aetna®

Report of Results

for

Aetna Better Health of Louisiana (Adult Population)

2021 (MY2020) CAHPS® 5.1H Medicaid Member Experience Survey

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Table of Contents

INTRODUCTION

Introduced by the Agency for Healthcare Research and Quality (AHRQ) in the mid-1990s, the Consumer Assessment of Healthcare Providers and Systems (CAHPS) program encompasses the full range of standardized surveys that ask consumers and patients to report on and evaluate their experiences with health care. These surveys cover topics that are important to consumers, such as accessibility of services and provider communication skills.

The National Committee for Quality Assurance (NCQA) uses the Health Plan CAHPS survey in its Health Plan Accreditation Program as part of the Healthcare Effectiveness Data and Information Set (HEDIS). HEDIS measures health plan performance on important dimensions of care and service and is designed to provide purchasers and consumers with the information they need to reliably compare the performance of health care plans. The Health Plan CAHPS survey represents the patient (member) experience component of the HEDIS measurement set. The survey measures patient experience of care and gives a general indication of how well the health plan meets members' expectations. Surveyed members are asked to rate various aspects of the health plan based on their experience with the plan during the previous six months. In addition, the survey is used to collect data on some measures from the HEDIS *Effectiveness of Care* domain, including influenza vaccinations and smoking cessation measures.

EXECUTIVE SUMMARY

In 2020, Aetna Better Health contracted with the Center for the Study of Services (CSS), a National Committee for Quality Assurance (NCQA)-certified survey vendor, to administer the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) 5.1H Adult Medicaid Survey. The purpose of the survey is to assess members' experience with their health plan and health care. The overall goal of the survey is to provide actionable performance feedback to help improve member experience.

CSS administered the Adult Medicaid version of the CAHPS Health Plan Survey on behalf of Aetna Better Health of Louisiana, hereafter referred to as ABH of LA, between February 17 and May 13, 2021.

The final survey sample for ABH of LA included 1,350 members. During the survey fielding period, 160 sample members completed the survey. After final survey eligibility criteria were applied, the resulting NCQA response rate was 11.99 percent.

This was the second survey administration cycle taking place during the COVID-19 pandemic. In response to significant changes in consumer behavior during the pandemic and the accompanying shift in care delivery toward telemedicine, NCQA expanded the CAHPS questionnaires to include any care received "in person, by phone, or by video." While NCQA has not provided trending guidelines for the revised questionnaires, in June of 2020 NCQA recommended against using its 2020 CAHPS national benchmarks for improvement scoring and year-over-year trending[1]. Additionally, NCQA's Health Plan Ratings (HPR) methodology calls for CAHPS scores to be compared to prior-year benchmarks. In a departure from this standard methodology, NCQA decided to base its 2021 Health Plan Ratings (HPR) on the current-year (2021) Quality Compass® national benchmarks, which will not be available until September 2021. **In this context, your organization's 2021 survey results and any comparisons to prior-year performance benchmarks should be interpreted with caution.**

This Executive Summary focuses on key CAHPS performance metrics, including year-over-year changes in results, comparisons to relevant national benchmarks, and estimated Health Plan Ratings[2]. Also identified are top organizational priorities for quality improvement based on CSS's *Key Driver Analysis*.

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[1] For more information, see www.ncqa.org/covid/

[2] CSS calculated HPR (star) ratings based on the 2020 NCQA Quality Compass National Percentiles (the most recent dataset available at the time of this report's publication). They should only be used as **estimates** of your organization's official HPR scores. NCQA has scheduled a private release of final ratings to individual plans in early September, with a final public release (at www.ncqa.org) planned for September 15, 2021.

RESULTS ON KEY SURVEY MEASURES

All results reported in this section are based on the rates of members answering *9* or *10* for the overall rating questions and *Usually* or *Always* for all other CAHPS measures.

STATISTICALLY SIGNIFICANT IMPROVEMENTS OR DECLINES IN PERFORMANCE COMPARED TO 2020

Reportable* Rate IMPROVED	Reportable* Rate DECLINED
No statistically significant improvements	No statistically significant declines

* Includes CAHPS ratings and composites that achieved a reportable result (100 or more valid responses). Excludes Effectiveness of Care measures.
The following measures are not reportable by NCQA due to insufficient denominator (less than 100 valid responses): Getting Needed Care, Getting Care Quickly, Rating of Specialist Seen Most Often, Coordination of Care, How Well Doctors Communicate, Customer Service.

STATISTICALLY SIGNIFICANT DIFFERENCES IN PERFORMANCE COMPARED TO NATIONAL BENCHMARKS

Reportable* Rate ABOVE Benchmark	Reportable* Rate BELOW Benchmark
2021 CSS Adult Medicaid Average	
None	None
2020 NCQA Quality Compass National Average (All LOBs)	
None	None

* Includes CAHPS ratings and composites that achieved a reportable result (100 or more valid responses). Excludes Effectiveness of Care measures.
The following measures are not reportable by NCQA due to insufficient denominator (less than 100 valid responses): Getting Needed Care, Getting Care Quickly, Rating of Specialist Seen Most Often, Coordination of Care, How Well Doctors Communicate, Customer Service.

ESTIMATED 2021 NCQA HEALTH PLAN RATINGS

Estimated* 2021 NCQA Health Plan Rating	
★★★★★	Rating of Specialist Seen Most Often
★★★★☆	Getting Care Quickly, Rating of Personal Doctor, Rating of All Health Care
★★★☆☆	Getting Needed Care, Coordination of Care, Rating of Health Plan

* Estimated HPR stars for applicable CAHPS measures, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are provided for reference only. Excludes Effectiveness of Care measures.
Final HPR stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scored directly to plans in September of 2021.

Note: estimated star ratings are provided for all applicable CAHPS measures regardless of measure denominator.

TOP PRIORITIES FOR QUALITY IMPROVEMENT

CSS's *Key Driver Analysis* identifies the areas of health plan performance and aspects of member experience that shape members' overall assessment of their health plan. To the extent that these experiences can be improved, the overall rating of the plan should reflect these gains. Below is a set of the quality improvement opportunities that would generate the greatest impact for ABH of LA. Effective interventions in these areas would lead to the largest gains in the *Rating of Health Plan* score.

Top Priorities for Quality Improvement
1. Improving member access to care (ease of getting needed care, tests, or treatment)
2. Improving health plan provider network (highly-rated personal doctors)
3. Improving the ability of the health plan customer service to provide necessary information or help

The remainder of this report examines these and other findings in more detail.

WHAT IS NEW IN 2021

CAHPS SURVEY UPDATES (VERSION 5.1H)

In response to significant changes in consumer behavior during the past year and the accompanying shift in care delivery toward telemedicine, NCQA updated the CAHPS Health Plan Survey to version 5.1H. Several questions were reworded to include any care received "in person, by phone, or by video" during the past six months. References to "seeing a provider" or "visiting a doctor's office or clinic" were removed or replaced with more inclusive language to reflect this expanded array of care settings. To date, NCQA has not issued trending guidelines for the revised questionnaires.

IMPACT OF COVID-19 ON THE 2020 NCQA QUALITY COMPASS DATASETS

Citing concerns about the impact of COVID-19 on CAHPS data collection and response rates, as well as the potential for response bias because members were asked to reflect on their health care experiences over the past year while simultaneously living through a pandemic, **NCQA released national, regional, and state benchmarks (averages and percentiles) for health plans' internal quality improvement purposes. NCQA did not report 2020 CAHPS survey results for individual plans in Quality Compass and issued a general recommendation against using the 2020 benchmarks for improvement scoring and year-over-year trending. In this context, your organization's 2021 survey results and any comparisons to prior-year performance benchmarks should be interpreted with caution.**

CHANGES IN THE 2021 NCQA HEALTH PLAN RATINGS (HPR) METHODOLOGY[3] DUE TO COVID-19

Prior to the COVID-19 pandemic, NCQA had planned a significant overhaul of its Health Plan Ratings methodology. As a reminder, below is the list of Patient Experience (CAHPS) and Effectiveness of Care measures included in NCQA's Medicaid Health Plan Ratings:

Measure Domain	Individual Measures Included in HPR (Assigned Star Ratings)
Patient Experience	
Getting Care	Getting Needed Care, Getting Care Quickly (percent *Usually* or *Always*)
Satisfaction with Plan Physicians	Rating of Personal Doctor, Rating of Specialist Seen Most Often, Rating of All Health Care (percent *9* or *10*)
	Coordination of Care (percent *Usually* or *Always*)
Satisfaction with Plan Services	Rating of Health Plan (percent *9* or *10*)
Effectiveness of Care	Flu Vaccinations for Adults Ages 18-64 (percent *Yes*)
	Medical Assistance with Smoking and Tobacco Use Cessation—Advising Smokers and Tobacco Users to Quit (percent *Sometimes, Usually,* or *Always*)

Health Plan Ratings are reported to the public on a five-star scale, indicating how well a plan is performing compared to NCQA's Quality Compass national benchmarks. NCQA's original (2020) HPR methodology, released just prior to the COVID-19 pandemic, had relied on prior-year Quality Compass benchmarks for assignment of star ratings. NCQA had concerns about using the 2020 CAHPS data for public reporting and canceled the 2020 Health Plan Ratings because of the pandemic. NCQA decided to base the 2021 Health Plan Ratings on the current-year (2021) national benchmarks. This decision has significant implications for current and future reporting.

- Because NCQA will calculate final 2021 Health Plan Ratings based on the 2021 Quality Compass data submissions, the results will not be available to plans until September of 2021[4]. Therefore, **CSS can only estimate Health Plan Ratings based on the 2020 benchmarks at this time. Star rating estimates in this report are based on the prior-year (2020) NCQA Quality Compass National benchmarks, the most recent dataset available to date.**

- NCQA has not finalized the 2022 Health Plan Ratings methodology. NCQA may choose to continue using current-year benchmarks for HPR 2022 or revert to the original methodology, which relies on prior-year benchmarks. NCQA expects to make this decision in the summer of 2021.

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[3] For more information, please refer to www.ncqa.org/hedis/reports-and-research/ncqas-health-plan-ratings-2021/ and Appendix B

[4] NCQA has scheduled a private release of final ratings to individual plans in early September, with a final public release (at www.ncqa.org) planned for September 15, 2021

UPDATES TO THE 2021 CSS CAHPS SURVEY RESULTS REPORT

CSS has made several updates to the 2021 CAHPS Results Reports:

- Measure denominators and three-year score trends have been added to key exhibits.

- CSS recognizes that NCQA will not release the 2021 Health Plan Ratings until September of 2021. As a courtesy to Aetna Better Health, CSS is providing estimated star ratings based on the available 2020 Quality Compass national benchmarks in accordance with NCQA's scoring guidelines. **The CSS-calculated star ratings should be treated as unofficial estimates and used with caution for internal purposes only.**

- The CSS *Key Driver Model* has been updated using CSS's Book-of-Business data collected over the past two years.

