book of Business Summary Rates, and the composite is determined to be a Key Driver by the multiple linear regression analysis, the composite is considered a plan *Strength*. If the composite is a Key Driver and the Summary Rate is less than the 50th percentile when compared to the TMG Book of Business Summary Rates, the composite is considered a plan *Opportunity*. If a Key Driver has a Summary Rate that falls between the 50th and 75th percentile when compared to the TMG Book of Business Summary Rates it is suggested that the composite be monitored as it could become a *Strength* or *Opportunity* in the future, depending on the plan's success in that area.

Question Scoring
NCQA Summary Rate Categories for Composite Questions

Composites/ Response choices	Summary Rate	Questions/Attributes
Getting Needed Care		
Never/Sometimes		Q23 – In the last 6 months, how often was it easy to get appointments with specialists? Q27 – In the last 6 months, how often was it easy to get the care, test or treatment you thought you needed through your health plan?
Usually	Summary Rate	
Always	Summary Rate	
Getting Care Quickly		
Never/Sometimes		Q4 – In the last 6 months, when you needed care right away, how often did you get care as soon as you thought you needed? Q6 – In the last 6 months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?
Usually	Summary Rate	
Always	Summary Rate	
How Well Doctors Communicate		
Never/Sometimes		Q15 – In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand? Q16 – In the last 6 months, how often did your personal doctor listen carefully to you? Q17 – In the last 6 months, how often did your personal doctor show respect for what you had to say? Q18 - In the last 6 months, how often did your personal doctor spend enough time with you?
Usually	Summary Rate	
Always	Summary Rate	
Customer Service		
Never/Sometimes		Q31 – In the last 6 months, how often did your health plan's customer service give you the information or help you needed? Q32 – In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?
Usually	Summary Rate	
Always	Summary Rate	
Shared Decision Making*		
Definitely/Somewhat no		Q10 – In the last 6 months, did a doctor or other health provider talk with you about the pros and cons of each choice for your treatment or health care? Q11 – In the last 6 months, when there was more than one choice for your treatment or health care, did a doctor or other health provider ask which choice was best for you?
Somewhat yes		
Definitely yes	Summary Rate	

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

Response Rate
The sample size for adult Medicaid health plans is 1,350 in accordance with NCQA protocol, although plans may choose to over-sample their population if necessary. Please refer to the *Glossary of Terms* for more information on over-samples. The overall NCQA target number of complete responses is 411.

Ineligible members include those who are deceased, members who do not meet the eligible population criteria, members with a language barrier, and members who are mentally or physically incapacitated. Non-responses include those members who have refused to participate in the survey, could not be reached due to a bad address or telephone number, or members that reached a maximum attempt threshold and were unable to be contacted during the survey time period.

The formula for determining the response rate is:

$$\frac{\text{Completed mail and telephone surveys}}{\text{Final sample size} - \text{Ineligible surveys}} = \text{Response rate}$$

Sampling Error
Sampling error can be thought of as the extent to which survey results may differ from what would be obtained if every eligible member in the sample had been surveyed. The size of such error depends largely on the percentage distributions (i.e., the number of respondents selecting each answer category) and the number of members surveyed. The more disproportionate the percentage distributions or the larger the sample size, the smaller the error.

The following tables may be used in estimating approximate sampling error. The first table shows the range (plus or minus the figure shown) within which the population percentage could be expected to lay **95*** out of 100 times a sample of that size and percentage distribution would be selected. The second table shows the range (plus or minus the figure shown) within which the population percentage could be expected to lay **90**** out of 100 times a sample of that size and percentage distribution would be selected.

Valid Responses	Percentage Distribution				
	50/50	60/40	70/30	80/20	90/10
50	13.9	13.6	12.7	11.1	8.3
100	9.8	9.6	9.0	7.8	5.9
200	6.9	6.8	6.4	5.5	4.2
300	5.7	5.5	5.2	4.5	3.4
400	4.9	4.8	4.5	3.9	2.9
500	4.4	4.3	4.0	3.5	2.6
750	3.6	3.5	3.3	2.9	2.1
850	3.4	3.3	3.1	2.7	2.0

*95% confidence interval

Valid Responses	Percentage Distribution				
	50/50	60/40	70/30	80/20	90/10
50	11.6	11.4	10.7	9.3	7.0
100	8.2	8.1	7.5	6.6	4.9
200	5.8	5.7	5.3	4.7	3.5
300	4.7	4.7	4.4	3.8	2.8
400	4.1	4.0	3.8	3.3	2.5
500	3.7	3.6	3.4	2.9	2.2
750	3.0	2.9	2.8	2.4	1.8
850	2.8	2.8	2.6	2.3	1.7

**90% confidence interval

The sampling error table is used in the following manner. Assume that "overall rating of health plan" received a Summary Rate of seventy percent (70.0%) from a sample of 500 valid responses. For a 95% confidence interval, look at the table where the sample size of 500 intersects the percentage distribution of 70/30. The margin of error for this sample size is four percentage points (4.0%). Therefore, on average, in 95 out of 100 similar samples, the 95% confidence interval (e.g., 66.0% to 74.0%) will span the true unknown population percentage.

Statistical Significance
A statistically significant hypothesis testing result means that, based on the sample(s), conditions/assumptions, and level of significance, there is sufficient evidence to conclude the alternate hypothesis. For example, when testing for a difference between a population Summary Rate and a set constant score (e.g., Quality Compass), statistical significance would mean that there is sufficient support for the statement that there is a difference between the population Summary Rate and the set constant score. As another example, when testing to see if there is a difference between last year's population Summary Rate and this year's population Summary Rate, statistical significance would mean that there is sufficient evidence for the statement that the population Summary Rates are different.

Summary Rate
Summary Rates are single statistics generated for a survey question as specified by NCQA. In general, Summary Rates represent the percentage of respondents who chose the most favorable response option(s) ("Always" and "Usually"; "Definitely Yes"; or "8" to "10"). Not all questions are assigned a Summary Rate by NCQA.

Summary Rate categories for the rating questions represent respondents who answered "8," "9," or "10." In addition to the traditional NCQA defined Summary Rate calculation for rating questions (responses "8", "9", and "10"), Summary Rates are also calculated using "9" and "10."

Members who respond "No" to Q33 are recoded as "Always" in Q34 and are, therefore, included in the Summary Rate of Q34.

The Summary Rate for each composite category and additional measure is as follows:

Getting Needed Care; Getting Care Quickly; How Well Doctors Communicate; Customer Service; Health Promotion and Education; and Coordination of Care: Summary Rate represents the percentage of members who responded "Always" or "Usually."

Shared Decision Making: Summary Rate represents the percentage of members who responded "Definitely Yes." This is a change from 2007, when the Summary Rate also included the "Somewhat Yes" response option.

Survey Administration Protocol
The CAHPS® 4.0H protocol allows plans to select one of two options for survey administration: a 5-wave mail-only methodology or a mixed methodology (mail and telephone), which includes 4-wave mail (two questionnaire mailings and two reminder post cards) with a telephone follow-up of at least 3 attempts. The sample size for Medicaid adult plans seeking accreditation from NCQA is 1,350 members.

Mixed Methodology Tasks	Time Frame
First questionnaire and cover letter sent to the member.	0 days
A postcard reminder is sent to non-respondents 4 to 10 days after the first questionnaire.	4-10 days
A second questionnaire with replacement cover letter is sent to non-respondents approximately 35 days after the mailing of the first questionnaire.	35 days
A second postcard reminder is sent to non-respondents 4 to 10 days after mailing the second questionnaire.	39-45 days
Telephone calls by CATI (computer-assisted telephone interviews) are conducted for non-respondents approximately 21 days after the mailing of the second questionnaire.	56 days
Telephone contact is made to all non-respondents such that at least 3 calls are attempted at different times of day, on different days and in different weeks.	56-70 days
Telephone follow-up is completed approximately 14 days after initiation.	70 days

Mail-Only Methodology Tasks	Time Frame
First questionnaire and cover letter sent to the member.	0 days
A postcard reminder is sent to non-respondents 4 to 10 days after the first questionnaire.	4-10 days
A second questionnaire with replacement cover letter is sent to non-respondents approximately 35 days after the mailing of the first questionnaire.	35 days
A second postcard reminder is sent to non-respondents 4 to 10 days after mailing the second questionnaire.	39-45 days
A third questionnaire and cover letter is sent to non-respondents approximately 25 days after mailing the second questionnaire.	60 days
Allow 21 days for the third questionnaire to be returned by the member.	81 days

The Myers Group Books of Business
The Myers Group Books of Business (calculated on a plan-level) consists of all Medicaid adult samples that were conducted by TMG and submitted to NCQA. In 2008 there were 38 samples included in the Book of Business. This benchmark is shown throughout the report and is used in the Opportunity Analysis.

Unanswered Questions
CAHPS® 4.0H prescribes that if a respondent answered a question by marking more than one response (not including Q49 & Q51), that response is considered a "multiple mark." A missing/multiple mark response is NOT assigned any value or used to calculate satisfaction scores.

Z-Test
To test for true differences in population score(s), statistical inference methods are applied. In particular, hypothesis testing is done to draw conclusions about differences in scores between a population and a set constant (e.g., a Summary Rate versus the NCQA Quality Compass) or between different populations (e.g., a Summary Rate for this year versus a Summary Rate for last year). The hypothesis of no difference is rejected if the absolute value of the test statistic exceeds a critical value corresponding to a level of significance. The test statistic used depends on which of these types of hypothesis tests are performed.

When checking for a statistically significant difference between a Summary Rate for a population and a set constant score (e.g., NCQA Quality Compass)—with various conditions/assumptions—The Myers Group uses the statistical test that follows:

$$z = \frac{\hat{p} - p_0}{\sqrt{\frac{p_0 q_0}{n}}}$$

where
$\hat{p}$ = Summary Rate from the sample
p_0 = Set constant score for comparison
q_0 = 1 – (Set constant score) = $(1 - p_0)$
n = Sample size

For hypothesis testing of composites, n equals the maximum denominator of the composite questions. With a large sample size ($n_1\hat{p}_1 \geq 5$, $n_1(1-\hat{p}_1) \geq 5$, $n_2\hat{p}_2 \geq 5$, and $n_2(1-\hat{p}_2) \geq 5$), the z-statistic has a distribution that can be treated as the standard normal distribution. Thus, the hypothesis that the population "Summary Rate" equals the set constant score is rejected at a 0.05 level of significance when the absolute value of the z-statistic exceeds 1.96 (obtained from cumulative standard normal distribution table).

The second hypothesis-testing situation involves testing for statistically significant differences between two population percents (or proportions), e.g., two population Summary Rates. When comparing the population percentages (or proportions)—with various conditions/ assumptions—the appropriate test statistic is the z-statistic as follows:

$$z = \frac{\hat{p}_1 - \hat{p}_2}{\sqrt{\hat{p}\hat{q}\left(\frac{1}{n_1} + \frac{1}{n_2}\right)}}$$

where

$\hat{p}_1$ = Summary Rate from the 1st sample

$\hat{p}_2$ = Summary Rate from the 2nd sample

n_1 = Size of the sample from the 1st population

n_2 = Size of the sample from the 2nd population

$\hat{p}$ = Pooled Summary Rate,

$$\hat{p} = \frac{n_1\hat{p}_1 + n_2\hat{p}_2}{n_1 + n_2}$$

$\hat{q}$ = 1 – (Pooled Summary Rate)

For hypothesis testing of composites, n equals the maximum denominator of the composite questions. With large sample sizes ($n_1\hat{p}_1 \geq 5$, $n_1(1-\hat{p}_1) \geq 5$, $n_2\hat{p}_2 \geq 5$, and $n_2(1-\hat{p}_2) \geq 5$), the z-statistic has a distribution that can be treated as the standard normal distribution. Thus, the hypothesis that the populations under comparison have equal population Summary Rates is rejected at a 0.05 level of significance when the absolute value of the z-statistic exceeds 1.96 (obtained from the cumulative standard normal distribution table).

Sample Survey Tool

MAS

oklahoma health care authority

- Answer **all** the questions by marking the box with blue or black ink. Like this ☒
- You are sometimes told to skip over some questions in this survey. When this happens you will see a note that tells you what question to answer next, like this: ☒ Yes .....**Go to Question 3**

*All information that would let someone identify you or your family will be kept private. The Myers Group will not share your personal information with anyone without your OK. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the cover of this survey. This number is **ONLY** used to let us know if you have returned your survey so we don't have to send you reminders. If you want to know more about this study, please call The Myers Group at 1-800-692-0041.*

1. Our records show that you are now in **SoonerCare Choice.** Is that right?

☐1 Yes . . . . . .**Go to Question 3**
☐2 No . . . . . .**Go to Question 2**

2. What is the name of your health plan? *(Please print)*

Your Health Care In The Last 6 Months

*These questions ask about your own health care. Do **not** include care you got when you stayed overnight in a hospital. Do **not** include the times you went for dental care visits.*

3. In the last 6 months, did you have an illness, injury, or condition that **needed care right away** in a clinic, emergency room, or doctor's office?

☐1 Yes . . . . . .**Go to Question 4**
☐2 No . . . . . .**Go to Question 5**

4. In the last 6 months, when you **needed care right away**, how often did you get care as soon as you thought you needed?

☐1 Never
☐2 Sometimes
☐3 Usually
☐4 Always

5. In the last 6 months, **not** counting the times you needed care right away, did you make any appointments for your health care at a doctor's office or clinic?

☐1 Yes . . . . . .**Go to Question 6**
☐2 No . . . . . .**Go to Question 7**

6. In the last 6 months, **not** counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?

☐1 Never
☐2 Sometimes
☐3 Usually
☐4 Always

7. In the last 6 months, **not** counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

☐0 None . . . . . .**Go to Question 13**
☐1 1 . . . . . .**Go to Question 8**
☐2 2 . . . . . .**Go to Question 8**
☐3 3 . . . . . .**Go to Question 8**
☐4 4 . . . . . .**Go to Question 8**
☐5 5 to 9 . . . . . .**Go to Question 8**
☐6 10 or more . . . . . .**Go to Question 8**

8. In the last 6 months, how often did you and a doctor or other health provider talk about specific things you could do to prevent illness?

☐1 Never
☐2 Sometimes
☐3 Usually
☐4 Always

9. *Choices for your treatment or health care can include choices about medicine, surgery, or other treatment.*

In the last 6 months, did a doctor or other health provider tell you there was more than one choice for your treatment or health care?

☐1 Yes . . . . . .**Go to Question 10**
☐2 No . . . . . .**Go to Question 12**

10. In the last 6 months, did a doctor or other health provider talk with you about the pros and cons of each choice for your treatment or health care?

☐1 Definitely yes
☐2 Somewhat yes
☐3 Somewhat no
☐4 Definitely no

11. In the last 6 months, when there was more than one choice for your treatment or health care, did a doctor or other health provider ask which choice was best for you?

☐1 Definitely yes
☐2 Somewhat yes
☐3 Somewhat no
☐4 Definitely no

12. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

Worst health care possible										**Best** health care possible
0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Your Personal Doctor

13. *A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt.*

Do you have a personal doctor?

☐1 Yes . . . . . .**Go to Question 14**
☐2 No . . . . . .**Go to Question 22**

14. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

☐0 None . . . . . .**Go to Question 21**
☐1 1 . . . . . .**Go to Question 15**
☐2 2 . . . . . .**Go to Question 15**
☐3 3 . . . . . .**Go to Question 15**
☐4 4 . . . . . .**Go to Question 15**
☐5 5 to 9 . . . . . .**Go to Question 15**
☐6 10 or more . . . . . .**Go to Question 15**

15. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

☐1 Never
☐2 Sometimes
☐3 Usually
☐4 Always

Please continue inside ➢➢➢

Thank You

Please return the completed survey in the postage-paid envelope to:

THE Myers GROUP
Improving the Business of Healthcare Satisfaction

Attn: Survey Processing Department
The Myers Group
2351 Henry Clower Boulevard, Suite C
Snellville, GA 30078-3107
Toll-Free: 1-800-692-0041

For Internal Purposes Only: 44714

16. In the last 6 months, how often did your personal doctor listen carefully to you?
- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

17. In the last 6 months, how often did your personal doctor show respect for what you had to say?
- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

18. In the last 6 months, how often did your personal doctor spend enough time with you?
- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

19. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?
- ☐1 Yes ..... **Go to Question 20**
- ☐2 No ..... **Go to Question 21**

20. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?
- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

21. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

Worst personal doctor possible										**Best** personal doctor possible
0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Getting Health Care From Specialists

*When you answer the next questions, do **not** include dental visits or care you got when you stayed overnight in a hospital.*

22. *Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.*

In the last 6 months, did you try to make any appointments to see a specialist?
- ☐1 Yes ..... **Go to Question 23**
- ☐2 No ..... **Go to Question 26**

23. In the last 6 months, how often was it easy to get appointments with specialists?
- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

24. How many specialists have you seen in the last 6 months?
- ☐0 None ..... **Go to Question 26**
- ☐1 1 specialist ..... **Go to Question 25**
- ☐2 2 ..... **Go to Question 25**
- ☐3 3 ..... **Go to Question 25**
- ☐4 4 ..... **Go to Question 25**
- ☐5 5 or more specialists ..... **Go to Question 25**

25. We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

Worst specialist possible										**Best** specialist possible
0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Your Health Plan

The next questions ask about your experience with your health plan.

26. In the last 6 months, did you try to get any kind of care, tests, or treatment through your health plan?
- ☐1 Yes ..... **Go to Question 27**
- ☐2 No ..... **Go to Question 28**

27. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?
- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?
- ☐1 Yes ..... **Go to Question 29**
- ☐2 No ..... **Go to Question 30**

29. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?
- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

30. In the last 6 months, did you try to get information or help from your health plan's customer service?
- ☐1 Yes ..... **Go to Question 31**
- ☐2 No ..... **Go to Question 33**

31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?
- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?
- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

33. In the last 6 months, did your health plan give you any forms to fill out?
- ☐1 Yes ..... **Go to Question 34**
- ☐2 No ..... **Go to Question 35**

34. In the last 6 months, how often were the forms from your health plan easy to fill out?
- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

35. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

Worst health plan possible										**Best** health plan possible
0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

About You

36. In general, how would you rate your overall health?
- ☐1 Excellent
- ☐2 Very good
- ☐3 Good
- ☐4 Fair
- ☐5 Poor

37. Do you now smoke cigarettes every day, some days, or not at all?
- ☐1 Every day ..... **Go to Question 38**
- ☐2 Some days ..... **Go to Question 38**
- ☐3 Not at all ..... **Go to Question 41**
- ☐4 Don't know ..... **Go to Question 41**

38. In the last 6 months, on how many visits were you advised to quit smoking by a doctor or other health provider in your plan?
- ☐0 None
- ☐1 1 visit
- ☐2 2 to 4 visits
- ☐3 5 to 9 visits
- ☐4 10 or more visits
- ☐5 I had no visits in the last 6 months

39. On how many visits was medication recommended or discussed to assist you with quitting smoking (for example: nicotine gum, patch, nasal spray, inhaler, prescription medication)?
- ☐0 None
- ☐1 1 visit
- ☐2 2 to 4 visits
- ☐3 5 to 9 visits
- ☐4 10 or more visits
- ☐5 I had no visits in the last 6 months

40. On how many visits did your doctor or health provider recommend or discuss methods and strategies (other than medication) to assist you with quitting smoking?
- ☐0 None
- ☐1 1 visit
- ☐2 2 to 4 visits
- ☐3 5 to 9 visits
- ☐4 10 or more visits
- ☐5 I had no visits in the last 6 months

41. In the last 6 months, have you seen a doctor or other health provider 3 or more times for the same condition or problem?
- ☐1 Yes ..... **Go to Question 42**
- ☐2 No ..... **Go to Question 43**

42. Is this a condition or problem that has lasted for a least 3 months? Do **not** include pregnancy or menopause.
- ☐1 Yes
- ☐2 No

43. Do you now need or take medicine prescribed by a doctor? Do **not** include birth control.
- ☐1 Yes ..... **Go to Question 44**
- ☐2 No ..... **Go to Question 45**

44. Is this to treat a condition that has lasted for at least 3 months? Do **not** include pregnancy or menopause.
- ☐1 Yes
- ☐2 No

45. What is your age?
- ☐1 18 to 24
- ☐2 25 to 34
- ☐3 35 to 44
- ☐4 45 to 54
- ☐5 55 to 64
- ☐6 65 to 74
- ☐7 75 or older

46. Are you male or female?
- ☐1 Male
- ☐2 Female

47. What is the highest grade or level of school that you have completed?
- ☐1 8th grade or less
- ☐2 Some high school, but did not graduate
- ☐3 High school graduate or GED
- ☐4 Some college or 2-year degree
- ☐5 4-year college graduate
- ☐6 More than 4-year college degree

48. Are you of Hispanic or Latino origin or descent?
- ☐1 Yes, Hispanic or Latino
- ☐2 No, not Hispanic or Latino

49. What is your race?
(Please mark one or more)
- ☐A White
- ☐B Black or African-American
- ☐C Asian
- ☐D Native Hawaiian or other Pacific Islander
- ☐E American Indian or Alaska Native
- ☐F Other

50. Did someone help you complete this survey?
- ☐1 Yes ..... **Go to Question 51**
- ☐2 No ..... **Please return the survey in the postage-paid envelope.**

51. How did that person help you?
(Mark all that apply)
- ☐A Read the questions to me
- ☐B Wrote down the answers I gave
- ☐C Answered the questions for me
- ☐D Translated the questions into my language
- ☐E Helped in some other way

Please continue on back ➢➢➢

10. Banner Tables

The tables in the following section show detailed results for each question in your survey. Responses are organized across the banner table by: (1) all respondents, (2) demographic groups (age, education, gender, ethnicity and race), and (3) data collection method. In order to aid you in viewing the data contained in these tables, the following explanation is provided.

The different categories by which the data are "sliced" are presented as column headers. Each category has a set of possible response choices that are listed immediately below the headers. The left-most column in each table is labeled "Total" and shows results for the entire set of valid responses.

On the left side of the page are three row headers: "Total Eligible," "Total Valid Responses," and "No Answer." "Total Eligible" represents the number of possible responses that meet the criteria for inclusion into the given question. For questions that are asked of all respondents, this figure will typically equal 333, which is the valid number of responses to the current survey. "Total Valid Responses" shows how many of the total respondents provided valid answers to the given question. Finally, "No Answer" is the number of individuals who did not respond to the question, even though they were eligible to do so.

It should be noted that, in some cases, a survey response choice shows only the number of respondents providing that answer with no percentage. These response options are not considered valid responses by NCQA guidelines, and are therefore omitted from the percentage calculations.

In some tables, an additional row is added to show Summary Rates. These scores are a single question response or combination of question responses considered to be favorable. It is included at the bottom of each of these tables and is shown with the response option, or options, that make up the score listed beside it.

Information regarding the statistical testing of results is shown in the lower left corner of each table. The first line displays the Comparison Groups. These are the columns (denoted by upper-case letters and separated by a slash (/)) in which statistical tests are run. Columns (B) and (C), for example, show results for Males and Females. These columns are compared in the statistical test to each other, but not to any other columns. If a letter is present, whether upper- or lower-case, its corresponding percentage is significantly higher than the specified percentages within its comparison group. Note that when comparing groups, the Z-Test is only valid for large sample sizes. See Z-Test in *Technical Notes*.

The second line shows the type or types of statistical tests that are included in the table. The last two lines define the meaning of the upper- and lower-case letters.

If a percentage has an upper-case letter beneath it, a difference exists at the 0.05 level of significance. A lower-case letter denotes a difference at the 0.10 level of significance. A banner table example follows with key points noted.

		========= GENDER =========	
	Total	Male	Female
	(A)	(B)	(C)
Total	433[1]	22	407
Total Valid Responses	429[2] 100.0%	22 100.0%	403 100.0%
No Answer	4[3]	-	4
Yes	198 46.2%	6 27.3%	189 46.9% B[4]
No	231 53.8%	16 72.7% C[5]	214 53.1%

1 – For the given question, 433 respondents were eligible to answer. For questions asked of all respondents, this figure will equal the number of complete surveys. In other cases, it will equal the number of appropriate responses to a gate question. Gate questions are those that filter out respondents who would not logically be able to answer follow-up questions. For example, people who say that they do not have a personal doctor would not be able to provide a doctor rating, and so they are filtered out of the response set for the rating question.

2 – Of those who were eligible to answer this question, 429 provided valid responses.

3 – Four respondents–all Female–who were eligible to answer the question did not provide an answer.

4 – Females and Males provided a significantly different percentage of “Yes” responses. The “B” below the percentage refers to the group in column B – in this case, Males – and signifies that the 46.9% is significantly different than 27.3%. Because the “B” is capitalized, we know that the difference is significant at the 0.05 level of significance.

5 – Females and Males provided significantly different percentages of “No” responses. As in the previous note, the “C” refers to the group in column C–Females–and is significant at the 0.05 level of significance.

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

TABLE OF CONTENTS

Results by Demographic

Page 1.....Q1. Our records show that you are now in SoonerCare Choice. Is that right?

Page 2.....Q3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room or doctor's office?

Page 3.....Q4. (GCQ)In the last 6 months, when you needed care right away, how often did you get care as soon as you thought you needed?

Page 4.....Q5. In the last 6 months, not counting the times you needed health care right away, did you make any appointments for your health care at a doctor's office or clinic?

Page 5.....Q6. (GCQ)In the last 6 months, not counting the times you needed health care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?

Page 6.....Q7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get care for yourself?

Page 7.....Q8. (HPE)In the last 6 months, how often did you and a doctor or other health provider talk about specific things you could do to prevent illness?

Page 8.....Q9. In the last 6 months, did a doctor or other health provider tell you there was more than one choice for your treatment or health care?

Page 9.....Q10. (SDM)In the last 6 months, did a doctor or other health provider talk with you about the pros and cons of each choice for your treatment or health care?

Page 10.....Q11. (SDM)In the last 6 months, when there was more than one choice for your treatment or health care, did a doctor or other health provider ask which choice was best for you?

Page 11.....Q12. What number would you use to rate all your health care in the last 6 months?

Page 13.....Q13. Do you have a personal doctor?

Page 14.....Q14. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

Page 15.....Q15. (HWDC)In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

Page 16.....Q16. (HWDC)In the last 6 months, how often did your personal doctor listen carefully to you?

Page 17.....Q17. (HWDC)In the last 6 months, how often did your personal doctor show respect for what you had to say?

TABLE OF CONTENTS

Page 18.....Q18. (HWDC)In the last 6 months, how often did your personal doctor spend enough time with you?

Page 19.....Q19. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

Page 20.....Q20. (CC)In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

Page 21.....Q21. What number would you use to rate your personal doctor?

Page 23.....Q22. In the last 6 months, did you try to make any appointments to see a specialist?

Page 24.....Q23. (GNC)In the last 6 months, how often was it easy to get appointments with specialists?

Page 25.....Q24. How many specialists have you seen in the last 6 months?

Page 26.....Q25. What number would you use to rate that specialist?

Page 28.....Q26. In the last 6 months, did you get any kind of care, tests or treatment through your health plan?

Page 29.....Q27. (GNC)In the last 6 months, how often was it easy to get the care, tests or treatment you thought you needed through your health plan?

Page 30.....Q28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

Page 31.....Q29. (CS)In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

Page 32.....Q30. In the last 6 months, did you try to get information or help from your health plan's customer service?

Page 33.....Q31. (CS)In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

Page 34.....Q32. (CS)In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

Page 35.....Q33. In the last 6 months, did your health plan give you any forms to fill out?

Page 36.....Q34. In the last 6 months, how often were the forms from your health plan easy to fill out?

Page 37.....Q35. What number would you use to rate your health plan?

Page 39.....Q36. In general, how would you rate your overall health?

Page 40.....Q37. Do you now smoke cigarettes every day, some days, or not at all?

TABLE OF CONTENTS

Page 41.....Q38. In the last 6 months, on how many visits were you advised to quit smoking by a doctor or other health provider in your plan?

Page 42.....Q39. On how many visits was medication recommended or discussed to assist you with quitting smoking (for example: nicotine gum, patch, nasal spray, inhaler, prescription medication)?

Page 43.....Q40. On how many visits did your doctor or health provider recommend or discuss methods and strategies (other than medications) to assist you with quitting smoking?

Page 44.....Q41. In the last 6 months, have you seen a doctor or other health provider 3 or more times for the same condition or problem?

Page 45.....Q42. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

Page 46.....Q43. Do you now need or take medicine prescribed by a doctor? Do not include birth control.

Page 47.....Q44. Is this to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

Page 48.....Q45. What is your age?

Page 49.....Q46. Are you male or female?

Page 50.....Q47. What is the highest grade or level of school that you have completed?

Page 51.....Q48. Are you of Hispanic or Latino origin or descent?

Page 52.....Q49. What is your race? Please mark one or more.

Page 53.....Q50. Did someone help you complete this survey?

Page 54.....Q51. How did that person help you? Mark all that apply.

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q1. Our records show that you are now in SoonerCare Choice. Is that right?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
Total Valid Responses	331	104	59	73	70	232	70	84	222	17	281	227	43	33	16	238	93
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	2	-	2	-	-	2	-	2	2	-	-	-	-	2
Yes	331	104	59	73	70	232	70	84	222	17	281	227	43	33	16	238	93
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room or doctor's office?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	333	104	59	75	70	234	70	84	224	17	283	229	43	33	16	238	95
Total Valid Responses	322	103	59	75	70	233	69	84	222	17	281	227	43	33	16	236	86
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	11	1	-	-	-	1	1	-	2	-	2	2	-	-	-	2	9
Yes	191	61	32	49	43	131	49	48	137	13	166	133	24	24	9	150	41
	59.3%	59.2%	54.2%	65.3%	61.4%	56.2%	71.0%	57.1%	61.7%	76.5%	59.1%	58.6%	55.8%	72.7%	56.3%	63.6%	47.7%
							F							l		Q	
No	131	42	27	26	27	102	20	36	85	4	115	94	19	9	7	86	45
	40.7%	40.8%	45.8%	34.7%	38.6%	43.8%	29.0%	42.9%	38.3%	23.5%	40.9%	41.4%	44.2%	27.3%	43.8%	36.4%	52.3%
						G						n					P

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q4. (GCQ)In the last 6 months, when you needed care right away, how often did you get care as soon as you thought you needed?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	191	61	32	49	43	131	49	48	137	13	166	133	24	24	9	150	41
Total Valid Responses	187 100.0%	61 100.0%	32 100.0%	49 100.0%	41 100.0%	129 100.0%	49 100.0%	48 100.0%	135 100.0%	13 100.0%	165 100.0%	131 100.0%	24 100.0%	24 100.0%	9 100.0%	148 100.0%	39 100.0%
No Answer	4	-	-	-	2	2	-	-	2	-	1	2	-	-	-	2	2
Always	101 54.0%	32 52.5%	16 50.0%	26 53.1%	24 58.5%	73 56.6%	24 49.0%	17 35.4%	80 59.3% H	5 38.5%	91 55.2%	70 53.4%	13 54.2%	12 50.0%	3 33.3%	79 53.4%	22 56.4%
Usually	49 26.2%	19 31.1%	10 31.3%	11 22.4%	9 22.0%	31 24.0%	16 32.7%	14 29.2%	35 25.9%	4 30.8%	44 26.7%	36 27.5%	7 29.2%	7 29.2%	2 22.2%	40 27.0%	9 23.1%
Sometimes	28 15.0%	9 14.8%	5 15.6%	8 16.3%	6 14.6%	19 14.7%	8 16.3%	13 27.1% I	15 11.1%	2 15.4%	24 14.5%	21 16.0%	3 12.5%	4 16.7%	1 11.1%	21 14.2%	7 17.9%
Never	9 4.8%	1 1.6%	1 3.1%	4 8.2%	2 4.9%	6 4.7%	1 2.0%	4 8.3%	5 3.7%	2 15.4%	6 3.6%	4 3.1%	1 4.2%	1 4.2%	3 33.3% lmn	8 5.4%	1 2.6%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	150 80.2%	51 83.6%	26 81.3%	37 75.5%	33 80.5%	104 80.6%	40 81.6%	31 64.6%	115 85.2% H	9 69.2%	135 81.8%	106 80.9%	20 83.3%	19 79.2%	5 55.6%	119 80.4%	31 79.5%
HEDIS/CAHPS SUMMARY RATE - Always	101 54.0%	32 52.5%	16 50.0%	26 53.1%	24 58.5%	73 56.6%	24 49.0%	17 35.4%	80 59.3% H	5 38.5%	91 55.2%	70 53.4%	13 54.2%	12 50.0%	3 33.3%	79 53.4%	22 56.4%

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q5. In the last 6 months, not counting the times you needed health care right away, did you make any appointments for your health care at a doctor's office or clinic?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	333	104	59	75	70	234	70	84	224	17	283	229	43	33	16	238	95
Total Valid Responses	317	103	58	74	69	230	70	82	223	17	279	229	41	32	15	234	83
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	16	1	1	1	1	4	-	2	1	-	4	-	2	1	1	4	12
Yes	260	77	50	65	60	184	65	66	186	13	233	193	29	25	11	197	63
	82.0%	74.8%	86.2%	87.8%	87.0%	80.0%	92.9%	80.5%	83.4%	76.5%	83.5%	84.3%	70.7%	78.1%	73.3%	84.2%	75.9%
			b	B	B		F					m					
No	57	26	8	9	9	46	5	16	37	4	46	36	12	7	4	37	20
	18.0%	25.2%	13.8%	12.2%	13.0%	20.0%	7.1%	19.5%	16.6%	23.5%	16.5%	15.7%	29.3%	21.9%	26.7%	15.8%	24.1%
		cDE				G							l				