- An updated *Health Plan Quality Improvement Resource Guide* is included.

ABOUT THIS REPORT

The key features of this 2021 CAHPS results report are highlighted below.

- CSS calculated survey results following NCQA's guidelines in *HEDIS 2021, Volume 3: Specifications for Survey Measures*. All results are reported regardless of measure denominator.

- As a courtesy to Aetna Better Health, CSS is providing estimated Health Plan Ratings (star ratings) based on the available 2020 Quality Compass national benchmarks. **The CSS-calculated star ratings should be treated as unofficial estimates and used with caution for internal purposes only.** Estimated star ratings are provided regardless of measure denominator. NCQA is expected to release final 2021 Health Plan Ratings in September.

- Throughout the report, the 2021 ABH of LA survey results are compared to national benchmark scores, represented by the 2021 CSS Adult Medicaid Average and the 2020 NCQA Quality Compass Adult Medicaid National Average for All Lines of Business (LOBs). The 2021 CSS Adult Medicaid Average was calculated by pooling survey responses across 23 Adult Medicaid plans surveyed and selected by CSS to represent the industry average. The 2020 NCQA Quality Compass Adult Medicaid National Average (All LOBs) is made up of Adult Medicaid plans that submitted data to NCQA.

- *Executive Summary* provides a high-level overview of survey findings for ABH of LA, including estimated 2021 HPR star ratings. This section highlights the areas where ABH of LA performs significantly above or below national benchmarks. If prior-year survey results are available, any statistically significant improvements or declines on key survey measures are also noted. Top organizational priorities for quality improvement based on CSS's *Key Driver Analysis* are identified.

- *Summary of Survey Results* presents the 2021 ABH of LA survey scores on key measures, including question summary rates, global proportions, and estimated star ratings; changes in rates and global proportion scores from the previous year (if applicable); and comparisons to relevant national benchmarks. Statistically significant differences in scores are noted.

- *Detailed Performance Charts* are provided for the rating questions, composite measures, and individual survey items representing the various CAHPS domains of care. The 2021 ABH of LA results are compared to the 2021 CSS Adult Medicaid Average on all measures. Where appropriate, the 2021 summary rates and global proportions are also compared to the 2020 NCQA Quality Compass Adult Medicaid National Average (All LOBs) and performance percentiles, calculated by NCQA. Where available, a three-year trend in scores is also shown.

- A one-page summary of the *Effectiveness of Care* measures includes comparisons to prior-year results (if available) as well as to the 2021 CSS Adult Medicaid Average rates. All rates are calculated according to the NCQA guidelines.

- *Member Profile and Analysis of Plan Ratings by Member Segment* compares the 2021 ABH of LA respondent profile to the relevant national distribution(s) of demographic characteristics and utilization variables. Variation in *Rating of Health Plan* measure by member segment is examined.

- *Key Driver Analysis* identifies key member experience touch points that appear to drive the overall *Rating of Health Plan*. The CSS *Key Driver Model* quantifies the contribution of each key driver to the overall member assessment of the plan. The 2021 ABH of LA results on each key driver are compared to the highest score among the 23 plans contributing to the 2021 CSS Adult Medicaid Average, yielding a measure of available room for improvement in each area. The result is then weighted by the key driver's contribution to the overall *Rating of Health Plan* score. Opportunities for improvement are prioritized based on the expected improvement in the ABH of LA *Rating of Health Plan* score due to improved performance on the key driver measure. A separate section of the report provides some helpful resources for health plan quality improvement.

- The *Appendix* includes:

  - Score calculation guidelines and methodology

  - A glossary of terms

  - A one-page *Survey Results at a Glance* summary

  - Detailed cross-tabulations of survey responses for every survey question, with additional tables summarizing performance on key survey measures

  - A copy of the survey instrument and supporting materials

SURVEY METHODOLOGY

SURVEY PROTOCOL AND TIMELINE

CSS administered the Adult Medicaid version of the 2021 CAHPS Health Plan Survey on behalf of ABH of LA in accordance with the NCQA methodology detailed in *HEDIS 2021, Volume 3: Specifications for Survey Measures* and *Quality Assurance Plan for HEDIS 2021 Survey Measures.* The survey can be administered using a mail-only or a mixed methodology (mail with telephone follow-up). These standard survey protocols include two questionnaire mailings, each followed by a reminder postcard. Depending on the protocol chosen, non-respondents are either sent a third, final, survey package (mail-only methodology) or contacted by telephone (mixed methodology).

ABH of LA elected to use the standard mixed methodology.

The key milestones of the CAHPS data collection protocol are provided below:

- An initial survey package was mailed on February 17.

- An initial reminder/thank-you postcard was mailed on February 25.

- A replacement survey package was mailed on March 25.

- A second reminder/thank-you postcard was mailed on April 5.

- A telephone follow-up phase targeting non-respondents, with up to six telephone follow-up attempts spaced at different times of the day and on different days of the week, started on April 10.

- Data collection closed on May 13.

Survey results were submitted to NCQA on May 26, 2021.

SURVEY MATERIALS

CSS designed all member-facing materials (see Appendix) for Aetna Better Health in accordance with the NCQA guidelines detailed in *HEDIS 2021, Volume 3: Specifications for Survey Measures* and *Quality Assurance Plan for HEDIS 2021 Survey Measures*. Standard NCQA text was used for all materials. Prior to being customized with the health plan name, logo, and other branding elements, all generic materials designed by CSS were approved by NCQA.

The survey instrument was the Adult Medicaid version of the Health Plan CAHPS 5.1H survey. Besides the core CAHPS questions, the survey included four supplemental questions added by the plan. In addition to English, sample members had the option to request the survey in Spanish using a telephone request line.

The carrier envelope used for survey mailings was marked "RESPONSE NEEDED" or "FINAL REMINDER – PLEASE RESPOND!", depending on the mailing wave, to improve the likelihood of response. Each survey package included a postage-paid business reply envelope.

SAMPLE SELECTION

For the Adult Medicaid survey, sample-eligible members were defined as plan members who were 18 years old or older as of December 31, 2020; were currently enrolled; had been continuously enrolled for six months (with no more than one enrollment break of 45 days or less); and whose primary coverage was through Medicaid.

Prior to sampling, CSS carefully inspected the member file(s) and noted any errors or irregularities found (such as incomplete contact information or subscriber numbers). Once the quality assurance process had been completed, CSS processed member addresses through the USPS National Change of Address (NCOA) service to ensure that the mailing addresses were up to date. The final sample was generated following the NCQA systematic sampling methodology, with no more than one member per household selected to receive the survey. CSS assigned each sampled member a unique identification number, which was used to track their progress throughout the data collection process.

The standard NCQA-prescribed sample size for Adult Medicaid plans is 1,350 members. NCQA's sampling methodology does not allow disenrolled members to be removed from the sample after the start of survey administration. Health plans that were unable to identify disenrollees prior to December 31, 2020 were advised to oversample (i.e., increase their sample size by a factor sufficient to compensate for members expected to leave their plan by the time the survey was fielded). Oversampling could also be used to obtain more completed surveys. ABH of LA chose not to oversample. The final survey sample for ABH of LA included 1,350 members.

DATA CAPTURE

Returned questionnaires were recorded using either manual data entry or optical scanning. Responses recorded via manual data entry were keyed by two independent data entry operators, and any discrepancies between the two response records were flagged and reconciled by a supervisor. Individual responses

on surveys recorded via optical scanning were sent to data entry operators if the scanning technology was unable to identify the specific response option selected with a predefined degree of certainty.

For plans following the mixed methodology, Computer Assisted Telephone Interviewing (CATI) technology was used to electronically capture survey responses obtained during telephone interviews. CATI supervisors maintained quality control by monitoring the telephone interviews and response capture by interviewers in real time and auditing recorded interviews. At least 10 percent of the interviews were monitored by supervisors.

Due to the multiple outreach attempts, multiple survey responses could be received from the same sample member. In those cases, only one survey response (the most complete survey) was included in the final analysis dataset.

SURVEY RESPONSE RATE

During the survey fielding period, 160 sample members completed the survey. After final survey eligibility criteria were applied, the resulting NCQA response rate was 11.99 percent. Using the most conservative assumption about measure rates (i.e., 50%) and given the number of completed surveys received, the 95% confidence interval around measure rates is ±7.75%. Additional detail on sample member status at the end of data collection (dispositions) is provided in Exhibit 1.

EXHIBIT 1. 2021 ABH OF LA ADULT MEDICAID CAHPS SURVEY: SAMPLE MEMBER DISPOSITIONS AND RESPONSE RATE

Disposition	2021 Your Organization		2021 CSS Adult Medicaid Average
	Number	Percent of Initial Sample	Percent of Total Initial Sample
Initial Sample	1,350	100.0%	100.0%
Complete and Eligible - Mail	120	8.9%	11.7%
Complete and Eligible - Phone*	40	3.0%	4.0%
Complete and Eligible - Internet**	0	0.0%	0.1%
Complete and Eligible - Total	160	11.9%	15.8%
Does not meet Eligible Population criteria	8	0.6%	0.6%
Incomplete (but Eligible)	32	2.4%	2.1%
Language barrier	4	0.3%	1.4%
Mentally or physically incapacitated	3	0.2%	0.2%
Deceased	1	0.1%	0.1%
Refusal	64	4.7%	3.3%
Nonresponse after maximum attempts	1,071	79.3%	75.8%
Added to Do Not Call (DNC) list	7	0.5%	0.7%
NCQA Response Rate***		**11.99%**	**16.21%**

* Applies to plans following mixed methodology.

** Any sample members who called and requested another survey were given the option to complete the survey online.

*** NCQA response rate = Complete and Eligible Surveys/[Complete and Eligible + Incomplete (but Eligible) + Refusal + Nonresponse after maximum attempts + Added to Do Not Call (DNC) List]

Below is a more detailed breakdown of completed surveys by language. In addition to English, sample members had the option to request the survey in Spanish using a telephone request line.