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q6. (GCQ)In the last 6 months, not counting the times you needed health care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	260	77	50	65	60	184	65	66	186	13	233	193	29	25	11	197	63
Total Valid Responses	258 100.0%	76 100.0%	50 100.0%	65 100.0%	60 100.0%	183 100.0%	65 100.0%	66 100.0%	185 100.0%	13 100.0%	232 100.0%	192 100.0%	29 100.0%	25 100.0%	11 100.0%	197 100.0%	61 100.0%
No Answer	2	1	-	-	-	1	-	-	1	-	1	1	-	-	-	-	2
Always	129 50.0%	36 47.4%	23 46.0%	32 49.2%	33 55.0%	96 52.5%	28 43.1%	28 42.4%	96 51.9%	7 53.8%	114 49.1%	97 50.5%	11 37.9%	18 72.0% LMO	4 36.4%	100 50.8%	29 47.5%
Usually	62 24.0%	19 25.0%	9 18.0%	15 23.1%	18 30.0%	39 21.3%	20 30.8%	19 28.8%	42 22.7%	2 15.4%	57 24.6%	46 24.0% n	9 31.0% no	3 12.0%	1 9.1%	46 23.4%	16 26.2%
Sometimes	54 20.9%	18 23.7% E	17 34.0% dE	12 18.5%	6 10.0%	39 21.3%	14 21.5%	14 21.2%	39 21.1%	3 23.1%	49 21.1%	40 20.8%	7 24.1%	3 12.0%	4 36.4%	40 20.3%	14 23.0%
Never	13 5.0%	3 3.9%	1 2.0%	6 9.2% c	3 5.0%	9 4.9%	3 4.6%	5 7.6%	8 4.3%	1 7.7%	12 5.2%	9 4.7%	2 6.9%	1 4.0%	2 18.2%	11 5.6%	2 3.3%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	191 74.0%	55 72.4%	32 64.0%	47 72.3%	51 85.0% bCd	135 73.8%	48 73.8%	47 71.2%	138 74.6%	9 69.2%	171 73.7%	143 74.5% o	20 69.0%	21 84.0% O	5 45.5%	146 74.1%	45 73.8%
HEDIS/CAHPS SUMMARY RATE - Always	129 50.0%	36 47.4%	23 46.0%	32 49.2%	33 55.0%	96 52.5%	28 43.1%	28 42.4%	96 51.9%	7 53.8%	114 49.1%	97 50.5%	11 37.9%	18 72.0% LMO	4 36.4%	100 50.8%	29 47.5%

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get care for yourself?

		========== AGE ==========				== EDUCATION ==		==== GENDER ===		== ETHNICITY ==		========== RACE ==========				=DATA COLLECTION= METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	333	104	59	75	70	234	70	84	224	17	283	229	43	33	16	238	95
Total Valid Responses	314 100.0%	102 100.0%	59 100.0%	74 100.0%	68 100.0%	231 100.0%	68 100.0%	82 100.0%	221 100.0%	17 100.0%	278 100.0%	227 100.0%	41 100.0%	33 100.0%	16 100.0%	235 100.0%	79 100.0%
No Answer	19	2	-	1	2	3	2	2	3	-	5	2	2	-	-	3	16
None	59 18.8%	28 27.5% D	10 16.9%	7 9.5%	13 19.1% d	48 20.8%	9 13.2%	19 23.2%	38 17.2%	4 23.5%	50 18.0%	36 15.9%	16 39.0% LN	6 18.2%	4 25.0%	41 17.4%	18 22.8%
1	25 8.0%	6 5.9%	4 6.8%	9 12.2%	6 8.8%	19 8.2%	4 5.9%	9 11.0%	16 7.2%	3 17.6%	21 7.6%	17 7.5%	3 7.3%	6 18.2%	2 12.5%	21 8.9%	4 5.1%
2	50 15.9%	19 18.6%	12 20.3%	9 12.2%	9 13.2%	41 17.7%	8 11.8%	14 17.1%	34 15.4%	2 11.8%	47 16.9%	36 15.9% N	7 17.1%	2 6.1%	2 12.5%	39 16.6%	11 13.9%
3	46 14.6%	19 18.6% d	9 15.3%	7 9.5%	9 13.2%	33 14.3%	8 11.8%	11 13.4%	33 14.9%	3 17.6%	39 14.0%	34 15.0%	5 12.2%	3 9.1%	3 18.8%	36 15.3%	10 12.7%
4	36 11.5%	6 5.9%	8 13.6%	11 14.9% b	9 13.2%	19 8.2%	14 20.6% F	10 12.2%	24 10.9%	2 11.8%	29 10.4%	27 11.9%	3 7.3%	4 12.1%	1 6.3%	29 12.3%	7 8.9%
5 to 9	77 24.5%	16 15.7%	11 18.6%	27 36.5% BC	18 26.5% b	57 24.7%	18 26.5%	17 20.7%	58 26.2%	3 17.6%	72 25.9%	58 25.6% m	6 14.6%	9 27.3%	3 18.8%	51 21.7%	26 32.9% p
10 or more	21 6.7%	8 7.8%	5 8.5%	4 5.4%	4 5.9%	14 6.1%	7 10.3%	2 2.4%	18 8.1% H	-	20 7.2%	19 8.4% m	1 2.4%	3 9.1%	1 6.3%	18 7.7%	3 3.8%

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q8. (HPE)In the last 6 months, how often did you and a doctor or other health provider talk about specific things you could do to prevent illness?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	255	74	49	67	55	183	59	63	183	13	228	191	25	27	12	194	61
Total Valid Responses	250 100.0%	74 100.0%	47 100.0%	66 100.0%	55 100.0%	181 100.0%	58 100.0%	63 100.0%	180 100.0%	13 100.0%	225 100.0%	188 100.0%	25 100.0%	27 100.0%	12 100.0%	192 100.0%	58 100.0%
No Answer	5	-	2	1	-	2	1	-	3	-	3	3	-	-	-	2	3
Always	84 33.6%	16 21.6%	13 27.7%	26 39.4% B	23 41.8% B	64 35.4%	15 25.9%	16 25.4%	64 35.6%	5 38.5%	71 31.6%	59 31.4%	12 48.0%	8 29.6%	5 41.7%	62 32.3%	22 37.9%
Usually	55 22.0%	19 25.7%	13 27.7%	12 18.2%	11 20.0%	37 20.4%	16 27.6%	19 30.2% i	35 19.4%	1 7.7%	54 24.0% J	46 24.5% o	5 20.0%	6 22.2%	1 8.3%	45 23.4%	10 17.2%
Sometimes	72 28.8%	24 32.4%	13 27.7%	16 24.2%	17 30.9%	53 29.3%	16 27.6%	15 23.8%	56 31.1%	5 38.5%	63 28.0%	51 27.1%	5 20.0%	10 37.0%	3 25.0%	55 28.6%	17 29.3%
Never	39 15.6%	15 20.3% E	8 17.0%	12 18.2% e	4 7.3%	27 14.9%	11 19.0%	13 20.6%	25 13.9%	2 15.4%	37 16.4%	32 17.0%	3 12.0%	3 11.1%	3 25.0%	30 15.6%	9 15.5%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	139 55.6%	35 47.3%	26 55.3%	38 57.6%	34 61.8% b	101 55.8%	31 53.4%	35 55.6%	99 55.0%	6 46.2%	125 55.6%	105 55.9%	17 68.0%	14 51.9%	6 50.0%	107 55.7%	32 55.2%
HEDIS/CAHPS SUMMARY RATE - Always	84 33.6%	16 21.6%	13 27.7%	26 39.4% B	23 41.8% B	64 35.4%	15 25.9%	16 25.4%	64 35.6%	5 38.5%	71 31.6%	59 31.4%	12 48.0%	8 29.6%	5 41.7%	62 32.3%	22 37.9%

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q9. In the last 6 months, did a doctor or other health provider tell you there was more than one choice for your treatment or health care?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	255	74	49	67	55	183	59	63	183	13	228	191	25	27	12	194	61
Total Valid Responses	247 100.0%	73 100.0%	47 100.0%	65 100.0%	54 100.0%	178 100.0%	58 100.0%	62 100.0%	178 100.0%	13 100.0%	223 100.0%	185 100.0%	25 100.0%	26 100.0%	12 100.0%	189 100.0%	58 100.0%
No Answer	8	1	2	2	1	5	1	1	5	-	5	6	-	1	-	5	3
Yes	121 49.0%	29 39.7%	26 55.3% b	30 46.2%	30 55.6% b	86 48.3%	28 48.3%	32 51.6%	84 47.2%	7 53.8%	107 48.0%	94 50.8% O	11 44.0% O	12 46.2% O	1 8.3%	94 49.7%	27 46.6%
No	126 51.0%	44 60.3% ce	21 44.7%	35 53.8%	24 44.4%	92 51.7%	30 51.7%	30 48.4%	94 52.8%	6 46.2%	116 52.0%	91 49.2%	14 56.0%	14 53.8%	11 91.7% LMN	95 50.3%	31 53.4%

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q10. (SDM)In the last 6 months, did a doctor or other health provider talk with you about the pros and cons of each choice for your treatment or health care?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
Total Eligible	121	29	26	30	30	86	28	32	84	7	107	94	11	12	1	94	27
Total Valid Responses	121 100.0%	29 100.0%	26 100.0%	30 100.0%	30 100.0%	86 100.0%	28 100.0%	32 100.0%	84 100.0%	7 100.0%	107 100.0%	94 100.0%	11 100.0%	12 100.0%	1 100.0%	94 100.0%	27 100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Definitely Yes	68 56.2%	17 58.6%	14 53.8%	18 60.0%	15 50.0%	46 53.5%	16 57.1%	16 50.0%	48 57.1%	4 57.1%	59 55.1%	53 56.4%	5 45.5%	8 66.7%	1 100.0%	51 54.3%	17 63.0%
Somewhat Yes	46 38.0%	12 41.4%	9 34.6%	11 36.7%	12 40.0%	34 39.5%	11 39.3%	13 40.6%	32 38.1%	3 42.9%	41 38.3%	35 37.2%	5 45.5%	4 33.3%	-	36 38.3%	10 37.0%
Somewhat No	5 4.1%	-	3 11.5%	1 3.3%	1 3.3%	5 5.8%	-	2 6.3%	3 3.6%	-	5 4.7%	4 4.3%	1 9.1%	-	-	5 5.3%	-
Definitely No	2 1.7%	-	-	-	2 6.7%	1 1.2%	1 3.6%	1 3.1%	1 1.2%	-	2 1.9%	2 2.1%	-	-	-	2 2.1%	-
HEDIS/CAHPS SUMMARY RATE - Definitely Yes	68 56.2%	17 58.6%	14 53.8%	18 60.0%	15 50.0%	46 53.5%	16 57.1%	16 50.0%	48 57.1%	4 57.1%	59 55.1%	53 56.4%	5 45.5%	8 66.7%	1 100.0%	51 54.3%	17 63.0%

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q11. (SDM)In the last 6 months, when there was more than one choice for your treatment or health care, did a doctor or other health provider ask which choice was best for you?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
Total Eligible	121	29	26	30	30	86	28	32	84	7	107	94	11	12	1	94	27
Total Valid Responses	116 100.0%	29 100.0%	26 100.0%	29 100.0%	28 100.0%	83 100.0%	28 100.0%	31 100.0%	83 100.0%	7 100.0%	105 100.0%	93 100.0%	10 100.0%	12 100.0%	1 100.0%	90 100.0%	26 100.0%
No Answer	5	-	-	1	2	3	-	1	1	-	2	1	1	-	-	4	1
Definitely Yes	57 49.1%	14 48.3%	12 46.2%	16 55.2%	13 46.4%	38 45.8%	15 53.6%	12 38.7%	43 51.8%	3 42.9%	50 47.6%	46 49.5%	4 40.0%	8 66.7%	-	44 48.9%	13 50.0%
Somewhat Yes	42 36.2%	12 41.4%	10 38.5%	7 24.1%	11 39.3%	31 37.3%	10 35.7%	17 54.8%	25 30.1%	3 42.9%	39 37.1%	33 35.5%	4 40.0%	3 25.0%	1 100.0%	32 35.6%	10 38.5%
Somewhat No	12 10.3%	2 6.9%	2 7.7%	5 17.2%	3 10.7%	10 12.0%	2 7.1%	2 6.5%	10 12.0%	1 14.3%	11 10.5%	9 9.7%	2 20.0%	1 8.3%	-	10 11.1%	2 7.7%
Definitely No	5 4.3%	1 3.4%	2 7.7%	1 3.4%	1 3.6%	4 4.8%	1 3.6%	-	5 6.0%	-	5 4.8%	5 5.4%	-	-	-	4 4.4%	1 3.8%
HEDIS/CAHPS SUMMARY RATE - Definitely Yes	57 49.1%	14 48.3%	12 46.2%	16 55.2%	13 46.4%	38 45.8%	15 53.6%	12 38.7%	43 51.8%	3 42.9%	50 47.6%	46 49.5%	4 40.0%	8 66.7%	-	44 48.9%	13 50.0%

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q12. What number would you use to rate all your health care in the last 6 months?

	Total	AGE 18-34	AGE 35-44	AGE 45-54	AGE 55+	EDUCATION HS/GED/Less	EDUCATION Some Colg/Grad+	GENDER Male	GENDER Female	ETHNICITY Hspnc/Latino	ETHNICITY Not Hspnc/Latino	RACE White	RACE Black/African Am	RACE Am Indian/Alaska Native	RACE Other	DATA COLLECTION METHOD Mail	DATA COLLECTION METHOD Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	255	74	49	67	55	183	59	63	183	13	228	191	25	27	12	194	61
Total Valid Responses	251 100.0%	73 100.0%	49 100.0%	67 100.0%	55 100.0%	182 100.0%	59 100.0%	63 100.0%	182 100.0%	13 100.0%	227 100.0%	190 100.0%	25 100.0%	27 100.0%	12 100.0%	193 100.0%	58 100.0%
No Answer	4	1	-	-	-	1	-	-	1	-	1	1	-	-	-	1	3
10 - Best health care possible	83 33.1%	21 28.8%	10 20.4%	25 37.3% C	24 43.6% bC	59 32.4%	19 32.2%	16 25.4%	64 35.2%	6 46.2%	72 31.7%	59 31.1%	10 40.0%	10 37.0%	4 33.3%	68 35.2%	15 25.9%
9	29 11.6%	8 11.0%	3 6.1%	7 10.4%	9 16.4% c	22 12.1%	6 10.2%	5 7.9%	23 12.6%	1 7.7%	25 11.0%	23 12.1% m	1 4.0%	5 18.5% m	1 8.3%	23 11.9%	6 10.3%
8	40 15.9%	14 19.2% e	10 20.4%	11 16.4%	5 9.1%	26 14.3%	13 22.0%	6 9.5%	33 18.1% h	2 15.4%	38 16.7%	31 16.3%	4 16.0%	5 18.5%	1 8.3%	28 14.5%	12 20.7%
7	27 10.8%	13 17.8% De	5 10.2%	4 6.0%	4 7.3%	22 12.1%	4 6.8%	10 15.9%	16 8.8%	-	26 11.5%	18 9.5%	5 20.0%	3 11.1%	1 8.3%	17 8.8%	10 17.2%
6	14 5.6%	4 5.5%	5 10.2% d	1 1.5%	4 7.3%	9 4.9%	5 8.5%	1 1.6%	13 7.1% H	-	14 6.2%	13 6.8%	-	1 3.7%	-	12 6.2%	2 3.4%
5	27 10.8%	6 8.2%	7 14.3%	8 11.9%	5 9.1%	20 11.0%	6 10.2%	8 12.7%	19 10.4%	1 7.7%	25 11.0%	23 12.1% n	2 8.0%	1 3.7%	1 8.3%	18 9.3%	9 15.5%
4	11 4.4%	4 5.5%	2 4.1%	3 4.5%	2 3.6%	9 4.9%	2 3.4%	4 6.3%	7 3.8%	-	11 4.8%	10 5.3%	-	-	1 8.3%	9 4.7%	2 3.4%
3	9 3.6%	2 2.7%	3 6.1%	4 6.0%	-	8 4.4%	1 1.7%	6 9.5% I	3 1.6%	1 7.7%	8 3.5%	6 3.2%	-	1 3.7%	2 16.7%	8 4.1%	1 1.7%
2	5 2.0%	-	3 6.1%	1 1.5%	1 1.8%	3 1.6%	1 1.7%	3 4.8%	2 1.1%	1 7.7%	4 1.8%	3 1.6%	1 4.0%	-	1 8.3%	4 2.1%	1 1.7%
1	2 0.8%	-	1 2.0%	1 1.5%	-	2 1.1%	-	2 3.2%	-	-	1 0.4%	1 0.5%	1 4.0%	1 3.7%	-	2 1.0%	-

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q12. What number would you use to rate all your health care in the last 6 months?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
0 - Worst health care possible	4 1.6%	1 1.4%	-	2 3.0%	1 1.8%	2 1.1%	2 3.4%	2 3.2%	2 1.1%	1 7.7%	3 1.3%	3 1.6%	1 4.0%	-	-	4 2.1%	-
HEDIS/CAHPS SUMMARY RATE - 8-10	152 60.6%	43 58.9%	23 46.9%	43 64.2% c	38 69.1% C	107 58.8%	38 64.4%	27 42.9%	120 65.9% H	9 69.2%	135 59.5%	113 59.5%	15 60.0%	20 74.1%	6 50.0%	119 61.7%	33 56.9%
HEDIS/CAHPS SUMMARY RATE - 9-10	112 44.6%	29 39.7%	13 26.5%	32 47.8% C	33 60.0% BC	81 44.5%	25 42.4%	21 33.3%	87 47.8% H	7 53.8%	97 42.7%	82 43.2%	11 44.0%	15 55.6%	5 41.7%	91 47.2%	21 36.2%
Mean	7.58	7.68	6.76	7.49	8.15	7.54	7.61	6.52	7.90	7.31	7.56	7.52	7.56	8.19	6.75	7.58	7.59

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q13. Do you have a personal doctor?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	333	104	59	75	70	234	70	84	224	17	283	229	43	33	16	238	95
Total Valid Responses	313	104	59	73	70	233	69	84	222	17	281	227	43	33	16	237	76
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	20	-	-	2	-	1	1	-	2	-	2	2	-	-	-	1	19
Yes	261	77	52	64	63	187	65	70	186	9	240	194	35	25	10	198	63
	83.4%	74.0%	88.1%	87.7%	90.0%	80.3%	94.2%	83.3%	83.8%	52.9%	85.4%	85.5%	81.4%	75.8%	62.5%	83.5%	82.9%
			B	B	B		F				J	o					
No	52	27	7	9	7	46	4	14	36	8	41	33	8	8	6	39	13
	16.6%	26.0%	11.9%	12.3%	10.0%	19.7%	5.8%	16.7%	16.2%	47.1%	14.6%	14.5%	18.6%	24.2%	37.5%	16.5%	17.1%
		CDE				G				K					l		

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q14. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	261	77	52	64	63	187	65	70	186	9	240	194	35	25	10	198	63
Total Valid Responses	256 100.0%	75 100.0%	52 100.0%	64 100.0%	60 100.0%	184 100.0%	63 100.0%	69 100.0%	182 100.0%	9 100.0%	235 100.0%	191 100.0%	34 100.0%	25 100.0%	9 100.0%	196 100.0%	60 100.0%
No Answer	5	2	-	-	3	3	2	1	4	-	5	3	1	-	1	2	3
None	30 11.7%	17 22.7% cDE	6 11.5%	3 4.7%	4 6.7%	21 11.4%	9 14.3%	9 13.0%	21 11.5%	1 11.1%	29 12.3%	20 10.5%	9 26.5% L	3 12.0%	1 11.1%	20 10.2%	10 16.7%
1	38 14.8%	11 14.7%	11 21.2%	9 14.1%	7 11.7%	28 15.2%	8 12.7%	13 18.8%	25 13.7%	1 11.1%	36 15.3%	26 13.6%	7 20.6%	5 20.0%	2 22.2%	28 14.3%	10 16.7%
2	51 19.9%	16 21.3%	12 23.1%	10 15.6%	12 20.0%	39 21.2%	11 17.5%	14 20.3%	35 19.2%	2 22.2%	48 20.4%	37 19.4%	6 17.6%	5 20.0%	-	44 22.4% Q	7 11.7%
3	36 14.1%	13 17.3% D	8 15.4%	4 6.3%	10 16.7% d	26 14.1%	6 9.5%	8 11.6%	27 14.8%	2 22.2%	33 14.0%	28 14.7%	3 8.8%	3 12.0%	2 22.2%	30 15.3%	6 10.0%
4	29 11.3%	3 4.0%	5 9.6%	13 20.3% Bc	7 11.7%	15 8.2%	12 19.0% F	9 13.0%	20 11.0%	1 11.1%	25 10.6%	24 12.6%	2 5.9%	4 16.0%	1 11.1%	22 11.2%	7 11.7%
5 to 9	64 25.0%	12 16.0%	8 15.4%	25 39.1% BC	17 28.3% bc	48 26.1%	16 25.4%	14 20.3%	48 26.4%	2 22.2%	57 24.3%	48 25.1%	7 20.6%	4 16.0%	3 33.3%	46 23.5%	18 30.0%
10 or more	8 3.1%	3 4.0%	2 3.8%	-	3 5.0%	7 3.8%	1 1.6%	2 2.9%	6 3.3%	-	7 3.0%	8 4.2%	-	1 4.0%	-	6 3.1%	2 3.3%

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q15. (HWDC)In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	226	58	46	61	56	163	54	60	161	8	206	171	25	22	8	176	50
Total Valid Responses	226 100.0%	58 100.0%	46 100.0%	61 100.0%	56 100.0%	163 100.0%	54 100.0%	60 100.0%	161 100.0%	8 100.0%	206 100.0%	171 100.0%	25 100.0%	22 100.0%	8 100.0%	176 100.0%	50 100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	132 58.4%	32 55.2%	25 54.3%	39 63.9%	34 60.7%	104 63.8% G	23 42.6%	33 55.0%	96 59.6%	7 87.5% K	116 56.3%	102 59.6% O	13 52.0%	14 63.6% O	2 25.0%	98 55.7%	34 68.0%
Usually	52 23.0%	14 24.1%	11 23.9%	12 19.7%	14 25.0%	30 18.4%	21 38.9% F	14 23.3%	37 23.0%	-	51 24.8%	38 22.2%	10 40.0% lNo	3 13.6%	1 12.5%	40 22.7%	12 24.0%
Sometimes	35 15.5%	11 19.0%	8 17.4%	8 13.1%	6 10.7%	23 14.1%	9 16.7%	10 16.7%	24 14.9%	1 12.5%	32 15.5%	27 15.8% M	1 4.0%	4 18.2%	4 50.0% lM	32 18.2% Q	3 6.0%
Never	7 3.1%	1 1.7%	2 4.3%	2 3.3%	2 3.6%	6 3.7%	1 1.9%	3 5.0%	4 2.5%	-	7 3.4%	4 2.3%	1 4.0%	1 4.5%	1 12.5%	6 3.4%	1 2.0%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	184 81.4%	46 79.3%	36 78.3%	51 83.6%	48 85.7%	134 82.2%	44 81.5%	47 78.3%	133 82.6%	7 87.5%	167 81.1%	140 81.9% O	23 92.0% O	17 77.3% O	3 37.5%	138 78.4%	46 92.0% P
HEDIS/CAHPS SUMMARY RATE - Always	132 58.4%	32 55.2%	25 54.3%	39 63.9%	34 60.7%	104 63.8% G	23 42.6%	33 55.0%	96 59.6%	7 87.5% K	116 56.3%	102 59.6% O	13 52.0%	14 63.6% O	2 25.0%	98 55.7%	34 68.0%

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
Independent Z-Test for Percentages
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Lower case letters indicate significance at the 90% level.

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q16. (HWDC)In the last 6 months, how often did your personal doctor listen carefully to you?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	226	58	46	61	56	163	54	60	161	8	206	171	25	22	8	176	50
Total Valid Responses	223 100.0%	58 100.0%	45 100.0%	60 100.0%	55 100.0%	161 100.0%	53 100.0%	59 100.0%	159 100.0%	8 100.0%	203 100.0%	168 100.0%	25 100.0%	22 100.0%	8 100.0%	173 100.0%	50 100.0%
No Answer	3	-	1	1	1	2	1	1	2	-	3	3	-	-	-	3	-
Always	134 60.1%	34 58.6%	24 53.3%	37 61.7%	36 65.5%	102 63.4% g	26 49.1%	30 50.8%	100 62.9%	7 87.5% K	118 58.1%	101 60.1%	14 56.0%	13 59.1%	3 37.5%	99 57.2%	35 70.0% p
Usually	46 20.6%	16 27.6% d	10 22.2%	8 13.3%	12 21.8%	31 19.3%	13 24.5%	17 28.8% i	28 17.6%	1 12.5%	43 21.2%	34 20.2%	7 28.0%	3 13.6%	2 25.0%	39 22.5%	7 14.0%
Sometimes	33 14.8%	7 12.1%	8 17.8%	11 18.3%	5 9.1%	21 13.0%	11 20.8%	8 13.6%	25 15.7%	-	32 15.8%	27 16.1%	2 8.0%	6 27.3% m	1 12.5%	27 15.6%	6 12.0%
Never	10 4.5%	1 1.7%	3 6.7%	4 6.7%	2 3.6%	7 4.3%	3 5.7%	4 6.8%	6 3.8%	-	10 4.9%	6 3.6%	2 8.0%	-	2 25.0%	8 4.6%	2 4.0%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	180 80.7%	50 86.2%	34 75.6%	45 75.0%	48 87.3% d	133 82.6%	39 73.6%	47 79.7%	128 80.5%	8 100.0% K	161 79.3%	135 80.4%	21 84.0%	16 72.7%	5 62.5%	138 79.8%	42 84.0%
HEDIS/CAHPS SUMMARY RATE - Always	134 60.1%	34 58.6%	24 53.3%	37 61.7%	36 65.5%	102 63.4% g	26 49.1%	30 50.8%	100 62.9%	7 87.5% K	118 58.1%	101 60.1%	14 56.0%	13 59.1%	3 37.5%	99 57.2%	35 70.0% p

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
Independent Z-Test for Percentages
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Lower case letters indicate significance at the 90% level.

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q17. (HWDC)In the last 6 months, how often did your personal doctor show respect for what you had to say?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	226	58	46	61	56	163	54	60	161	8	206	171	25	22	8	176	50
Total Valid Responses	223 100.0%	57 100.0%	46 100.0%	61 100.0%	55 100.0%	161 100.0%	54 100.0%	58 100.0%	161 100.0%	8 100.0%	205 100.0%	170 100.0%	24 100.0%	22 100.0%	8 100.0%	174 100.0%	49 100.0%
No Answer	3	1	-	-	1	2	-	2	-	-	1	1	1	-	-	2	1
Always	141 63.2%	35 61.4%	26 56.5%	40 65.6%	38 69.1%	107 66.5% g	28 51.9%	34 58.6%	105 65.2%	8 100.0% K	125 61.0%	105 61.8%	16 66.7%	15 68.2%	5 62.5%	103 59.2%	38 77.6% P
Usually	44 19.7%	14 24.6%	8 17.4%	10 16.4%	11 20.0%	27 16.8%	16 29.6% f	13 22.4%	29 18.0%	-	42 20.5%	37 21.8%	3 12.5%	4 18.2%	-	40 23.0% Q	4 8.2%
Sometimes	27 12.1%	7 12.3%	8 17.4% e	8 13.1%	3 5.5%	18 11.2%	8 14.8%	5 8.6%	22 13.7%	-	27 13.2%	22 12.9%	3 12.5%	1 4.5%	1 12.5%	21 12.1%	6 12.2%
Never	11 4.9%	1 1.8%	4 8.7%	3 4.9%	3 5.5%	9 5.6%	2 3.7%	6 10.3% i	5 3.1%	-	11 5.4%	6 3.5%	2 8.3%	2 9.1%	2 25.0%	10 5.7%	1 2.0%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	185 83.0%	49 86.0%	34 73.9%	50 82.0%	49 89.1% C	134 83.2%	44 81.5%	47 81.0%	134 83.2%	8 100.0% K	167 81.5%	142 83.5%	19 79.2%	19 86.4%	5 62.5%	143 82.2%	42 85.7%
HEDIS/CAHPS SUMMARY RATE - Always	141 63.2%	35 61.4%	26 56.5%	40 65.6%	38 69.1%	107 66.5% g	28 51.9%	34 58.6%	105 65.2%	8 100.0% K	125 61.0%	105 61.8%	16 66.7%	15 68.2%	5 62.5%	103 59.2%	38 77.6% P

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
Independent Z-Test for Percentages
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Lower case letters indicate significance at the 90% level.

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q18. (HWDC)In the last 6 months, how often did your personal doctor spend enough time with you?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	226	58	46	61	56	163	54	60	161	8	206	171	25	22	8	176	50
Total Valid Responses	221 100.0%	58 100.0%	46 100.0%	60 100.0%	54 100.0%	161 100.0%	53 100.0%	59 100.0%	158 100.0%	8 100.0%	203 100.0%	168 100.0%	25 100.0%	22 100.0%	7 100.0%	172 100.0%	49 100.0%
No Answer	5	-	-	1	2	2	1	1	3	-	3	3	-	-	1	4	1
Always	114 51.6%	26 44.8%	21 45.7%	34 56.7%	31 57.4%	87 54.0% g	21 39.6%	27 45.8%	83 52.5%	8 100.0% K	97 47.8%	83 49.4%	14 56.0%	11 50.0%	3 42.9%	84 48.8%	30 61.2%
Usually	55 24.9%	19 32.8% D	12 26.1%	9 15.0%	14 25.9%	38 23.6%	17 32.1%	15 25.4%	40 25.3%	-	54 26.6%	45 26.8%	7 28.0%	4 18.2%	1 14.3%	46 26.7%	9 18.4%
Sometimes	37 16.7%	10 17.2%	10 21.7%	11 18.3%	6 11.1%	25 15.5%	12 22.6%	11 18.6%	26 16.5%	-	37 18.2%	30 17.9%	2 8.0%	6 27.3% m	-	28 16.3%	9 18.4%
Never	15 6.8%	3 5.2%	3 6.5%	6 10.0%	3 5.6%	11 6.8%	3 5.7%	6 10.2%	9 5.7%	-	15 7.4%	10 6.0%	2 8.0%	1 4.5%	3 42.9% LmN	14 8.1% Q	1 2.0%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	169 76.5%	45 77.6%	33 71.7%	43 71.7%	45 83.3%	125 77.6%	38 71.7%	42 71.2%	123 77.8%	8 100.0% K	151 74.4%	128 76.2%	21 84.0%	15 68.2%	4 57.1%	130 75.6%	39 79.6%
HEDIS/CAHPS SUMMARY RATE - Always	114 51.6%	26 44.8%	21 45.7%	34 56.7%	31 57.4%	87 54.0% g	21 39.6%	27 45.8%	83 52.5%	8 100.0% K	97 47.8%	83 49.4%	14 56.0%	11 50.0%	3 42.9%	84 48.8%	30 61.2%

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q19. In the last 6 months, did you get care from a doctor
or other health provider besides your personal doctor?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	226	58	46	61	56	163	54	60	161	8	206	171	25	22	8	176	50
Total Valid Responses	220	58	46	60	53	160	54	58	158	8	204	168	25	22	7	171	49
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	6	-	-	1	3	3	-	2	3	-	2	3	-	-	1	5	1
Yes	119	32	28	28	28	79	35	27	90	5	110	91	15	13	3	98	21
	54.1%	55.2%	60.9%	46.7%	52.8%	49.4%	64.8%	46.6%	57.0%	62.5%	53.9%	54.2%	60.0%	59.1%	42.9%	57.3%	42.9%
							F									q	
No	101	26	18	32	25	81	19	31	68	3	94	77	10	9	4	73	28
	45.9%	44.8%	39.1%	53.3%	47.2%	50.6%	35.2%	53.4%	43.0%	37.5%	46.1%	45.8%	40.0%	40.9%	57.1%	42.7%	57.1%
						G											p