EXHIBIT 2. 2021 ABH OF LA ADULT MEDICAID CAHPS SURVEY: COMPLETED SURVEYS BY LANGUAGE

Survey Language	2021 Your Organization	
	Number	Percent
Complete and Eligible - English	160	100.0%
Complete and Eligible - Total	160	100.0%

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SATISFACTION WITH THE EXPERIENCE OF CARE

PATIENT EXPERIENCE OF CARE MEASURES

This section lists all CAHPS measures for which NCQA calculates results, regardless of whether the measure is included in NCQA's Health Plan Ratings. Measures that are reported in HPR (i.e., assigned a star rating) are marked with a star symbol below. **Note: any information related to HPR reporting is provided for reference only. NCQA plans to release final Health Plan Ratings for participating plans on September 15, 2021.**

GLOBAL RATING QUESTIONS

CAHPS Health Plan Survey (version 5.1H) includes four global rating questions that utilize the scale of *0* to *10*, representing the lowest and highest possible ratings. Results are based on the proportion of members selecting one of the top two ratings (*9* or *10*) to align with NCQA's 2021 Health Plan Ratings Methodology. For convenience and trending, the proportion of respondents rating *8*, *9*, or *10* is also provided.

⭐ *Rating of Personal Doctor* (*0* = worst personal doctor possible; *10* = best personal doctor possible) is included in HPR as part of the *Satisfaction with Plan Physicians* sub-domain.

⭐ *Rating of Specialist Seen Most Often* (*0* = worst specialist possible; *10* = best specialist possible) is included in HPR as part of the *Satisfaction with Plan Physicians* sub-domain.

⭐ *Rating of All Health Care* (*0* = worst health care possible; *10* = best health care possible) is included in HPR as part of the *Satisfaction with Plan Physicians* sub-domain.

⭐ *Rating of Health Plan* (*0* = worst health plan possible; *10* = best health plan possible) is included in HPR as part of the *Satisfaction with Plan Services* sub-domain.

CAHPS COMPOSITES

NCQA calculates results for several CAHPS composite measures. CAHPS composites combine results from related survey questions into a single measure to summarize health plan performance in the areas listed below.

⭐ **Getting Needed Care** combines two survey questions that address member access to care. Both questions use a *Never*, *Sometimes*, *Usually*, or *Always* response scale, with *Always* being the most favorable response. This measure is included in HPR under the sub-domain of *Getting Care*. Results are based on the proportion of members answering the following questions as *Usually* or *Always*:

– *In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?*

– *In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?*

⭐ **Getting Care Quickly** combines responses to two survey questions that address timely availability of both urgent and check-up/routine care. The questions use a *Never*, *Sometimes*, *Usually*, or *Always* scale, with *Always* being the most favorable response. This measure is reported in HPR under the sub-domain of *Getting Care*. Results are based on the proportion of members selecting *Usually* or *Always* in response to the following questions:

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

– *In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?*

⭐ **Coordination of Care** is based on a single survey question, which uses a *Never*, *Sometimes*, *Usually*, or *Always* scale (with *Always* being the most favorable response). This measure is reported in HPR under the *Satisfaction with Plan Physicians* sub-domain. Results are based on the proportion of members selecting *Usually* or *Always* in response to the question below:

– 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?

• **How Well Doctors Communicate** combines responses to four survey questions that address physician communication. The questions use a *Never*, *Sometimes*, *Usually*, or *Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members answering the following questions as *Usually* or *Always*:

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

– *In the last 6 months, how often did your personal doctor listen carefully to you?*

– *In the last 6 months, how often did your personal doctor show respect for what you had to say?*

– *In the last 6 months, how often did your personal doctor spend enough time with you?*

- *Customer Service* combines responses to two survey questions that ask about member experience with the health plan's customer service. The questions use a *Never*, *Sometimes*, *Usually*, or *Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members selecting *Usually* or *Always* in response to the following questions:

  - *In the last 6 months, how often did your health plan's customer service staff give you the information or help you needed?*

  - *In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?*

CALCULATION AND REPORTING OF RESULTS

QUESTION SUMMARY RATES AND COMPOSITE GLOBAL PROPORTIONS

Question Summary Rates express the proportion of respondents selecting the desired response option(s) on a survey question. Examples include percent selecting *Usually* or *Always* or percent rating *9* or *10*.

Composite Global Proportions express the proportion of respondents selecting the desired response option(s) from a predefined set of two or more related questions on the survey. The proportions are calculated by first determining the relevant proportion on each survey question contributing to the composite and then averaging these proportions across all questions in the composite.

Throughout the report, all question summary rates and composite global proportions are rounded to two decimal places for display purposes (e.g., 0.23456 is displayed as 23.46%). However, all calculations involving rates and proportions, including statistical significance testing, are carried out prior to rounding. For more details on the calculations please refer to *HEDIS 2021, Volume 3: Specifications for Survey Measures* or consult Appendix A.

ESTIMATED NCQA HEALTH PLAN RATINGS (STAR RATINGS)

Health Plan Ratings, displayed as star ratings, were estimated by CSS based on NCQA's *2021 Health Plan Rating* methodology. **The CSS-calculated HPR star ratings should be treated as unofficial estimates and used with caution for internal purposes only.** For details, please consult www.ncqa.org/hedis/reports-and-research/ncqas-health-plan-ratings-2021/ as well as Appendix A of this report.

NCQA MINIMUM DENOMINATOR SIZE

For a measure result (i.e., question summary rate or composite global proportion) to be reportable by NCQA, it needs to be based on at least 100 valid responses (measure denominator). The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in the composite (note: composite denominators are rounded for display purposes). If the rate denominator is less than 100, NCQA assigns a measure result of "NA." This report presents results for all measures, regardless of denominator size.

COMPARISONS TO NATIONAL BENCHMARKS AND PRIOR-YEAR RESULTS

Throughout the report, the 2021 ABH of LA results are compared to the 2021 CSS Adult Medicaid Average as well as to the 2020 NCQA Quality Compass Adult Medicaid National Average (All LOBs). The 2021 CSS Adult Medicaid Average was calculated by pooling survey responses across 23 Adult Medicaid plans surveyed and selected by CSS to represent the industry average. The 2020 NCQA Quality Compass Adult Medicaid National Average (All LOBs) is made up of Adult Medicaid plans that submitted data to NCQA.

If available, prior-year survey results are provided for comparison and year-to-year changes in results are tested for statistical significance. All of the statistical tests are conducted at the 95% confidence level (i.e., there is a 95% probability that the observed difference is not due to chance).

SUMMARY OF SURVEY RESULTS

Exhibit 3 provides a high-level ABH of LA performance overview on key survey measures. These include overall ratings, composite global proportions, and summary rates for additional measures. Where applicable, changes in scores over time and comparisons to applicable national benchmarks are reported and tested for statistical significance.

EXHIBIT 3. 2021 ABH OF LA ADULT MEDICAID CAHPS SURVEY: PATIENT EXPERIENCE MEASURES

Survey Measures	Your Organization						Benchmark Comparisons				Your Organization's Estimated 2021 NCQA Health Plan (Star) Rating
	2021		2020		2019		2021 CSS Adult Medicaid Average		2020 NCQA Quality Compass National Average (All LOBs)		
	Rate	(n)	Rate	Point Change	Rate	Point Change	Rate	Point Diff.	Rate	Point Diff.	
Patient Experience Measures Reported in NCQA Health Plan Ratings											★★★½☆
Getting Care											★★★½☆
Getting Needed Care (% Always or Usually)	85.30%	(91)	79.25%	[+6.05]	80.16%	[+5.14]	83.47%	[+1.83]	82.96%	[+2.34]	★★★☆☆
Getting Care Quickly (% Always or Usually)	87.01%	(73)	80.37%	[+6.64]	80.48%	[+6.53]	81.20%	[+5.81]	82.35%	[+4.66]	★★★★☆
Satisfaction With Plan Physicians											★★★★☆
Rating of Personal Doctor (% 9 or 10)	72.03%	(118)	69.49%	[+2.54]	65.71%	[+6.32]	67.20%	[+4.83]	69.24%	[+2.79]	★★★★☆
Rating of Specialist Seen Most Often (% 9 or 10)	80.60%	(67)	62.79%	[+17.81] ✓	66.67%	[+13.93] ✓	67.36%	[+13.24] ✓	69.47%	[+11.13] ✓	★★★★★
Rating of All Health Care (% 9 or 10)	60.91%	(110)	56.15%	[+4.76]	52.38%	[+8.53]	56.74%	[+4.17]	57.67%	[+3.24]	★★★★☆
Coordination of Care (% Always or Usually)	84.78%	(46)	88.73%	[-3.95]	87.29%	[-2.51]	82.73%	[+2.06]	85.14%	[-0.36]	★★★☆☆
Satisfaction With Plan Services											★★★☆☆
Rating of Health Plan (% 9 or 10)	61.94%	(155)	62.60%	[-0.67]	57.27%	[+4.67]	59.09%	[+2.84]	62.23%	[-0.29]	★★★☆☆
Additional Measures NOT Reported in NCQA Health Plan Ratings											
How Well Drs. Communicate (% Always or Usually)	91.67%	(93)	94.31%	[-2.65]	91.92%	[-0.26]	91.65%	[+0.02]	93.16%	[-1.49]	
Customer Service (% Always or Usually)	89.42%	(52)	86.81%	[+2.61]	88.26%	[+1.16]	88.51%	[+0.91]	89.27%	[+0.15]	
Rating of All Health Care (% 8, 9 or 10)	83.64%	(110)	73.26%	[+10.37] ✓	71.83%	[+11.81] ✓	77.16%	[+6.47]	76.43%	[+7.21]	
Rating of Personal Doctor (% 8, 9 or 10)	85.59%	(118)	83.05%	[+2.54]	84.49%	[+1.10]	82.25%	[+3.35]	83.46%	[+2.13]	
Rating of Specialist Seen Most Often (% 8, 9 or 10)	86.57%	(67)	81.40%	[+5.17]	84.68%	[+1.88]	82.64%	[+3.93]	83.93%	[+2.64]	
Rating of Health Plan (% 8, 9 or 10)	79.35%	(155)	74.39%	[+4.96]	76.56%	[+2.80]	75.76%	[+3.59]	78.50%	[+0.85]	

4913000

Calculation and Reporting of Results
All rates were calculated by CSS following NCQA specifications. The number of valid responses collected this year for each measure (n, or measure denominator) is reported in parentheses.
Rate Comparisons and Statistical Significance Testing
Comparisons to prior-year and benchmark rates were calculated prior to rounding and rounded for display. Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the comparison rate are marked with a ✓ symbol.
Health Plan Ratings (HPR)
Estimated HPR stars for applicable measures, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are displayed for reference only. Final HPR stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scored directly to plans in September of 2021.

DETAILED PERFORMANCE CHARTS

Detailed charts are provided for CAHPS composite global proportions and question summary rates. The charts have the following features:

TREND IN RESULTS

- Survey scores are trended over three consecutive years of data collection, if available. A result may not be available if the survey was not administered in a given year, if the measure is new, or if the measure is not deemed appropriate for trending. In such cases, "no data" appears in place of the score.

- The number of valid responses (the NCQA-defined denominator, *n*) appears above each bar. If the number of responses is less than 100, "NA" appears next to the value of *n*, indicating that the result is not reportable by NCQA.