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q20. (CC)In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	119	32	28	28	28	79	35	27	90	5	110	91	15	13	3	98	21
Total Valid Responses	115 100.0%	32 100.0%	25 100.0%	28 100.0%	27 100.0%	75 100.0%	35 100.0%	26 100.0%	87 100.0%	5 100.0%	106 100.0%	88 100.0%	14 100.0%	13 100.0%	3 100.0%	95 100.0%	20 100.0%
No Answer	4	-	3	-	1	4	-	1	3	-	4	3	1	-	-	3	1
Always	48 41.7%	13 40.6%	9 36.0%	10 35.7%	14 51.9%	36 48.0% G	10 28.6%	8 30.8%	39 44.8%	4 80.0% K	42 39.6%	39 44.3%	5 35.7%	6 46.2%	-	39 41.1%	9 45.0%
Usually	29 25.2%	9 28.1%	7 28.0%	7 25.0%	6 22.2%	19 25.3%	8 22.9%	6 23.1%	23 26.4%	1 20.0%	28 26.4%	21 23.9%	2 14.3%	4 30.8%	2 66.7% m	25 26.3%	4 20.0%
Sometimes	25 21.7%	6 18.8%	7 28.0%	8 28.6%	4 14.8%	13 17.3%	12 34.3% f	8 30.8%	17 19.5%	-	24 22.6%	21 23.9% n	4 28.6%	1 7.7%	-	19 20.0%	6 30.0%
Never	13 11.3%	4 12.5%	2 8.0%	3 10.7%	3 11.1%	7 9.3%	5 14.3%	4 15.4%	8 9.2%	-	12 11.3%	7 8.0%	3 21.4%	2 15.4%	1 33.3%	12 12.6%	1 5.0%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	77 67.0%	22 68.8%	16 64.0%	17 60.7%	20 74.1%	55 73.3% G	18 51.4%	14 53.8%	62 71.3%	5 100.0% K	70 66.0%	60 68.2%	7 50.0%	10 76.9%	2 66.7%	64 67.4%	13 65.0%
HEDIS/CAHPS SUMMARY RATE - Always	48 41.7%	13 40.6%	9 36.0%	10 35.7%	14 51.9%	36 48.0% G	10 28.6%	8 30.8%	39 44.8%	4 80.0% K	42 39.6%	39 44.3%	5 35.7%	6 46.2%	-	39 41.1%	9 45.0%

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
Independent Z-Test for Percentages
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SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q21. What number would you use to rate your personal doctor?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	261	77	52	64	63	187	65	70	186	9	240	194	35	25	10	198	63
Total Valid Responses	249 100.0%	74 100.0%	51 100.0%	64 100.0%	58 100.0%	177 100.0%	65 100.0%	65 100.0%	180 100.0%	8 100.0%	231 100.0%	189 100.0%	31 100.0%	25 100.0%	8 100.0%	188 100.0%	61 100.0%
No Answer	12	3	1	-	5	10	-	5	6	1	9	5	4	-	2	10	2
10 - Best personal doctor possible	92 36.9%	30 40.5% C	9 17.6%	27 42.2% C	26 44.8% C	67 37.9%	22 33.8%	19 29.2%	71 39.4%	5 62.5%	82 35.5%	69 36.5%	12 38.7%	9 36.0%	2 25.0%	69 36.7%	23 37.7%
9	40 16.1%	11 14.9%	10 19.6%	11 17.2%	8 13.8%	31 17.5%	8 12.3%	9 13.8%	31 17.2%	-	38 16.5%	30 15.9%	6 19.4%	4 16.0%	1 12.5%	29 15.4%	11 18.0%
8	30 12.0%	5 6.8%	6 11.8%	8 12.5%	10 17.2% b	21 11.9%	7 10.8%	10 15.4%	18 10.0%	2 25.0%	26 11.3%	24 12.7%	2 6.5%	4 16.0%	1 12.5%	15 8.0%	15 24.6% P
7	17 6.8%	10 13.5% CDe	2 3.9%	2 3.1%	3 5.2%	9 5.1%	8 12.3%	6 9.2%	11 6.1%	-	17 7.4%	15 7.9%	-	2 8.0%	-	13 6.9%	4 6.6%
6	20 8.0%	5 6.8%	8 15.7% e	4 6.3%	3 5.2%	11 6.2%	8 12.3%	3 4.6%	17 9.4%	-	20 8.7%	17 9.0%	1 3.2%	1 4.0%	1 12.5%	17 9.0%	3 4.9%
5	20 8.0%	7 9.5%	6 11.8%	3 4.7%	3 5.2%	14 7.9%	6 9.2%	4 6.2%	16 8.9%	-	19 8.2%	15 7.9%	3 9.7%	2 8.0%	-	17 9.0%	3 4.9%
4	7 2.8%	3 4.1%	2 3.9%	2 3.1%	-	7 4.0%	-	3 4.6%	4 2.2%	-	7 3.0%	5 2.6%	1 3.2%	-	1 12.5%	6 3.2%	1 1.6%
3	9 3.6%	2 2.7%	2 3.9%	4 6.3%	1 1.7%	7 4.0%	2 3.1%	5 7.7%	4 2.2%	-	9 3.9%	7 3.7%	1 3.2%	1 4.0%	-	9 4.8%	-
2	4 1.6%	1 1.4%	2 3.9%	-	1 1.7%	4 2.3%	-	1 1.5%	3 1.7%	-	4 1.7%	3 1.6%	1 3.2%	1 4.0%	-	4 2.1%	-
1	5 2.0%	-	1 2.0%	2 3.1%	2 3.4%	3 1.7%	2 3.1%	4 6.2% i	1 0.6%	1 12.5%	4 1.7%	3 1.6%	1 3.2%	-	1 12.5%	4 2.1%	1 1.6%
0 - Worst personal doctor possible	5 2.0%	-	3 5.9%	1 1.6%	1 1.7%	3 1.7%	2 3.1%	1 1.5%	4 2.2%	-	5 2.2%	1 0.5%	3 9.7% l	1 4.0%	1 12.5%	5 2.7%	-

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
Independent Z-Test for Percentages
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2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q21. What number would you use to rate your personal doctor?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
HEDIS/CAHPS SUMMARY RATE - 8-10	162 65.1%	46 62.2%	25 49.0%	46 71.9% C	44 75.9% bC	119 67.2%	37 56.9%	38 58.5%	120 66.7%	7 87.5% K	146 63.2%	123 65.1%	20 64.5%	17 68.0%	4 50.0%	113 60.1%	49 80.3% P
HEDIS/CAHPS SUMMARY RATE - 9-10	132 53.0%	41 55.4% C	19 37.3%	38 59.4% C	34 58.6% C	98 55.4%	30 46.2%	28 43.1%	102 56.7% h	5 62.5%	120 51.9%	99 52.4%	18 58.1%	13 52.0%	3 37.5%	98 52.1%	34 55.7%
Mean	7.74	8.03	6.65	7.94	8.16	7.77	7.54	7.14	7.93	8.38	7.67	7.85	7.13	7.72	6.00	7.51	8.44

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
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SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q22. In the last 6 months, did you try to make any appointments to see a specialist?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	333	104	59	75	70	234	70	84	224	17	283	229	43	33	16	238	95
Total Valid Responses	307	101	57	75	69	228	69	82	218	16	277	225	42	31	15	231	76
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	26	3	2	-	1	6	1	2	6	1	6	4	1	2	1	7	19
Yes	132	33	25	35	36	96	31	35	93	5	121	102	14	10	7	104	28
	43.0%	32.7%	43.9%	46.7%	52.2%	42.1%	44.9%	42.7%	42.7%	31.3%	43.7%	45.3%	33.3%	32.3%	46.7%	45.0%	36.8%
				b	B												
No	175	68	32	40	33	132	38	47	125	11	156	123	28	21	8	127	48
	57.0%	67.3%	56.1%	53.3%	47.8%	57.9%	55.1%	57.3%	57.3%	68.8%	56.3%	54.7%	66.7%	67.7%	53.3%	55.0%	63.2%
		dE															

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
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SoonerCare Choice
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Q23. (GNC)In the last 6 months, how often was it easy to
get appointments with specialists?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	132	33	25	35	36	96	31	35	93	5	121	102	14	10	7	104	28
Total Valid Responses	130 100.0%	33 100.0%	25 100.0%	34 100.0%	35 100.0%	94 100.0%	31 100.0%	35 100.0%	91 100.0%	5 100.0%	119 100.0%	100 100.0%	14 100.0%	10 100.0%	7 100.0%	104 100.0%	26 100.0%
No Answer	2	-	-	1	1	2	-	-	2	-	2	2	-	-	-	-	2
Always	54 41.5%	14 42.4%	11 44.0%	16 47.1%	12 34.3%	38 40.4%	14 45.2%	11 31.4%	42 46.2%	1 20.0%	51 42.9%	44 44.0% nO	7 50.0% o	2 20.0%	1 14.3%	42 40.4%	12 46.2%
Usually	37 28.5%	9 27.3%	4 16.0%	6 17.6%	16 45.7% CD	28 29.8%	7 22.6%	12 34.3%	22 24.2%	2 40.0%	32 26.9%	30 30.0%	2 14.3%	2 20.0%	2 28.6%	34 32.7% Q	3 11.5%
Sometimes	23 17.7%	3 9.1%	7 28.0% b	8 23.5%	5 14.3%	17 18.1%	5 16.1%	6 17.1%	17 18.7%	2 40.0%	21 17.6%	14 14.0%	4 28.6%	2 20.0%	3 42.9%	16 15.4%	7 26.9%
Never	16 12.3%	7 21.2% e	3 12.0%	4 11.8%	2 5.7%	11 11.7%	5 16.1%	6 17.1%	10 11.0%	-	15 12.6%	12 12.0%	1 7.1%	4 40.0% lm	1 14.3%	12 11.5%	4 15.4%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	91 70.0%	23 69.7%	15 60.0%	22 64.7%	28 80.0% c	66 70.2%	21 67.7%	23 65.7%	64 70.3%	3 60.0%	83 69.7%	74 74.0% N	9 64.3%	4 40.0%	3 42.9%	76 73.1%	15 57.7%
HEDIS/CAHPS SUMMARY RATE - Always	54 41.5%	14 42.4%	11 44.0%	16 47.1%	12 34.3%	38 40.4%	14 45.2%	11 31.4%	42 46.2%	1 20.0%	51 42.9%	44 44.0% nO	7 50.0% o	2 20.0%	1 14.3%	42 40.4%	12 46.2%

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
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Q24. How many specialists have you seen in the last 6 months?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	132	33	25	35	36	96	31	35	93	5	121	102	14	10	7	104	28
Total Valid Responses	131 100.0%	33 100.0%	25 100.0%	35 100.0%	35 100.0%	95 100.0%	31 100.0%	35 100.0%	92 100.0%	5 100.0%	120 100.0%	101 100.0%	14 100.0%	10 100.0%	7 100.0%	103 100.0%	28 100.0%
No Answer	1	-	-	-	1	1	-	-	1	-	1	1	-	-	-	1	-
None	19 14.5%	7 21.2%	3 12.0%	4 11.4%	4 11.4%	15 15.8%	3 9.7%	7 20.0%	11 12.0%	3 60.0% K	14 11.7%	10 9.9%	4 28.6%	5 50.0% Lo	1 14.3%	14 13.6%	5 17.9%
1 specialist	62 47.3%	20 60.6% d	10 40.0%	14 40.0%	18 51.4%	46 48.4%	14 45.2%	16 45.7%	45 48.9%	1 20.0%	61 50.8% j	49 48.5% N	7 50.0%	2 20.0%	5 71.4% N	51 49.5%	11 39.3%
2	32 24.4%	4 12.1%	6 24.0%	11 31.4% B	10 28.6% b	21 22.1%	10 32.3%	7 20.0%	23 25.0%	-	30 25.0%	28 27.7% n	2 14.3%	1 10.0%	-	25 24.3%	7 25.0%
3	7 5.3%	1 3.0%	2 8.0%	3 8.6%	-	5 5.3%	1 3.2%	1 2.9%	6 6.5%	1 20.0%	6 5.0%	5 5.0%	1 7.1%	-	-	4 3.9%	3 10.7%
4	6 4.6%	-	2 8.0%	3 8.6%	1 2.9%	4 4.2%	2 6.5%	3 8.6%	3 3.3%	-	5 4.2%	4 4.0%	-	1 10.0%	1 14.3%	5 4.9%	1 3.6%
5 or more specialist	5 3.8%	1 3.0%	2 8.0%	-	2 5.7%	4 4.2%	1 3.2%	1 2.9%	4 4.3%	-	4 3.3%	5 5.0%	-	1 10.0%	-	4 3.9%	1 3.6%

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Q25. What number would you use to rate that specialist?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	112	26	22	31	31	80	28	28	81	2	106	91	10	5	6	89	23
Total Valid Responses	112 100.0%	26 100.0%	22 100.0%	31 100.0%	31 100.0%	80 100.0%	28 100.0%	28 100.0%	81 100.0%	2 100.0%	106 100.0%	91 100.0%	10 100.0%	5 100.0%	6 100.0%	89 100.0%	23 100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10 - Best specialist possible	53 47.3%	12 46.2%	10 45.5%	14 45.2%	16 51.6%	35 43.8%	16 57.1%	10 35.7%	42 51.9%	1 50.0%	50 47.2%	43 47.3%	6 60.0%	2 40.0%	3 50.0%	44 49.4%	9 39.1%
9	8 7.1%	3 11.5%	1 4.5%	2 6.5%	2 6.5%	7 8.8%	1 3.6%	2 7.1%	6 7.4%	-	8 7.5%	6 6.6%	1 10.0%	1 20.0%	1 16.7%	7 7.9%	1 4.3%
8	16 14.3%	2 7.7%	3 13.6%	6 19.4%	5 16.1%	14 17.5%	2 7.1%	3 10.7%	12 14.8%	-	16 15.1%	13 14.3%	1 10.0%	1 20.0%	-	10 11.2%	6 26.1%
7	8 7.1%	3 11.5%	2 9.1%	1 3.2%	2 6.5%	7 8.8%	-	2 7.1%	6 7.4%	1 50.0%	7 6.6%	7 7.7%	-	-	1 16.7%	7 7.9%	1 4.3%
6	9 8.0%	3 11.5%	1 4.5%	1 3.2%	3 9.7%	6 7.5%	2 7.1%	4 14.3%	4 4.9%	-	8 7.5%	8 8.8%	-	-	-	7 7.9%	2 8.7%
5	6 5.4%	-	2 9.1%	2 6.5%	2 6.5%	5 6.3%	1 3.6%	3 10.7%	3 3.7%	-	5 4.7%	6 6.6%	-	-	-	5 5.6%	1 4.3%
4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3	6 5.4%	3 11.5%	3 13.6%	-	-	4 5.0%	2 7.1%	1 3.6%	5 6.2%	-	6 5.7%	4 4.4%	-	1 20.0%	1 16.7%	4 4.5%	2 8.7%
2	3 2.7%	-	-	2 6.5%	1 3.2%	2 2.5%	1 3.6%	1 3.6%	2 2.5%	-	3 2.8%	2 2.2%	1 10.0%	-	-	3 3.4%	-
1	2 1.8%	-	-	2 6.5%	-	-	2 7.1%	1 3.6%	1 1.2%	-	2 1.9%	1 1.1%	1 10.0%	-	-	1 1.1%	1 4.3%
0 - Worst specialist possible	1 0.9%	-	-	1 3.2%	-	-	1 3.6%	1 3.6%	-	-	1 0.9%	1 1.1%	-	-	-	1 1.1%	-
HEDIS/CAHPS SUMMARY RATE - 8-10	77 68.8%	17 65.4%	14 63.6%	22 71.0%	23 74.2%	56 70.0%	19 67.9%	15 53.6%	60 74.1% h	1 50.0%	74 69.8%	62 68.1%	8 80.0%	4 80.0%	4 66.7%	61 68.5%	16 69.6%

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q25. What number would you use to rate that specialist?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
HEDIS/CAHPS SUMMARY RATE - 9-10	61 54.5%	15 57.7%	11 50.0%	16 51.6%	18 58.1%	42 52.5%	17 60.7%	12 42.9%	48 59.3%	1 50.0%	58 54.7%	49 53.8%	7 70.0%	3 60.0%	4 66.7%	51 57.3%	10 43.5%
Mean	8.00	8.12	7.82	7.58	8.45	8.14	7.57	7.18	8.28	8.50	8.00	8.04	8.00	8.00	8.17	8.07	7.74

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q26. In the last 6 months, did you get any kind of care, tests or treatment through your health plan?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	333	104	59	75	70	234	70	84	224	17	283	229	43	33	16	238	95
Total Valid Responses	309	101	59	74	69	230	69	81	222	16	279	224	43	33	16	235	74
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	24	3	-	1	1	4	1	3	2	1	4	5	-	-	-	3	21
Yes	195	59	35	50	48	136	53	50	142	13	175	145	20	24	9	160	35
	63.1%	58.4%	59.3%	67.6%	69.6%	59.1%	76.8%	61.7%	64.0%	81.3%	62.7%	64.7%	46.5%	72.7%	56.3%	68.1%	47.3%
							F			k		M		M		Q	
No	114	42	24	24	21	94	16	31	80	3	104	79	23	9	7	75	39
	36.9%	41.6%	40.7%	32.4%	30.4%	40.9%	23.2%	38.3%	36.0%	18.8%	37.3%	35.3%	53.5%	27.3%	43.8%	31.9%	52.7%
						G					j		LN				P