- Statistical comparisons are conducted between the current-year and each of the prior-year rates, if available. Differences in rates are tested for statistical significance at the 95% confidence level. Statistically significant differences are marked with a ✓ (checkmark) symbol next to the comparison score. For example, a checkmark appearing next to the 2020 rate denotes a statistically significant difference between the 2021 and 2020 rates.

COMPARISON TO NATIONAL BENCHMARKS AND NCQA QUALITY COMPASS PERCENTILES

To help health plans benchmark their performance on key CAHPS measures, CSS licensed the *2020 NCQA Quality Compass CAHPS Benchmarks*. This dataset includes question summary rates and global proportions corresponding to the national Quality Compass averages, as well as the 10th, 33rd, 67th, and 90th performance percentiles for all lines of business. CSS's agreement with NCQA authorizes CSS to provide this information to eligible client organizations for their internal use only. Public reporting of these results is not authorized under the terms of this agreement. **Reminder: because NCQA recommended against using the 2020 benchmarks for improvement scoring and year-over-year trending, comparisons of your organization's results to these benchmarks should be made with caution.**

- For CAHPS ratings and composites, the bar representing the 2021 ABH of LA score is juxtaposed against the 2020 NCQA percentile distribution, providing an indication of its competitive position on the measure and, if applicable, an estimated HPR (star) rating.

- The horizontal lines displayed on the charts correspond to the 2021 CSS Adult Medicaid Average as well as the 2020 NCQA Quality Compass Adult Medicaid National Average (All LOBs). If the 2021 ABH of LA score is significantly different from any of these benchmark scores at the 95% confidence level, a checkmark appears next to the relevant score.

Rating of All Health Care

Percent Responding 9 or 10

Comparison to 2020 NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

Bar chart (left):

Year	Rate	n
2019	52.38%	n = 252
2020	56.15%	n = 187
2021	60.91%	n = 110

Comparison chart (right):

- ★★★★★
- ★★★★
- ★★★
- ★★
- ★

2021 rate: 60.91%

Benchmark lines:
- 57.67%
- 56.74%

National Percentiles:
- 90th: 64.49%
- 67th: 59.55%
- 33rd: 55.34%
- 10th: 51.32%

—— 2021 CSS Adult Medicaid Average: 56.74%

—— 2020 NCQA Quality Compass National Average (All LOBs): 57.67%

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Estimated Health Plan Rating (HPR) stars for this measure, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are displayed for reference only. Final HPR Stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scores directly to plans in September of 2021.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Rating of All Health Care
Percent Responding 8, 9 or 10

Comparison to 2020 NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

2019 — 71.83% — n = 252
2020 — 73.26% — n = 187
2021 — 83.64% — n = 110

83.64%

90th: 82.43%
77.16%
67th: 78.22%
76.43%
33rd: 74.87%
10th: 70.32%

2021 CSS Adult Medicaid Average: 77.16%

2020 NCQA Quality Compass National Average (All LOBs): 76.43%

This measure is not included in NCQA's Health Plan Ratings.

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Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Rating of Personal Doctor

Percent Responding 9 or 10

Comparison to 2020 NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

2019   **2020**   **2021**

Year	Rate
2019	65.71%
2020	69.49%
2021	72.03%

n = 245   n = 177   n = 118

★★★★★

★★★★

★★★

★★

★

72.03%

69.24%

67.20%

90th: 75.68%

67th: 71.74%

33rd: 67.68%

10th: 62.75%

— 2021 CSS Adult Medicaid Average: 67.20%

— 2020 NCQA Quality Compass National Average (All LOBs): 69.24%

4913000

Estimated Health Plan Rating (HPR) stars for this measure, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are displayed for reference only. Final HPR Stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scores directly to plans in September of 2021.

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Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Rating of Personal Doctor

Percent Responding 8, 9 or 10

2019   2020   2021

2019: 84.49% (n = 245)	
2020: 83.05% (n = 177)	
2021: 85.59% (n = 118)	

Comparison to 2020 NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

90th: 88.15%

67th: 85.27%

85.59%

83.46%

33rd: 82.43%

82.25%

10th: 78.21%

——— 2021 CSS Adult Medicaid Average: 82.25%

——— 2020 NCQA Quality Compass National Average (All LOBs): 83.46%

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This measure is not included in NCQA's Health Plan Ratings.

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Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Rating of Specialist Seen Most Often
Percent Responding 9 or 10

2019   **2020**   **2021**

83%

80.60%

78%

73%

68%
66.67% ✓

63%
62.79% ✓

58%

n = 111   n = 86 (NA)   n = 67 (NA)

Comparison to 2020 NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

⭐⭐⭐⭐⭐

80.60%

⭐⭐⭐⭐   90th: 75.55%

67th: 72.48%

⭐⭐⭐   69.47% ✓

33rd: 67.42%
67.36% ✓

⭐⭐

10th: 62.75%

⭐

4913000

— 2021 CSS Adult Medicaid Average: 67.36%

— 2020 NCQA Quality Compass National Average (All LOBs): 69.47%

Estimated Health Plan Rating (HPR) stars for this measure, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are displayed for reference only. Final HPR Stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scores directly to plans in September of 2021.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Rating of Specialist Seen Most Often
Percent Responding 8, 9 or 10

Comparison to 2020 NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

	2019	2020	2021
	84.68%	81.40%	86.57%
	n = 111	n = 86 (NA)	n = 67 (NA)

90th: 88.50%

67th: 85.71%

86.57%

83.93%

33rd: 82.76%

82.64%

10th: 77.78%

─── 2021 CSS Adult Medicaid Average: 82.64%

─── 2020 NCQA Quality Compass National Average (All LOBs): 83.93%

4913000

This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Rating of Health Plan
Percent Responding 9 or 10

Comparison to 2020 NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

2019   2020   2021

- 57.27% (n = 337)
- 62.60% (n = 246)
- 61.94% (n = 155)

★★★★★

★★★★   90th: 70.18%

★★★   67th: 65.63%

62.23%

61.94%

59.09%   33rd: 59.40%

★★   10th: 54.04%

★

—— 2021 CSS Adult Medicaid Average: 59.09%

—— 2020 NCQA Quality Compass National Average (All LOBs): 62.23%
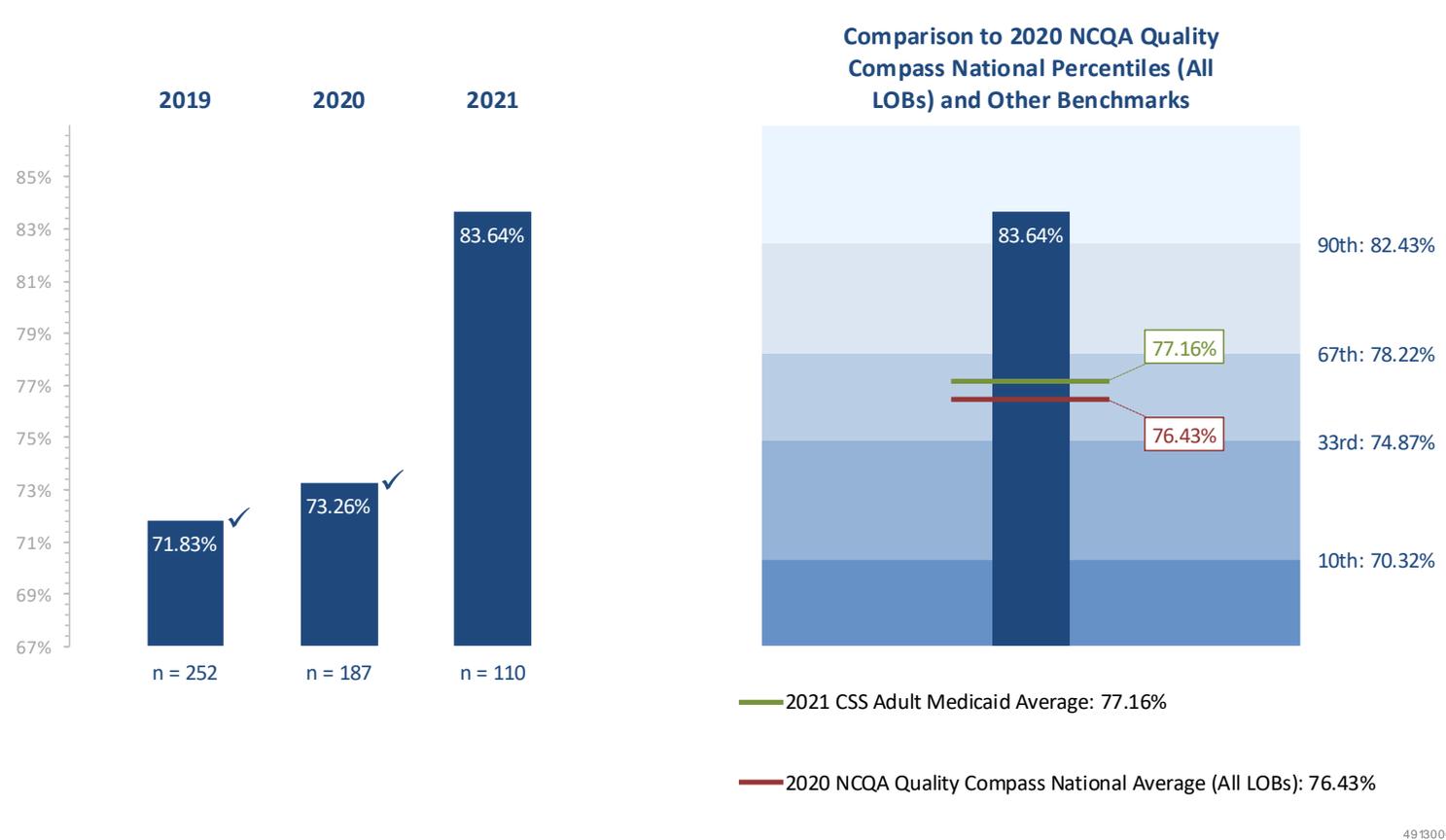
4913000

Estimated Health Plan Rating (HPR) stars for this measure, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are displayed for reference only. Final HPR Stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scores directly to plans in September of 2021.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Rating of Health Plan
Percent Responding 8, 9 or 10

2019 **2020** **2021**

Year	Rate
2019	76.56% (n = 337)
2020	74.39% (n = 246)
2021	79.35% (n = 155)