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q27. (GNC)In the last 6 months, how often was it easy to get the care, tests or treatment you thought you needed through your health plan?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	195	59	35	50	48	136	53	50	142	13	175	145	20	24	9	160	35
Total Valid Responses	192 100.0%	58 100.0%	34 100.0%	49 100.0%	48 100.0%	133 100.0%	53 100.0%	50 100.0%	139 100.0%	13 100.0%	172 100.0%	142 100.0%	20 100.0%	24 100.0%	9 100.0%	159 100.0%	33 100.0%
No Answer	3	1	1	1	-	3	-	-	3	-	3	3	-	-	-	1	2
Always	95 49.5%	28 48.3%	13 38.2%	26 53.1%	27 56.3%	68 51.1%	26 49.1%	18 36.0%	76 54.7% H	7 53.8%	85 49.4%	73 51.4% O	9 45.0%	10 41.7%	2 22.2%	82 51.6%	13 39.4%
Usually	50 26.0%	13 22.4%	12 35.3%	10 20.4%	15 31.3%	35 26.3%	14 26.4%	18 36.0% i	31 22.3%	3 23.1%	46 26.7%	37 26.1%	5 25.0%	8 33.3%	2 22.2%	45 28.3% q	5 15.2%
Sometimes	29 15.1%	9 15.5%	4 11.8%	9 18.4%	5 10.4%	18 13.5%	7 13.2%	8 16.0%	20 14.4%	3 23.1%	24 14.0%	19 13.4%	3 15.0%	4 16.7%	4 44.4% l	17 10.7%	12 36.4% P
Never	18 9.4%	8 13.8% E	5 14.7% E	4 8.2%	1 2.1%	12 9.0%	6 11.3%	6 12.0%	12 8.6%	-	17 9.9%	13 9.2%	3 15.0%	2 8.3%	1 11.1%	15 9.4%	3 9.1%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	145 75.5%	41 70.7%	25 73.5%	36 73.5%	42 87.5% Bd	103 77.4%	40 75.5%	36 72.0%	107 77.0%	10 76.9%	131 76.2%	110 77.5% o	14 70.0%	18 75.0%	4 44.4%	127 79.9% Q	18 54.5%
HEDIS/CAHPS SUMMARY RATE - Always	95 49.5%	28 48.3%	13 38.2%	26 53.1%	27 56.3%	68 51.1%	26 49.1%	18 36.0%	76 54.7% H	7 53.8%	85 49.4%	73 51.4% O	9 45.0%	10 41.7%	2 22.2%	82 51.6%	13 39.4%

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	333	104	59	75	70	234	70	84	224	17	283	229	43	33	16	238	95
Total Valid Responses	313	104	59	74	69	233	69	83	223	17	281	227	43	33	16	237	76
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	20	-	-	1	1	1	1	1	1	-	2	2	-	-	-	1	19
Yes	63	18	11	12	17	39	19	19	39	3	52	44	10	7	2	54	9
	20.1%	17.3%	18.6%	16.2%	24.6%	16.7%	27.5% f	22.9%	17.5%	17.6%	18.5%	19.4%	23.3%	21.2%	12.5%	22.8% Q	11.8%
No	250	86	48	62	52	194	50	64	184	14	229	183	33	26	14	183	67
	79.9%	82.7%	81.4%	83.8%	75.4%	83.3% g	72.5%	77.1%	82.5%	82.4%	81.5%	80.6%	76.7%	78.8%	87.5%	77.2%	88.2% P

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q29. (CS)In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

		========== AGE ==========				== EDUCATION ==		==== GENDER ===		== ETHNICITY ==		========== RACE ==========				=DATA COLLECTION= METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	63	18	11	12	17	39	19	19	39	3	52	44	10	7	2	54	9
Total Valid Responses	60 100.0%	18 100.0%	11 100.0%	10 100.0%	17 100.0%	39 100.0%	18 100.0%	18 100.0%	37 100.0%	3 100.0%	51 100.0%	42 100.0%	10 100.0%	7 100.0%	1 100.0%	51 100.0%	9 100.0%
No Answer	3	-	-	2	-	-	1	1	2	-	1	2	-	-	1	3	-
Always	21 35.0%	6 33.3%	5 45.5%	2 20.0%	6 35.3%	14 35.9%	6 33.3%	8 44.4%	11 29.7%	-	19 37.3%	13 31.0%	5 50.0%	2 28.6%	-	18 35.3%	3 33.3%
Usually	21 35.0%	6 33.3% c	1 9.1%	4 40.0% c	8 47.1% C	15 38.5%	4 22.2%	4 22.2%	14 37.8%	1 33.3%	16 31.4%	18 42.9% Mn	1 10.0%	1 14.3%	-	17 33.3%	4 44.4%
Sometimes	14 23.3%	4 22.2%	4 36.4%	3 30.0%	3 17.6%	8 20.5%	6 33.3%	4 22.2%	10 27.0%	1 33.3%	13 25.5%	9 21.4%	3 30.0%	3 42.9%	-	12 23.5%	2 22.2%
Never	4 6.7%	2 11.1%	1 9.1%	1 10.0%	-	2 5.1%	2 11.1%	2 11.1%	2 5.4%	1 33.3%	3 5.9%	2 4.8%	1 10.0%	1 14.3%	1 100.0% LMN	4 7.8%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	42 70.0%	12 66.7%	6 54.5%	6 60.0%	14 82.4%	29 74.4%	10 55.6%	12 66.7%	25 67.6%	1 33.3%	35 68.6%	31 73.8%	6 60.0%	3 42.9%	-	35 68.6%	7 77.8%
HEDIS/CAHPS SUMMARY RATE - Always	21 35.0%	6 33.3%	5 45.5%	2 20.0%	6 35.3%	14 35.9%	6 33.3%	8 44.4%	11 29.7%	-	19 37.3%	13 31.0%	5 50.0%	2 28.6%	-	18 35.3%	3 33.3%

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q30. In the last 6 months, did you try to get information
or help from your health plan's customer service?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	333	104	59	75	70	234	70	84	224	17	283	229	43	33	16	238	95
Total Valid Responses	310	104	57	74	69	230	70	81	222	17	278	224	43	33	16	235	75
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	23	-	2	1	1	4	-	3	2	-	5	5	-	-	-	3	20
Yes	90	28	16	19	23	54	33	25	61	6	78	58	14	15	4	70	20
	29.0%	26.9%	28.1%	25.7%	33.3%	23.5%	47.1%	30.9%	27.5%	35.3%	28.1%	25.9%	32.6%	45.5%	25.0%	29.8%	26.7%
							F							L			
No	220	76	41	55	46	176	37	56	161	11	200	166	29	18	12	165	55
	71.0%	73.1%	71.9%	74.3%	66.7%	76.5%	52.9%	69.1%	72.5%	64.7%	71.9%	74.1%	67.4%	54.5%	75.0%	70.2%	73.3%
						G						N					

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q31. (CS)In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

		========== AGE ==========				== EDUCATION ==		==== GENDER ===		== ETHNICITY ==		========== RACE ==========				=DATA COLLECTION= METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	90	28	16	19	23	54	33	25	61	6	78	58	14	15	4	70	20
Total Valid Responses	89	28	15	19	23	53	33	25	60	6	77	58	13	15	4	70	19
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	1	-	-	1	-	-	1	-	1	-	1	-	-	-	1
Always	41	11	6	9	13	26	14	11	28	4	35	25	7	9	2	33	8
	46.1%	39.3%	40.0%	47.4%	56.5%	49.1%	42.4%	44.0%	46.7%	66.7%	45.5%	43.1%	53.8%	60.0%	50.0%	47.1%	42.1%
Usually	24	10	4	2	6	11	11	5	17	-	21	17	1	3	1	18	6
	27.0%	35.7%	26.7%	10.5%	26.1%	20.8%	33.3%	20.0%	28.3%		27.3%	29.3%	7.7%	20.0%	25.0%	25.7%	31.6%
		D										M					
Sometimes	17	4	4	6	3	11	6	6	11	1	15	12	2	2	1	14	3
	19.1%	14.3%	26.7%	31.6%	13.0%	20.8%	18.2%	24.0%	18.3%	16.7%	19.5%	20.7%	15.4%	13.3%	25.0%	20.0%	15.8%
Never	7	3	1	2	1	5	2	3	4	1	6	4	3	1	-	5	2
	7.9%	10.7%	6.7%	10.5%	4.3%	9.4%	6.1%	12.0%	6.7%	16.7%	7.8%	6.9%	23.1%	6.7%		7.1%	10.5%
HEDIS/CAHPS SUMMARY RATE	65	21	10	11	19	37	25	16	45	4	56	42	8	12	3	51	14
- Always/Usually	73.0%	75.0%	66.7%	57.9%	82.6%	69.8%	75.8%	64.0%	75.0%	66.7%	72.7%	72.4%	61.5%	80.0%	75.0%	72.9%	73.7%
					d												
HEDIS/CAHPS SUMMARY RATE	41	11	6	9	13	26	14	11	28	4	35	25	7	9	2	33	8
- Always	46.1%	39.3%	40.0%	47.4%	56.5%	49.1%	42.4%	44.0%	46.7%	66.7%	45.5%	43.1%	53.8%	60.0%	50.0%	47.1%	42.1%

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q32. (CS)In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	90	28	16	19	23	54	33	25	61	6	78	58	14	15	4	70	20
Total Valid Responses	89	28	16	19	23	54	33	25	61	6	78	58	14	15	4	70	19
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Always	57	15	11	12	16	35	20	15	40	5	49	33	11	12	3	44	13
	64.0%	53.6%	68.8%	63.2%	69.6%	64.8%	60.6%	60.0%	65.6%	83.3%	62.8%	56.9%	78.6%	80.0%	75.0%	62.9%	68.4%
													l	l			
Usually	17	8	2	3	4	10	7	3	13	1	15	16	1	-	-	14	3
	19.1%	28.6%	12.5%	15.8%	17.4%	18.5%	21.2%	12.0%	21.3%	16.7%	19.2%	27.6%	7.1%			20.0%	15.8%
												M					
Sometimes	10	3	2	2	3	5	5	5	5	-	9	6	1	2	-	7	3
	11.2%	10.7%	12.5%	10.5%	13.0%	9.3%	15.2%	20.0%	8.2%		11.5%	10.3%	7.1%	13.3%		10.0%	15.8%
Never	5	2	1	2	-	4	1	2	3	-	5	3	1	1	1	5	-
	5.6%	7.1%	6.3%	10.5%		7.4%	3.0%	8.0%	4.9%		6.4%	5.2%	7.1%	6.7%	25.0%	7.1%	
HEDIS/CAHPS SUMMARY RATE - Always/Usually	74	23	13	15	20	45	27	18	53	6	64	49	12	12	3	58	16
	83.1%	82.1%	81.3%	78.9%	87.0%	83.3%	81.8%	72.0%	86.9%	100.0%	82.1%	84.5%	85.7%	80.0%	75.0%	82.9%	84.2%
										K							
HEDIS/CAHPS SUMMARY RATE - Always	57	15	11	12	16	35	20	15	40	5	49	33	11	12	3	44	13
	64.0%	53.6%	68.8%	63.2%	69.6%	64.8%	60.6%	60.0%	65.6%	83.3%	62.8%	56.9%	78.6%	80.0%	75.0%	62.9%	68.4%
													l	l			

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q33. In the last 6 months, did your health plan give you any forms to fill out?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	333	104	59	75	70	234	70	84	224	17	283	229	43	33	16	238	95
Total Valid Responses	302	104	56	71	67	225	69	78	220	17	273	221	42	31	16	232	70
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	31	-	3	4	3	9	1	6	4	-	10	8	1	2	-	6	25
Yes	87	35	9	18	23	66	19	28	59	11	74	60	9	13	6	71	16
	28.8%	33.7%	16.1%	25.4%	34.3%	29.3%	27.5%	35.9%	26.8%	64.7%	27.1%	27.1%	21.4%	41.9%	37.5%	30.6%	22.9%
		C			C					K				m			
No	215	69	47	53	44	159	50	50	161	6	199	161	33	18	10	161	54
	71.2%	66.3%	83.9%	74.6%	65.7%	70.7%	72.5%	64.1%	73.2%	35.3%	72.9%	72.9%	78.6%	58.1%	62.5%	69.4%	77.1%
			BE								J		n				

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q34. In the last 6 months, how often were the forms from your health plan easy to fill out?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	302	104	56	71	67	225	69	78	220	17	273	221	42	31	16	232	70
Total Valid Responses	299 100.0%	102 100.0%	56 100.0%	71 100.0%	66 100.0%	223 100.0%	68 100.0%	77 100.0%	218 100.0%	16 100.0%	271 100.0%	218 100.0%	42 100.0%	31 100.0%	16 100.0%	231 100.0%	68 100.0%
No Answer	3	2	-	-	1	2	1	1	2	1	2	3	-	-	-	1	2
Always	247 82.6%	83 81.4%	51 91.1% bE	58 81.7%	51 77.3%	185 83.0%	56 82.4%	60 77.9%	183 83.9%	11 68.8%	226 83.4%	180 82.6%	38 90.5% N	22 71.0%	13 81.3%	188 81.4%	59 86.8%
Usually	28 9.4%	8 7.8% c	1 1.8%	7 9.9% C	12 18.2% bC	23 10.3%	5 7.4%	8 10.4%	20 9.2%	1 6.3%	25 9.2%	23 10.6%	2 4.8%	3 9.7%	-	24 10.4%	4 5.9%
Sometimes	18 6.0%	7 6.9%	2 3.6%	6 8.5%	3 4.5%	10 4.5%	7 10.3%	6 7.8%	12 5.5%	4 25.0% k	14 5.2%	12 5.5%	2 4.8%	2 6.5%	3 18.8%	14 6.1%	4 5.9%
Never	6 2.0%	4 3.9%	2 3.6%	-	-	5 2.2%	-	3 3.9%	3 1.4%	-	6 2.2%	3 1.4%	-	4 12.9% l	-	5 2.2%	1 1.5%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	275 92.0%	91 89.2%	52 92.9%	65 91.5%	63 95.5%	208 93.3%	61 89.7%	68 88.3%	203 93.1%	12 75.0%	251 92.6%	203 93.1% n	40 95.2% n	25 80.6%	13 81.3%	212 91.8%	63 92.6%
HEDIS/CAHPS SUMMARY RATE - Always	247 82.6%	83 81.4%	51 91.1% bE	58 81.7%	51 77.3%	185 83.0%	56 82.4%	60 77.9%	183 83.9%	11 68.8%	226 83.4%	180 82.6%	38 90.5% N	22 71.0%	13 81.3%	188 81.4%	59 86.8%

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q35. What number would you use to rate your health plan?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	333	104	59	75	70	234	70	84	224	17	283	229	43	33	16	238	95
Total Valid Responses	306 100.0%	100 100.0%	58 100.0%	73 100.0%	69 100.0%	227 100.0%	69 100.0%	83 100.0%	217 100.0%	17 100.0%	276 100.0%	223 100.0%	41 100.0%	33 100.0%	16 100.0%	232 100.0%	74 100.0%
No Answer	27	4	1	2	1	7	1	1	7	-	7	6	2	-	-	6	21
10 - Best health plan possible	102 33.3%	31 31.0%	13 22.4%	25 34.2%	32 46.4% BC	79 34.8%	20 29.0%	19 22.9%	79 36.4% H	6 35.3%	91 33.0%	69 30.9%	16 39.0%	12 36.4%	6 37.5%	78 33.6%	24 32.4%
9	41 13.4%	11 11.0%	10 17.2%	11 15.1%	8 11.6%	31 13.7%	9 13.0%	11 13.3%	30 13.8%	1 5.9%	37 13.4%	29 13.0%	6 14.6%	6 18.2%	2 12.5%	31 13.4%	10 13.5%
8	47 15.4%	16 16.0%	7 12.1%	12 16.4%	11 15.9%	32 14.1%	14 20.3%	16 19.3%	30 13.8%	3 17.6%	44 15.9%	37 16.6%	4 9.8%	3 9.1%	2 12.5%	29 12.5%	18 24.3% P
7	25 8.2%	9 9.0% e	9 15.5% dE	4 5.5%	2 2.9%	19 8.4%	5 7.2%	8 9.6%	16 7.4%	1 5.9%	23 8.3%	17 7.6%	4 9.8%	4 12.1%	-	16 6.9%	9 12.2%
6	23 7.5%	9 9.0%	4 6.9%	5 6.8%	5 7.2%	18 7.9%	4 5.8%	7 8.4%	16 7.4%	1 5.9%	22 8.0%	19 8.5% M	1 2.4%	5 15.2% m	-	18 7.8%	5 6.8%
5	27 8.8%	12 12.0%	5 8.6%	6 8.2%	4 5.8%	19 8.4%	8 11.6%	8 9.6%	19 8.8%	2 11.8%	24 8.7%	21 9.4% n	4 9.8%	1 3.0%	3 18.8%	25 10.8% Q	2 2.7%
4	15 4.9%	6 6.0%	4 6.9%	2 2.7%	3 4.3%	12 5.3%	2 2.9%	3 3.6%	12 5.5%	-	15 5.4%	14 6.3%	-	-	1 6.3%	13 5.6%	2 2.7%
3	10 3.3%	3 3.0%	4 6.9%	3 4.1%	-	8 3.5%	2 2.9%	5 6.0%	5 2.3%	-	10 3.6%	8 3.6%	-	1 3.0%	1 6.3%	8 3.4%	2 2.7%
2	8 2.6%	2 2.0%	1 1.7%	3 4.1%	1 1.4%	2 0.9%	4 5.8% f	2 2.4%	6 2.8%	-	6 2.2%	5 2.2%	2 4.9%	-	1 6.3%	6 2.6%	2 2.7%
1	2 0.7%	-	1 1.7%	-	-	2 0.9%	-	1 1.2%	1 0.5%	1 5.9%	-	1 0.4%	1 2.4%	-	-	2 0.9%	-
0 - Worst health plan possible	6 2.0%	1 1.0%	-	2 2.7%	3 4.3%	5 2.2%	1 1.4%	3 3.6%	3 1.4%	2 11.8%	4 1.4%	3 1.3%	3 7.3%	1 3.0%	-	6 2.6%	-