Comparison to 2020 NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

- 90th: 84.48%
- 67th: 81.27%
- 33rd: 76.56%
- 10th: 72.08%

2021 rate: 79.35%

78.50%

75.76%

— 2021 CSS Adult Medicaid Average: 75.76%

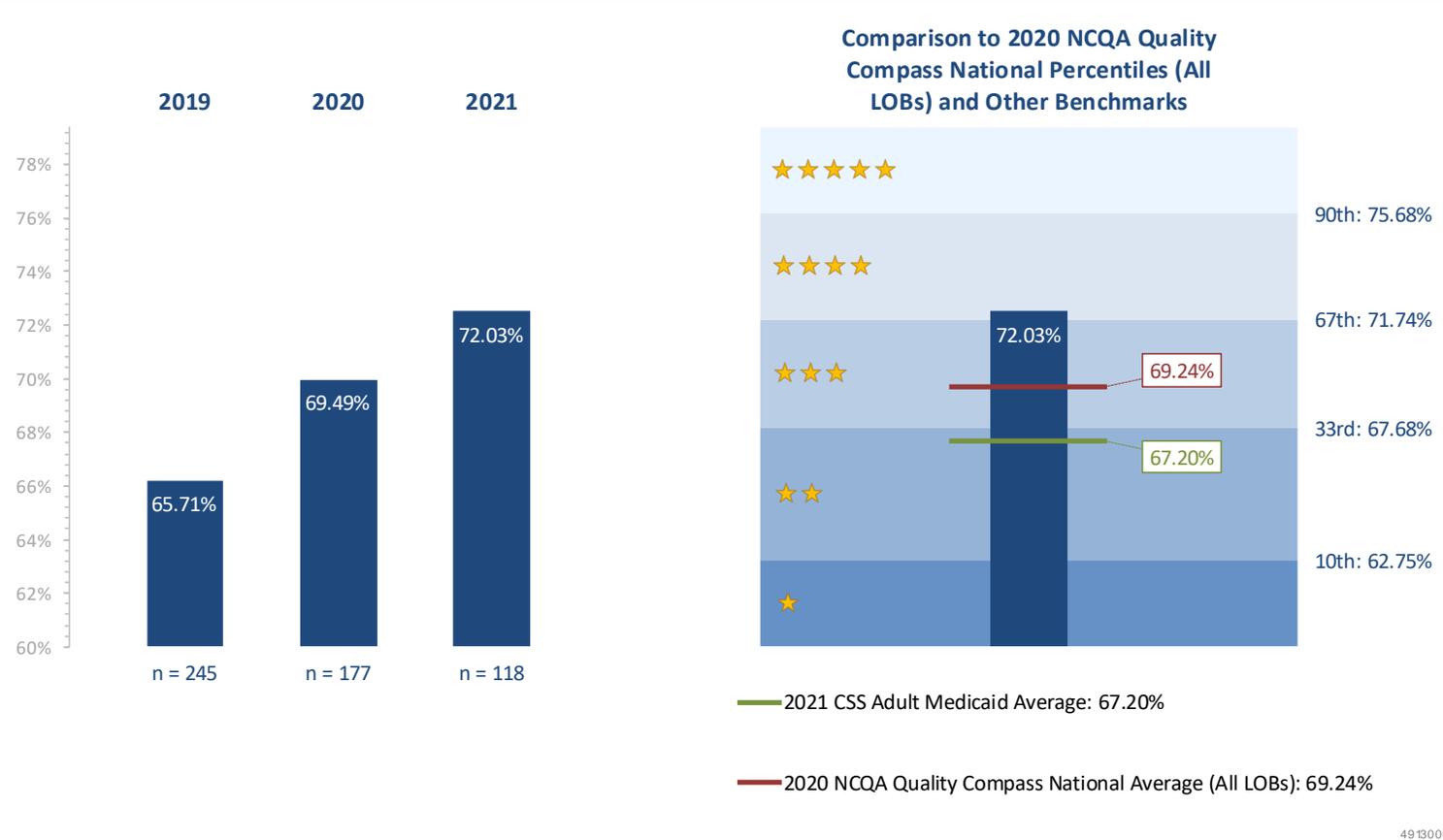— 2020 NCQA Quality Compass National Average (All LOBs): 78.50%

4913000

This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Getting Needed Care
Percent Responding Always or Usually

Comparison to 2020 NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

2019   2020   2021

- 2019: 80.16%, n = 189
- 2020: 79.25%, n = 138
- 2021: 85.30%, n = 91 (NA)

★★★★★
★★★★ — 90th: 88.35%
★★★ — 67th: 85.48%
85.30% — 83.47% / 82.96%
33rd: 81.58%
★★ — 10th: 77.01%
★

—— 2021 CSS Adult Medicaid Average: 83.47%

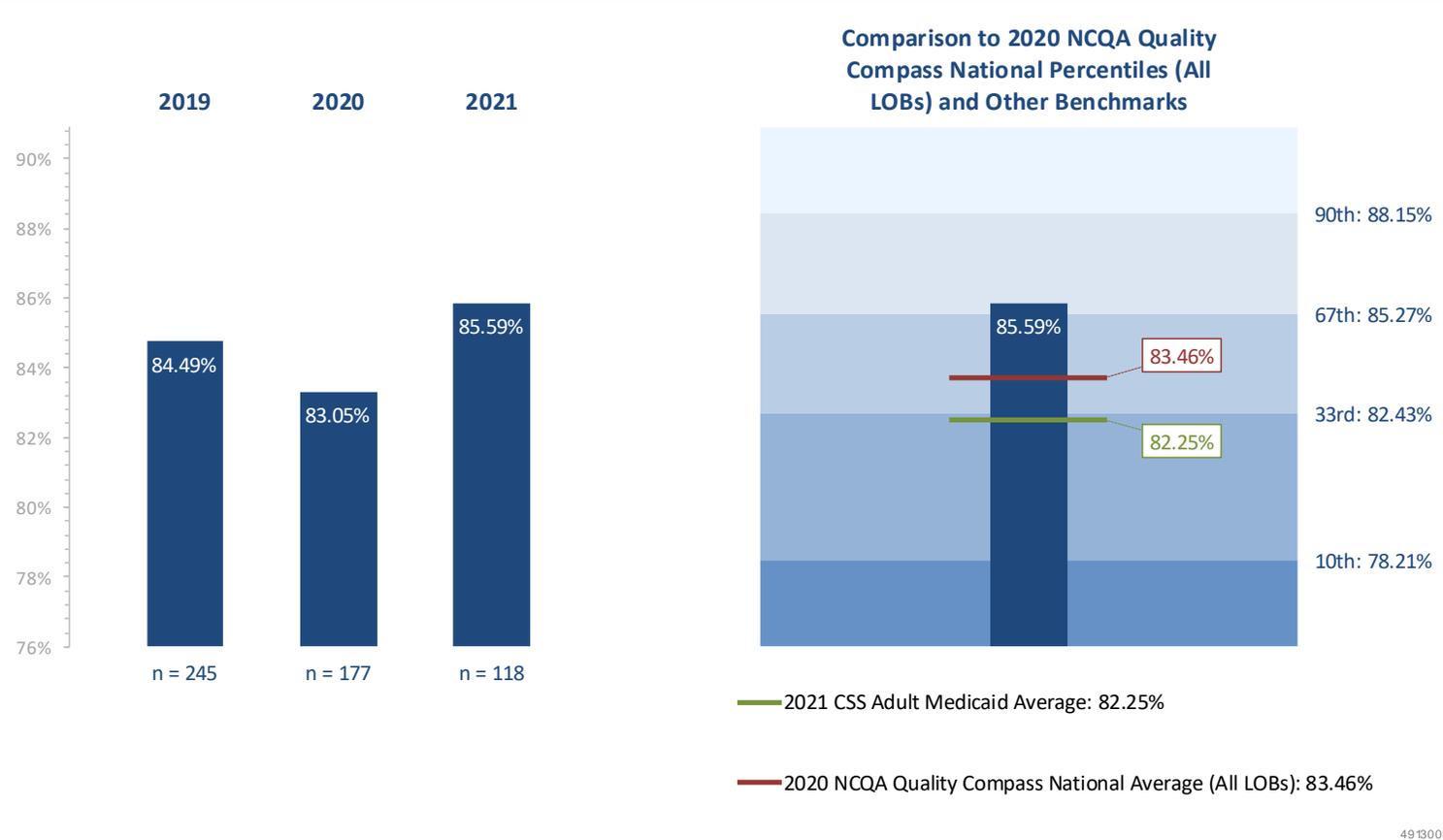—— 2020 NCQA Quality Compass National Average (All LOBs): 82.96%

4913000

Estimated Health Plan Rating (HPR) stars for this measure, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are displayed for reference only. Final HPR Stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scores directly to plans in September of 2021.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Getting Needed Care: Ease of Getting Needed Care (Q9)

Percent Responding Always or Usually

2019   2020   2021

84.13%   84.86%   84.68%

n = 252   n = 185   n = 111

Comparison to 2020 NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

90th: 91.00%
67th: 87.96%
85.86%
33rd: 84.57%
85.31%
84.68%
10th: 79.88%

2021 CSS Adult Medicaid Average: 85.31%

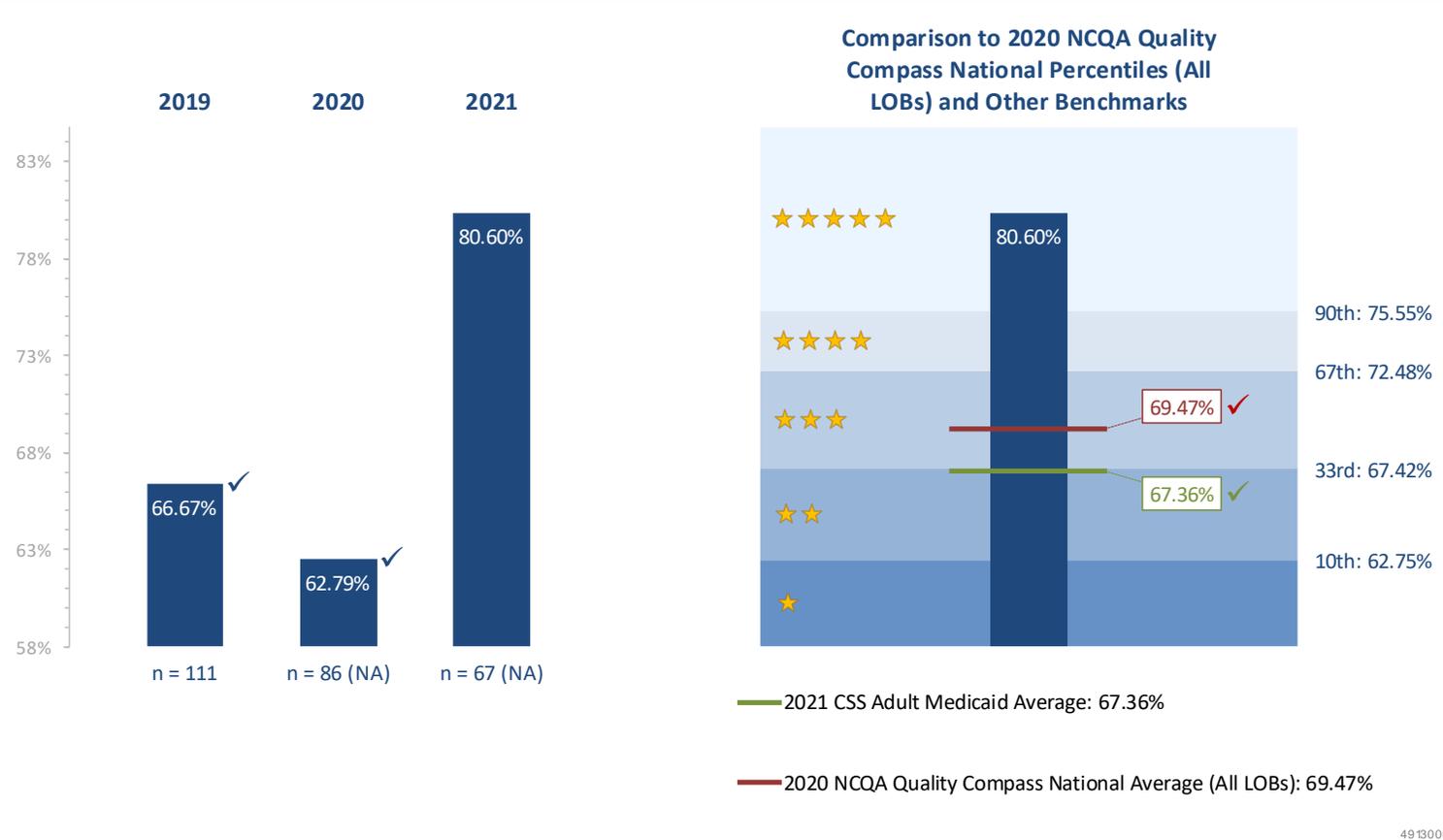2020 NCQA Quality Compass National Average (All LOBs): 85.86%

4913000

This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Getting Needed Care: Ease of Seeing a Specialist (Q20)

Percent Responding Always or Usually

2019 **2020** **2021**

2019: 76.19% (n = 126)	
2020: 73.63% (n = 91 (NA))	
2021: 85.92% (n = 71 (NA))	

Comparison to 2020 NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

85.92%

- 90th: 87.67%
- 67th: 82.86%
- 33rd: 77.78%
- 10th: 73.48%

81.64%

80.11%

— 2021 CSS Adult Medicaid Average: 81.64%

— 2020 NCQA Quality Compass National Average (All LOBs): 80.11%

4913000

This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Getting Care Quickly
Percent Responding Always or Usually

Comparison to 2020 NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

2019   2020   2021

80.48%   80.37%   87.01%

n = 187   n = 142   n = 73 (NA)

87.01%

★★★★★
★★★★
★★★
★★
★

82.35%
81.20%

90th: 87.07%
67th: 84.91%
33rd: 81.00%
10th: 75.36%

―― 2021 CSS Adult Medicaid Average: 81.20%

―― 2020 NCQA Quality Compass National Average (All LOBs): 82.35%

4913000

Estimated Health Plan Rating (HPR) stars for this measure, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are displayed for reference only. Final HPR Stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scores directly to plans in September of 2021.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Getting Care Quickly: Ease of Getting Urgent Care (Q4)
Percent Responding Always or Usually

2019 **2020** **2021**

92%
90%
88%
86%   83.80%   87.50%
84%
82%   81.08%
80%
78%
76%
74%

n = 142   n = 111   n = 56 (NA)

Comparison to 2020 NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

87.50%

85.03%

83.03%

90th: 90.35%

67th: 87.50%

33rd: 83.18%

10th: 77.57%

—— 2021 CSS Adult Medicaid Average: 83.03%

—— 2020 NCQA Quality Compass National Average (All LOBs): 85.03%

4913000

This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Getting Care Quickly: Ease of Getting a Check-up or Routine Care (Q6)

Percent Responding Always or Usually

Comparison to 2020 NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

2019: 77.16% (n = 232)
2020: 79.65% (n = 172)
2021: 86.52% (n = 89 (NA))

90th: 85.71%
67th: 82.72%
33rd: 78.50%
10th: 72.33%

79.82%
79.36%

── 2021 CSS Adult Medicaid Average: 79.36%

── 2020 NCQA Quality Compass National Average (All LOBs): 79.82%
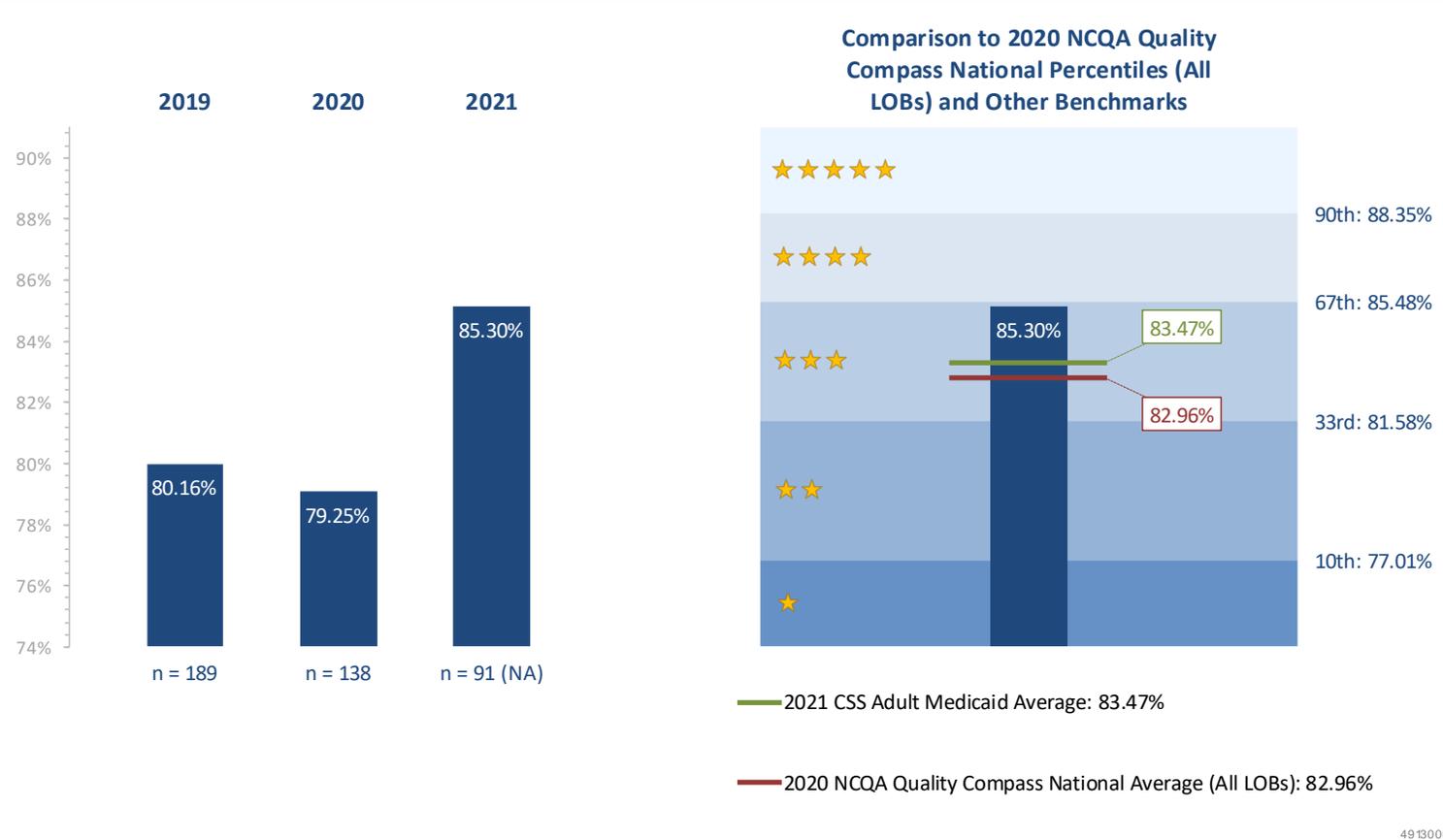
4913000

This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

How Well Doctors Communicate

Percent Responding Always or Usually

2019   2020   2021

	94.31%	
91.92%		91.67%
n = 211	n = 145	n = 93 (NA)

Comparison to 2020 NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

90th: 95.74%

67th: 94.20%

93.16%

33rd: 92.42%

91.65%
91.67%

10th: 90.65%

—— 2021 CSS Adult Medicaid Average: 91.65%

—— 2020 NCQA Quality Compass National Average (All LOBs): 93.16%

4913000

This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

How Well Doctors Communicate: Doctor Explained Things (Q12)

Percent Responding Always or Usually

2019

2020

2021

97%	
96%	
95%	
94%	94.62%
93%	93.15%
92%	
91%	
90%	90.95%
89%	
88%	

n = 210

n = 146

n = 93 (NA)