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q35. What number would you use to rate your health plan?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
SUMMARY - 0-3	26	6	6	8	4	17	7	11	15	3	20	17	6	2	2	22	4
	8.5%	6.0%	10.3%	11.0%	5.8%	7.5%	10.1%	13.3%	6.9%	17.6%	7.2%	7.6%	14.6%	6.1%	12.5%	9.5%	5.4%
SUMMARY - 4-7	90	36	22	17	14	68	19	26	63	4	84	71	9	10	4	72	18
	29.4%	36.0%	37.9%	23.3%	20.3%	30.0%	27.5%	31.3%	29.0%	23.5%	30.4%	31.8%	22.0%	30.3%	25.0%	31.0%	24.3%
		dE	dE														
HEDIS/CAHPS SUMMARY RATE - 8-10	190	58	30	48	51	142	43	46	139	10	172	135	26	21	10	138	52
	62.1%	58.0%	51.7%	65.8%	73.9%	62.6%	62.3%	55.4%	64.1%	58.8%	62.3%	60.5%	63.4%	63.6%	62.5%	59.5%	70.3%
					BC												p
HEDIS/CAHPS SUMMARY RATE - 9-10	143	42	23	36	40	110	29	30	109	7	128	98	22	18	8	109	34
	46.7%	42.0%	39.7%	49.3%	58.0%	48.5%	42.0%	36.1%	50.2%	41.2%	46.4%	43.9%	53.7%	54.5%	50.0%	47.0%	45.9%
					BC				H								
Mean	7.6	7.5	7.2	7.6	8.1	7.7	7.4	7.1	7.7	6.9	7.6	7.5	7.4	8.0	7.4	7.4	8.0

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
Independent Z-Test for Percentages
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Lower case letters indicate significance at the 90% level.

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q36. In general, how would you rate your overall health?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	333	104	59	75	70	234	70	84	224	17	283	229	43	33	16	238	95
Total Valid Responses	310	103	59	74	69	231	70	83	222	17	279	226	43	33	16	236	74
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	23	1	-	1	1	3	-	1	2	-	4	3	-	-	-	2	21
Excellent	14	11	2	-	-	10	3	1	11	1	12	9	2	3	1	12	2
	4.5%	10.7%	3.4%			4.3%	4.3%	1.2%	5.0%	5.9%	4.3%	4.0%	4.7%	9.1%	6.3%	5.1%	2.7%
		c							H								
Very good	52	33	11	3	5	34	17	16	36	3	47	35	10	6	3	37	15
	16.8%	32.0%	18.6%	4.1%	7.2%	14.7%	24.3%	19.3%	16.2%	17.6%	16.8%	15.5%	23.3%	18.2%	18.8%	15.7%	20.3%
		cDE	De				f										
Good	87	40	16	19	11	65	20	19	68	6	81	65	11	9	4	66	21
	28.1%	38.8%	27.1%	25.7%	15.9%	28.1%	28.6%	22.9%	30.6%	35.3%	29.0%	28.8%	25.6%	27.3%	25.0%	28.0%	28.4%
		dE															
Fair	97	13	20	31	30	77	15	28	68	6	83	74	15	5	2	74	23
	31.3%	12.6%	33.9%	41.9%	43.5%	33.3%	21.4%	33.7%	30.6%	35.3%	29.7%	32.7%	34.9%	15.2%	12.5%	31.4%	31.1%
			B	B	B	G						NO	NO				
Poor	60	6	10	21	23	45	15	19	39	1	56	43	5	10	6	47	13
	19.4%	5.8%	16.9%	28.4%	33.3%	19.5%	21.4%	22.9%	17.6%	5.9%	20.1%	19.0%	11.6%	30.3%	37.5%	19.9%	17.6%
			B	B	BC						J			M	M		
HEDIS/CAHPS SUMMARY RATE	66	44	13	3	5	44	20	17	47	4	59	44	12	9	4	49	17
- Excellent/Very good	21.3%	42.7%	22.0%	4.1%	7.2%	19.0%	28.6%	20.5%	21.2%	23.5%	21.1%	19.5%	27.9%	27.3%	25.0%	20.8%	23.0%
		CDE	DE														

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
Independent Z-Test for Percentages
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Lower case letters indicate significance at the 90% level.

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q37. Do you now smoke cigarettes every day, some days, or not at all?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	333	104	59	75	70	234	70	84	224	17	283	229	43	33	16	238	95
Total Valid Responses	310 100.0%	104 100.0%	59 100.0%	74 100.0%	69 100.0%	231 100.0%	70 100.0%	82 100.0%	222 100.0%	16 100.0%	281 100.0%	226 100.0%	43 100.0%	32 100.0%	15 100.0%	235 100.0%	75 100.0%
No Answer	23	-	-	1	1	3	-	2	2	1	2	3	-	1	1	3	20
Every day	109 35.2%	31 29.8%	25 42.4%	27 36.5%	25 36.2%	93 40.3% G	15 21.4%	30 36.6%	77 34.7%	3 18.8%	101 35.9% j	87 38.5% m	11 25.6%	11 34.4%	5 33.3%	76 32.3%	33 44.0% p
Some days	39 12.6%	9 8.7%	10 16.9%	9 12.2%	10 14.5%	22 9.5%	15 21.4% F	15 18.3% i	23 10.4%	2 12.5%	34 12.1%	23 10.2%	9 20.9% l	9 28.1% L	-	31 13.2%	8 10.7%
Not at all	161 51.9%	64 61.5% C	24 40.7%	37 50.0%	34 49.3%	115 49.8%	40 57.1%	36 43.9%	122 55.0% h	11 68.8%	145 51.6%	115 50.9%	23 53.5%	12 37.5%	10 66.7% N	127 54.0%	34 45.3%
Don't know	1 0.3%	-	-	1 1.4%	-	1 0.4%	-	1 1.2%	-	-	1 0.4%	1 0.4%	-	-	-	1 0.4%	-
HEDIS/CAHPS SUMMARY RATE - Not at all	161 51.9%	64 61.5% C	24 40.7%	37 50.0%	34 49.3%	115 49.8%	40 57.1%	36 43.9%	122 55.0% h	11 68.8%	145 51.6%	115 50.9%	23 53.5%	12 37.5%	10 66.7% N	127 54.0%	34 45.3%

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q38. In the last 6 months, on how many visits were you advised to quit smoking by a doctor or other health provider in your plan?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	148	40	35	36	35	115	30	45	100	5	135	110	20	20	5	107	41
Total Valid Responses	137 100.0%	35 100.0%	34 100.0%	34 100.0%	33 100.0%	107 100.0%	28 100.0%	42 100.0%	93 100.0%	5 100.0%	126 100.0%	103 100.0%	18 100.0%	19 100.0%	4 100.0%	100 100.0%	37 100.0%
No Answer	2	-	1	-	-	1	-	1	-	-	-	1	-	-	-	2	-
None	41 29.9%	10 28.6%	12 35.3%	10 29.4%	9 27.3%	36 33.6% G	4 14.3%	13 31.0%	26 28.0%	2 40.0%	35 27.8%	26 25.2%	9 50.0% L	6 31.6%	3 75.0% Ln	30 30.0%	11 29.7%
1 visit	25 18.2%	7 20.0%	5 14.7%	4 11.8%	8 24.2%	19 17.8%	6 21.4%	7 16.7%	18 19.4%	1 20.0%	24 19.0%	21 20.4% M	1 5.6%	2 10.5%	-	21 21.0%	4 10.8%
2 to 4 visits	42 30.7%	10 28.6%	11 32.4%	9 26.5%	12 36.4%	30 28.0%	11 39.3%	19 45.2% I	23 24.7%	2 40.0%	38 30.2%	34 33.0% m	3 16.7%	7 36.8%	1 25.0%	31 31.0%	11 29.7%
5 to 9 visits	18 13.1%	5 14.3%	4 11.8%	7 20.6% e	2 6.1%	15 14.0%	3 10.7%	-	18 19.4%	-	18 14.3%	14 13.6%	3 16.7%	1 5.3%	-	11 11.0%	7 18.9%
10 or more visits	11 8.0%	3 8.6%	2 5.9%	4 11.8%	2 6.1%	7 6.5%	4 14.3%	3 7.1%	8 8.6%	-	11 8.7%	8 7.8%	2 11.1%	3 15.8%	-	7 7.0%	4 10.8%
Had no visits	9	5	-	2	2	7	2	2	7	-	9	6	2	1	1	5	4
CURRENT YEAR SUMMARY RATE - CURRENT YEAR ASTQ RATE	96 70.1%	25 71.4%	22 64.7%	24 70.6%	24 72.7%	71 66.4%	24 85.7% F	29 69.0%	67 72.0%	3 60.0%	91 72.2%	77 74.8% MO	9 50.0%	13 68.4% o	1 25.0%	70 70.0%	26 70.3%

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q39. On how many visits was medication recommended or discussed to assist you with quitting smoking (for example: nicotine gum, patch, nasal spray, inhaler, prescription medication)?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	148	40	35	36	35	115	30	45	100	5	135	110	20	20	5	107	41
Total Valid Responses	137 100.0%	35 100.0%	35 100.0%	33 100.0%	33 100.0%	107 100.0%	28 100.0%	42 100.0%	93 100.0%	5 100.0%	125 100.0%	104 100.0%	18 100.0%	18 100.0%	4 100.0%	101 100.0%	36 100.0%
No Answer	2	-	-	1	-	1	-	1	-	-	1	-	-	1	-	1	1
None	82 59.9%	24 68.6% D	23 65.7% d	15 45.5%	20 60.6%	67 62.6%	13 46.4%	26 61.9%	54 58.1%	2 40.0%	76 60.8%	62 59.6%	9 50.0%	13 72.2%	4 100.0% LMN	62 61.4%	20 55.6%
1 visit	27 19.7%	7 20.0%	5 14.3%	7 21.2%	7 21.2%	20 18.7%	7 25.0%	10 23.8%	17 18.3%	2 40.0%	24 19.2%	21 20.2% N	4 22.2%	1 5.6%	-	18 17.8%	9 25.0%
2 to 4 visits	18 13.1%	3 8.6%	4 11.4%	6 18.2%	5 15.2%	13 12.1%	5 17.9%	5 11.9%	13 14.0%	1 20.0%	15 12.0%	14 13.5%	2 11.1%	3 16.7%	-	15 14.9%	3 8.3%
5 to 9 visits	7 5.1%	-	3 8.6%	4 12.1%	-	5 4.7%	2 7.1%	-	7 7.5%	-	7 5.6%	5 4.8%	2 11.1%	-	-	4 4.0%	3 8.3%
10 or more visits	3 2.2%	1 2.9%	-	1 3.0%	1 3.0%	2 1.9%	1 3.6%	1 2.4%	2 2.2%	-	3 2.4%	2 1.9%	1 5.6%	1 5.6%	-	2 2.0%	1 2.8%
Had no visits	9	5	-	2	2	7	2	2	7	-	9	6	2	1	1	5	4
CURRENT YEAR SUMMARY RATE - Discussing Smoking Cessation Medications	55 40.1%	11 31.4%	12 34.3%	18 54.5% Bc	13 39.4%	40 37.4%	15 53.6%	16 38.1%	39 41.9%	3 60.0%	49 39.2%	42 40.4%	9 50.0%	5 27.8%	-	39 38.6%	16 44.4%

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q40. On how many visits did your doctor or health provider recommend or discuss methods and strategies (other than medications) to assist you with quitting smoking?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	148	40	35	36	35	115	30	45	100	5	135	110	20	20	5	107	41
Total Valid Responses	134 100.0%	35 100.0%	33 100.0%	33 100.0%	31 100.0%	103 100.0%	28 100.0%	40 100.0%	91 100.0%	5 100.0%	121 100.0%	100 100.0%	18 100.0%	18 100.0%	4 100.0%	99 100.0%	35 100.0%
No Answer	5	-	2	1	2	5	-	3	2	-	5	4	-	1	-	3	2
None	81 60.4%	22 62.9%	23 69.7%	19 57.6%	17 54.8%	66 64.1%	14 50.0%	24 60.0%	56 61.5%	4 80.0%	74 61.2%	57 57.0%	11 61.1%	14 77.8% l	4 100.0% LMN	57 57.6%	24 68.6%
1 visit	22 16.4%	6 17.1%	4 12.1%	6 18.2%	5 16.1%	17 16.5%	5 17.9%	9 22.5%	13 14.3%	-	21 17.4%	19 19.0%	3 16.7%	-	-	17 17.2%	5 14.3%
2 to 4 visits	16 11.9%	5 14.3%	3 9.1%	3 9.1%	4 12.9%	8 7.8%	6 21.4% f	5 12.5%	10 11.0%	1 20.0%	14 11.6%	12 12.0%	1 5.6%	2 11.1%	-	13 13.1%	3 8.6%
5 to 9 visits	12 9.0%	2 5.7%	3 9.1%	3 9.1%	4 12.9%	9 8.7%	3 10.7%	1 2.5%	10 11.0% H	-	9 7.4%	10 10.0%	2 11.1%	1 5.6%	-	9 9.1%	3 8.6%
10 or more visits	3 2.2%	-	-	2 6.1%	1 3.2%	3 2.9%	-	1 2.5%	2 2.2%	-	3 2.5%	2 2.0%	1 5.6%	1 5.6%	-	3 3.0%	-
Had no visits	9	5	-	2	2	7	2	2	7	-	9	6	2	1	1	5	4
CURRENT YEAR SUMMARY RATE - Discussing Smoking Cessation Strategies	53 39.6%	13 37.1%	10 30.3%	14 42.4%	14 45.2%	37 35.9%	14 50.0%	16 40.0%	35 38.5%	1 20.0%	47 38.8%	43 43.0% n	7 38.9%	4 22.2%	-	42 42.4%	11 31.4%

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q41. In the last 6 months, have you seen a doctor or other health provider 3 or more times for the same condition or problem?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	333	104	59	75	70	234	70	84	224	17	283	229	43	33	16	238	95
Total Valid Responses	310	104	58	74	70	231	70	82	222	16	280	226	42	33	16	235	75
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	23	-	1	1	-	3	-	2	2	1	3	3	1	-	-	3	20
Yes	163	46	29	48	38	115	45	40	120	7	148	127	17	15	5	122	41
	52.6%	44.2%	50.0%	64.9%	54.3%	49.8%	64.3%	48.8%	54.1%	43.8%	52.9%	56.2%	40.5%	45.5%	31.3%	51.9%	54.7%
				Bc			F					mO					
No	147	58	29	26	32	116	25	42	102	9	132	99	25	18	11	113	34
	47.4%	55.8%	50.0%	35.1%	45.7%	50.2%	35.7%	51.2%	45.9%	56.3%	47.1%	43.8%	59.5%	54.5%	68.8%	48.1%	45.3%
		D	d			G							l		L		

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q42. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	163	46	29	48	38	115	45	40	120	7	148	127	17	15	5	122	41
Total Valid Responses	161 100.0%	45 100.0%	29 100.0%	48 100.0%	37 100.0%	113 100.0%	45 100.0%	39 100.0%	119 100.0%	7 100.0%	147 100.0%	126 100.0%	16 100.0%	15 100.0%	5 100.0%	120 100.0%	41 100.0%
No Answer	2	1	-	-	1	2	-	1	1	-	1	1	1	-	-	2	-
Yes	144 89.4%	32 71.1%	27 93.1% B	46 95.8% B	37 100.0% B	104 92.0%	37 82.2%	39 100.0% I	102 85.7%	5 71.4%	132 89.8%	113 89.7%	13 81.3%	14 93.3%	5 100.0% Lm	103 85.8%	41 100.0% P
No	17 10.6%	13 28.9% CD	2 6.9%	2 4.2%	-	9 8.0%	8 17.8%	-	17 14.3%	2 28.6%	15 10.2%	13 10.3%	3 18.8%	1 6.7%	-	17 14.2%	-

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q43. Do you now need or take medicine prescribed by a doctor? Do not include birth control.