Comparison to 2020 NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

90th: 96.23%

67th: 94.66%

94.62%

93.30%

33rd: 92.62%

91.95%

10th: 89.78%

— 2021 CSS Adult Medicaid Average: 91.95%

— 2020 NCQA Quality Compass National Average (All LOBs): 93.30%
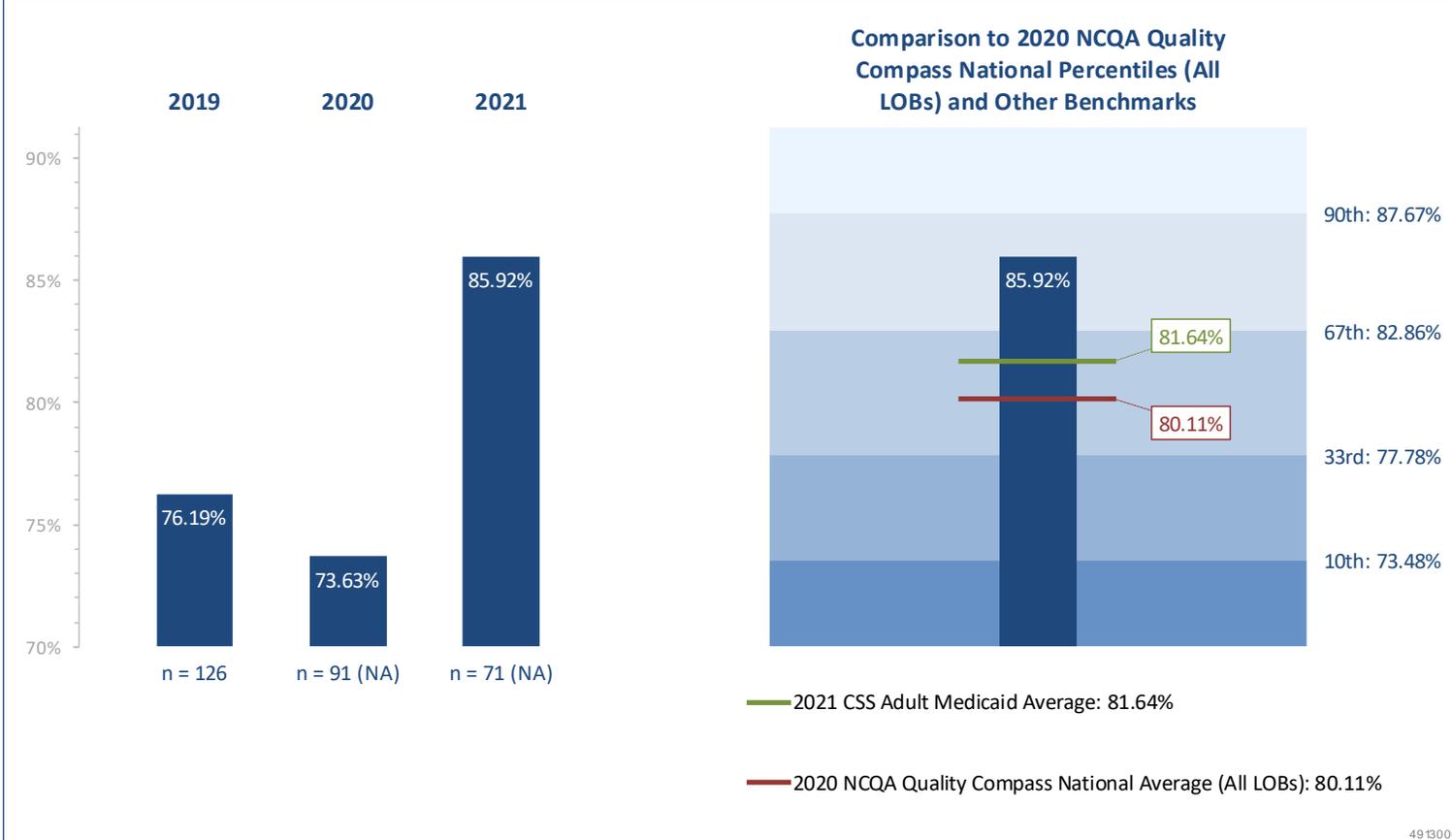
4913000

This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

How Well Doctors Communicate: Doctor Listened Carefully (Q13)

Percent Responding Always or Usually

2019   **2020**   **2021**

- 2019: 93.84% (n = 211)
- 2020: 94.48% (n = 145)
- 2021: 91.40% (n = 93 (NA))

Comparison to 2020 NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

- 90th: 96.39%
- 67th: 94.41%
- 93.40%
- 33rd: 92.59%
- 91.85%
- 91.40%
- 10th: 90.00%

— 2021 CSS Adult Medicaid Average: 91.85%

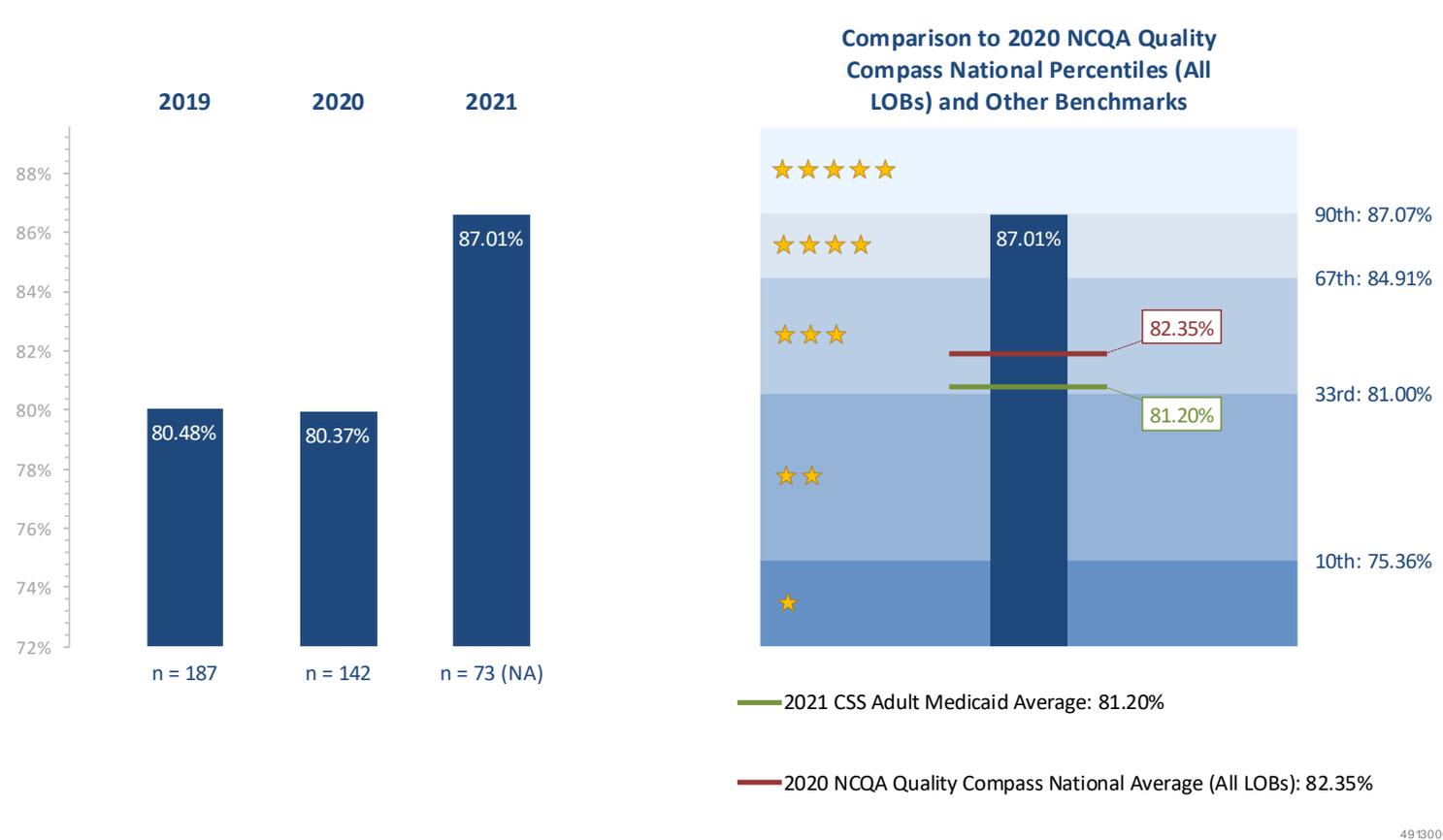— 2020 NCQA Quality Compass National Average (All LOBs): 93.40%

4913000

This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

How Well Doctors Communicate: Doctor Showed Respect (Q14)

Percent Responding Always or Usually

Comparison to 2020 NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

2019 — 93.33% (n = 210)
2020 — 95.17% (n = 145)
2021 — 93.55% (n = 93 (NA))

Benchmark percentiles:
- 90th: 97.39%
- 67th: 95.45%
- 33rd: 93.85%
- 10th: 92.23%

2021 value: 93.55%
94.69%
93.43%

— 2021 CSS Adult Medicaid Average: 93.43%

— 2020 NCQA Quality Compass National Average (All LOBs): 94.69%

4913000

This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

How Well Doctors Communicate: Doctor Spent Enough Time (Q15)
Percent Responding Always or Usually

2019 **2020** **2021**

95%	
93%	
91%	
89%	
87%	
85%	

89.57% ✓94.44% 87.10%

n = 211   n = 144   n = 93 (NA)

Comparison to 2020 NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

90th: 94.44%

67th: 92.86%

91.27%

33rd: 90.48%

89.36%

10th: 87.67%

87.10%

—— 2021 CSS Adult Medicaid Average: 89.36%

—— 2020 NCQA Quality Compass National Average (All LOBs): 91.27%

4913000

This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Customer Service
Percent Responding Always or Usually

2019 **2020** **2021**

93%
92%
91%
90%
89% — 89.42%
88% — 88.26%
87% — 86.81%
86%
85%
84%

n = 111   n = 91 (NA)   n = 52 (NA)

Comparison to 2020 NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

90th: 92.37%

67th: 90.69%

89.27%

89.42%

88.51%

33rd: 88.57%

10th: 86.06%

2021 CSS Adult Medicaid Average: 88.51%

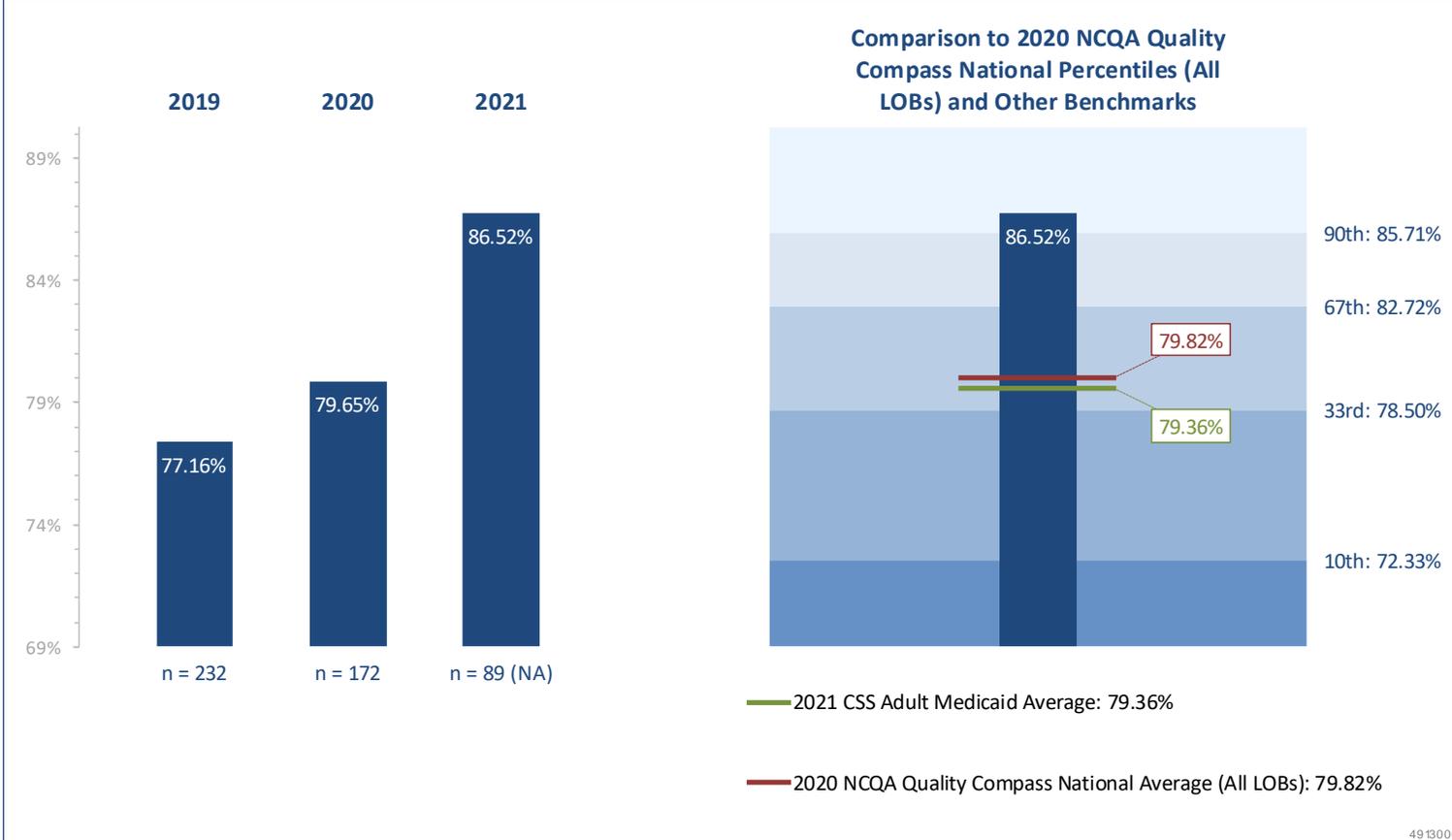2020 NCQA Quality Compass National Average (All LOBs): 89.27%