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	333	104	59	75	70	234	70	84	224	17	283	229	43	33	16	238	95
Total Valid Responses	304	102	55	73	69	226	69	81	219	17	274	220	43	33	16	229	75
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	29	2	4	2	1	8	1	3	5	-	9	9	-	-	-	9	20
Yes	224	53	41	65	63	162	55	63	159	10	204	167	26	25	10	170	54
	73.7%	52.0%	74.5%	89.0%	91.3%	71.7%	79.7%	77.8%	72.6%	58.8%	74.5%	75.9%	60.5%	75.8%	62.5%	74.2%	72.0%
			B	BC	BC							m					
No	80	49	14	8	6	64	14	18	60	7	70	53	17	8	6	59	21
	26.3%	48.0%	25.5%	11.0%	8.7%	28.3%	20.3%	22.2%	27.4%	41.2%	25.5%	24.1%	39.5%	24.2%	37.5%	25.8%	28.0%
		CDE	DE										l				

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q44. Is this to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)
Total Eligible	224	53	41	65	63	162	55	63	159	10	204	167	26	25	10	170	54
Total Valid Responses	217 100.0%	51 100.0%	40 100.0%	63 100.0%	61 100.0%	155 100.0%	55 100.0%	58 100.0%	157 100.0%	10 100.0%	200 100.0%	162 100.0%	25 100.0%	24 100.0%	10 100.0%	163 100.0%	54 100.0%
No Answer	7	2	1	2	2	7	-	5	2	-	4	5	1	1	-	7	-
Yes	208 95.9%	45 88.2%	40 100.0% B	61 96.8% b	60 98.4% B	149 96.1%	52 94.5%	56 96.6%	150 95.5%	9 90.0%	192 96.0%	156 96.3%	23 92.0%	24 100.0% L	9 90.0%	155 95.1%	53 98.1%
No	9 4.1%	6 11.8% dE	-	2 3.2%	1 1.6%	6 3.9%	3 5.5%	2 3.4%	7 4.5%	1 10.0%	8 4.0%	6 3.7%	2 8.0%	-	1 10.0%	8 4.9%	1 1.9%

Comparison Groups: BCDE/FG/HI/JK/LMNO/PQ
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q45. What is your age?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
Total Eligible	333	104	59	75	70	234	70	84	224	17	283	229	43	33	16	238	95
Total Valid Responses	308 100.0%	104 100.0%	59 100.0%	75 100.0%	70 100.0%	232 100.0%	69 100.0%	83 100.0%	220 100.0%	16 100.0%	281 100.0%	227 100.0%	42 100.0%	32 100.0%	14 100.0%	233 100.0%	75 100.0%
No Answer	25	-	-	-	-	2	1	1	4	1	2	2	1	1	2	5	20
18 to 24	56 18.2%	56 53.8%	-	-	-	44 19.0%	11 15.9%	16 19.3%	40 18.2%	6 37.5%	49 17.4%	40 17.6%	10 23.8%	6 18.8%	3 21.4%	42 18.0%	14 18.7%
25 to 34	48 15.6%	48 46.2%	-	-	-	31 13.4%	15 21.7%	5 6.0%	42 19.1%	1 6.3%	47 16.7%	37 16.3%	5 11.9%	7 21.9%	1 7.1%	34 14.6%	14 18.7%
35 to 44	59 19.2%	-	59 100.0%	-	-	46 19.8%	11 15.9%	15 18.1%	43 19.5%	2 12.5%	55 19.6%	40 17.6%	11 26.2%	8 25.0%	3 21.4%	48 20.6%	11 14.7%
45 to 54	75 24.4%	-	-	75 100.0%	-	57 24.6%	17 24.6%	25 30.1%	49 22.3%	4 25.0%	69 24.6%	57 25.1%	7 16.7%	8 25.0%	4 28.6%	51 21.9%	24 32.0%
55 to 64	68 22.1%	-	-	-	68 97.1%	52 22.4%	15 21.7%	21 25.3%	45 20.5%	3 18.8%	60 21.4%	52 22.9%	9 21.4%	3 9.4%	2 14.3%	56 24.0%	12 16.0%
65 to 74	2 0.6%	-	-	-	2 2.9%	2 0.9%	-	1 1.2%	1 0.5%	-	1 0.4%	1 0.4%	-	-	1 7.1%	2 0.9%	-
75 or older	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q46. Are you male or female?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
Total Eligible	333	104	59	75	70	234	70	84	224	17	283	229	43	33	16	238	95
Total Valid Responses	308	103	58	74	68	229	70	84	224	17	279	226	43	32	16	232	76
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	25	1	1	1	2	5	-	-	-	-	4	3	-	1	-	6	19
Male	84	21	15	25	22	72	8	84	-	7	72	59	13	10	5	69	15
	27.3%	20.4%	25.9%	33.8%	32.4%	31.4%	11.4%	100.0%		41.2%	25.8%	26.1%	30.2%	31.3%	31.3%	29.7%	19.7%
Female	224	82	43	49	46	157	62	-	224	10	207	167	30	22	11	163	61
	72.7%	79.6%	74.1%	66.2%	67.6%	68.6%	88.6%		100.0%	58.8%	74.2%	73.9%	69.8%	68.8%	68.8%	70.3%	80.3%

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q47. What is the highest grade or level of school that you have completed?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
Total Eligible	333	104	59	75	70	234	70	84	224	17	283	229	43	33	16	238	95
Total Valid Responses	304 100.0%	101 100.0%	57 100.0%	74 100.0%	69 100.0%	234 100.0%	70 100.0%	80 100.0%	219 100.0%	16 100.0%	277 100.0%	224 100.0%	43 100.0%	31 100.0%	13 100.0%	230 100.0%	74 100.0%
No Answer	29	3	2	1	1	-	-	4	5	1	6	5	-	2	3	8	21
8th grade or less	28 9.2%	3 3.0%	4 7.0%	10 13.5%	10 14.5%	28 12.0%	-	10 12.5%	15 6.8%	3 18.8%	23 8.3%	20 8.9%	5 11.6%	4 12.9%	1 7.7%	19 8.3%	9 12.2%
Some high school, but did not graduate	79 26.0%	21 20.8%	17 29.8%	24 32.4%	16 23.2%	79 33.8%	-	29 36.3%	50 22.8%	4 25.0%	69 24.9%	59 26.3%	9 20.9%	9 29.0%	3 23.1%	61 26.5%	18 24.3%
High school graduate or GED	127 41.8%	51 50.5%	25 43.9%	23 31.1%	28 40.6%	127 54.3%	-	33 41.3%	92 42.0%	7 43.8%	117 42.2%	93 41.5%	18 41.9%	9 29.0%	7 53.8%	99 43.0%	28 37.8%
Some college or 2-year degree	64 21.1%	24 23.8%	11 19.3%	16 21.6%	12 17.4%	-	64 91.4%	8 10.0%	56 25.6%	2 12.5%	62 22.4%	47 21.0%	10 23.3%	9 29.0%	2 15.4%	48 20.9%	16 21.6%
4-year college graduate	4 1.3%	1 1.0%	-	1 1.4%	2 2.9%	-	4 5.7%	-	4 1.8%	-	4 1.4%	4 1.8%	-	-	-	2 0.9%	2 2.7%
More than 4-year college degree	2 0.7%	1 1.0%	-	-	1 1.4%	-	2 2.9%	-	2 0.9%	-	2 0.7%	1 0.4%	1 2.3%	-	-	1 0.4%	1 1.4%

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q48. Are you of Hispanic or Latino origin or descent?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
Total Eligible	333	104	59	75	70	234	70	84	224	17	283	229	43	33	16	238	95
Total Valid Responses	300 100.0%	103 100.0%	57 100.0%	73 100.0%	64 100.0%	223 100.0%	70 100.0%	79 100.0%	217 100.0%	17 100.0%	283 100.0%	220 100.0%	41 100.0%	32 100.0%	14 100.0%	224 100.0%	76 100.0%
No Answer	33	1	2	2	6	11	-	5	7	-	-	9	2	1	2	14	19
Yes, Hispanic or Latino	17 5.7%	7 6.8%	2 3.5%	4 5.5%	3 4.7%	14 6.3%	2 2.9%	7 8.9%	10 4.6%	17 100.0%	-	4 1.8%	2 4.9%	3 9.4%	5 35.7%	14 6.3%	3 3.9%
No, not Hispanic or Latino	283 94.3%	96 93.2%	55 96.5%	69 94.5%	61 95.3%	209 93.7%	68 97.1%	72 91.1%	207 95.4%	-	283 100.0%	216 98.2%	39 95.1%	29 90.6%	9 64.3%	210 93.8%	73 96.1%

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q49. What is your race? Please mark one or more.

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
Total Valid Responses	321	109	62	76	68	237	74	87	230	14	293	240	46	46	17	244	77
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
White	229	77	40	57	53	172	52	59	167	4	216	229	1	10	-	172	57
	71.3%	70.6%	64.5%	75.0%	77.9%	72.6%	70.3%	67.8%	72.6%	28.6%	73.7%	95.4%	2.2%	21.7%		70.5%	74.0%
Black or African-American	43	15	11	7	9	32	11	13	30	2	39	1	43	2	-	32	11
	13.4%	13.8%	17.7%	9.2%	13.2%	13.5%	14.9%	14.9%	13.0%	14.3%	13.3%	0.4%	93.5%	4.3%		13.1%	14.3%
Asian	4	-	-	1	1	3	-	1	3	-	2	-	-	1	4	4	-
	1.2%			1.3%	1.5%	1.3%		1.1%	1.3%		0.7%			2.2%	23.5%	1.6%	
Native Hawaiian or other Pacific Islander	1	1	-	-	-	1	-	-	1	-	1	-	-	-	1	-	1
	0.3%	0.9%				0.4%			0.4%		0.3%				5.9%		1.3%
American Indian or Alaska Native	33	13	8	8	3	22	9	10	22	3	29	10	2	33	1	26	7
	10.3%	11.9%	12.9%	10.5%	4.4%	9.3%	12.2%	11.5%	9.6%	21.4%	9.9%	4.2%	4.3%	71.7%	5.9%	10.7%	9.1%
Other	11	3	3	3	2	7	2	4	7	5	6	-	-	-	11	10	1
	3.4%	2.8%	4.8%	3.9%	2.9%	3.0%	2.7%	4.6%	3.0%	35.7%	2.0%				64.7%	4.1%	1.3%

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q50. Did someone help you complete this survey?

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
Total Eligible	238	76	48	51	58	179	51	69	163	14	210	172	32	26	14	238	-
Total Valid Responses	230 100.0%	74 100.0%	47 100.0%	51 100.0%	57 100.0%	175 100.0%	50 100.0%	69 100.0%	156 100.0%	13 100.0%	207 100.0%	169 100.0%	30 100.0%	25 100.0%	12 100.0%	230 100.0%	-
No Answer	8	2	1	-	1	4	1	-	7	1	3	3	2	1	2	8	-
Yes	54 23.5%	19 25.7%	8 17.0%	12 23.5%	15 26.3%	48 27.4%	3 6.0%	28 40.6%	25 16.0%	5 38.5%	46 22.2%	40 23.7%	5 16.7%	7 28.0%	3 25.0%	54 23.5%	-
No	176 76.5%	55 74.3%	39 83.0%	39 76.5%	42 73.7%	127 72.6%	47 94.0%	41 59.4%	131 84.0%	8 61.5%	161 77.8%	129 76.3%	25 83.3%	18 72.0%	9 75.0%	176 76.5%	-

SoonerCare Choice
2008 CAHPS 4.0 Medicaid Adult Survey (44714)

Q51. How did that person help you? Mark all that apply.

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				DATA COLLECTION METHOD	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Am Indian/ Alaska Native	Other	Mail	Phone
Total Eligible	54	19	8	12	15	48	3	28	25	5	46	40	5	7	3	54	-
Total Valid Responses	79	26	12	16	25	70	5	43	35	5	67	60	9	7	5	79	-
Total Respondents	53 100.0%	18 100.0%	8 100.0%	12 100.0%	15 100.0%	48 100.0%	3 100.0%	27 100.0%	25 100.0%	5 100.0%	45 100.0%	39 100.0%	5 100.0%	6 100.0%	3 100.0%	53 100.0%	-
Read the questions to me	31 58.5%	9 50.0%	6 75.0%	5 41.7%	11 73.3%	28 58.3%	2 66.7%	17 63.0%	13 52.0%	1 20.0%	27 60.0%	24 61.5%	3 60.0%	3 50.0%	2 66.7%	31 58.5%	-
Wrote down the answers I gave	26 49.1%	8 44.4%	4 50.0%	6 50.0%	8 53.3%	23 47.9%	2 66.7%	14 51.9%	12 48.0%	-	23 51.1%	21 53.8%	4 80.0%	2 33.3%	1 33.3%	26 49.1%	-
Answered the questions for me	14 26.4%	6 33.3%	2 25.0%	3 25.0%	3 20.0%	14 29.2%	-	8 29.6%	6 24.0%	1 20.0%	12 26.7%	11 28.2%	1 20.0%	2 33.3%	-	14 26.4%	-
Translated the questions into my language	1 1.9%	1 5.6%	-	-	-	-	1 33.3%	-	1 4.0%	1 20.0%	-	1 2.6%	-	-	-	1 1.9%	-
Helped in some other way	7 13.2%	2 11.1%	-	2 16.7%	3 20.0%	5 10.4%	-	4 14.8%	3 12.0%	2 40.0%	5 11.1%	3 7.7%	1 20.0%	-	2 66.7%	7 13.2%	-

11. Glossary of Terms

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

Augments are stratified samples used to target specific responses in a particular segment, such as region, language, or member status. These responses are for internal use only, and are not to be included in the HEDIS sample or reported to public entities. Project deliverables for augmented samples can range from banner tables and/or a segmentation chart, to question summaries and finally, a complete Final Report.

Composites are the mean of the Summary Rates of attributes within a given service area as specified by NCQA. Each composite category represents an overall aspect of plan quality and is comprised of similar questions.

Confidence level is the degree of confidence, expressed as a percentage, that a reported number's true value is between the lower and upper specified range.

Correlation Coefficient is a statistical measure of how closely two variables or measures are related to each other. Coefficients are usually reported as *r* values.

Disposition (Disposition Category) is the final status assignment given to a member record within the sample. The category signifies both the survey administration protocol used to complete the survey (M=Mail, and T=Phone) and the status of the record (M10= mail complete, T22= phone, language barrier). All record code assignments of "10" are considered valid responses according to NCQA.

Global Proportions are a breakout of response option results shown as a percentage.

Key Drivers are composites that have been found to impact overall health plan ratings or health care rating among the plan members as determined by a regression analysis.

NCQA HEDIS Compliance Audit is a two-part program comprising an information-systems capabilities assessment (IS standards) and an evaluation of the health plan's ability to comply with HEDIS specifications (HD standards). NCQA-Certified auditors use standard audit methodologies to enable purchasers to make reliable comparisons among health plans.

Over-sampling is sampling more the minimum required sample size. The required sample size for adult Medicaid plans is 1,350 in accordance with NCQA protocol. The overall NCQA target number of complete responses is 411. Therefore, plans may choose to over-sample their population to achieve this target number if necessary. NCQA allows over-sampling of up to 30% of the database to aid plans in collecting a suitable amount of survey returns.

Quality Compass 2007 (Medicaid Adult – All Plans) is a collection of CAHPS® 4.0H mean summary ratings for those Medicaid adult plans (123 samples with at least 100 valid responses per question item) allowing NCQA to use their data to be compiled into an aggregate, or national summary, without releasing their plan-level scores.

Quality Compass 2007 (Medicaid Adult – Public Report) is a collection of CAHPS® 4.0H mean summary ratings for those Medicaid adult plans (108 plan specific samples) choosing to report their scores publicly, in addition to submitting their scores to be compiled anonymously into a Quality Compass aggregate, or national summary. The scores shown in this report reflect the mean Summary Rates from these plans.

Rating questions use a scale of 0 to 10 for assessing overall experience (doctor, specialist, health care and health plan) with zero being the worst and 10 being the best.

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

Summary Rates are single statistics generated for a survey question. In general, Summary Rates represent the percentage of respondents who chose the most favorable response options ("Always" and "Usually"; "Definitely Yes"; or "8" to "10"). Not all questions are assigned a Summary Rate by NCQA.

The Myers Group Books of Business (calculated on a plan-level) consist of all Medicaid adult samples that conducted surveys with TMG and submitted data to NCQA. In 2008 there were 38 samples included in the Book of Business. This benchmark is shown throughout the report and is used in the Opportunity Analysis.

Trending is the practice of looking at several years of data in a comparative format to identify trends or common links.