4913000

This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Customer Service: Customer Service Provided Information/Help (Q24)

Percent Responding Always or Usually

2019 **2020** **2021**

n = 111   n = 91 (NA)   n = 52 (NA)

Comparison to 2020 NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

90th: 88.49%

67th: 86.32%

84.18%

83.14%

33rd: 82.69%

82.69%

10th: 80.00%

—— 2021 CSS Adult Medicaid Average: 83.14%

—— 2020 NCQA Quality Compass National Average (All LOBs): 84.18%
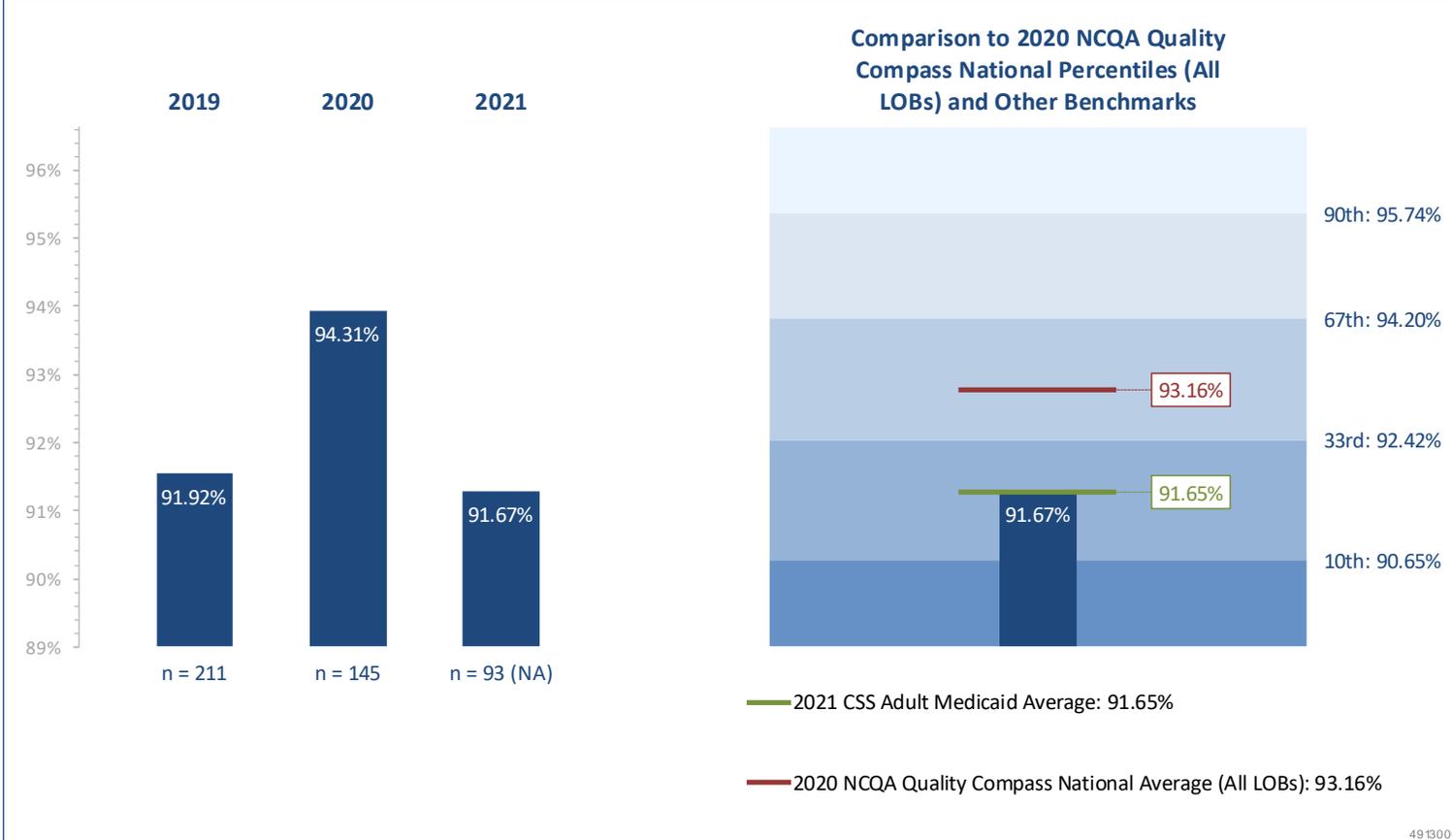
4913000

This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Customer Service: Customer Service Was Courteous/Respectful (Q25)

Percent Responding Always or Usually

2019 | 2020 | 2021

Comparison to 2020 NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

- 2019: 93.64% — n = 110
- 2020: 90.11% — n = 91 (NA)
- 2021: 96.15% — n = 52 (NA)

Benchmarks:
- 90th: 97.14%
- 67th: 95.76%
- 33rd: 93.89%
- 10th: 91.54%
- 96.15%
- 94.44%
- 93.88%

── 2021 CSS Adult Medicaid Average: 93.88%

── 2020 NCQA Quality Compass National Average (All LOBs): 94.44%
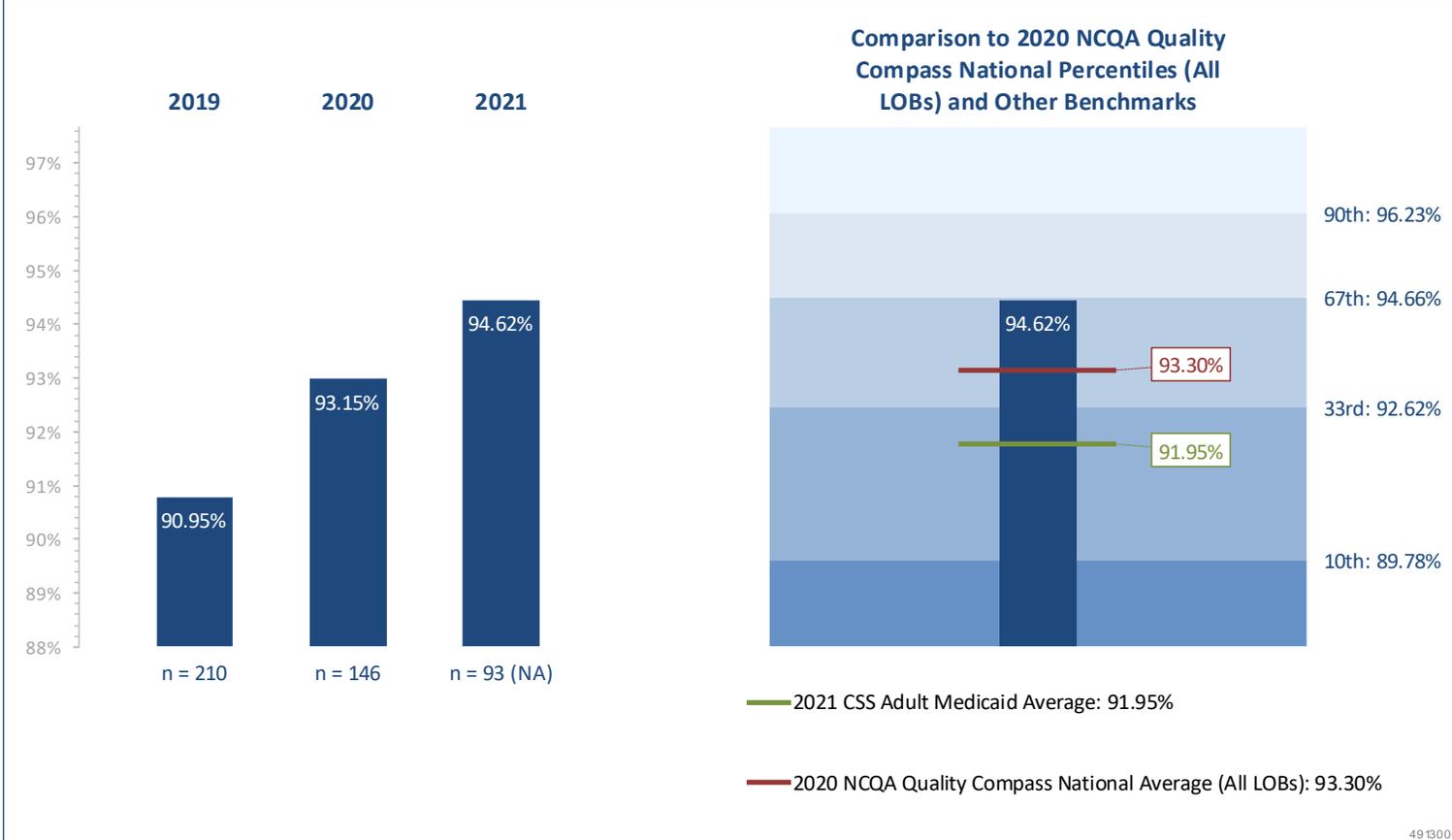
4913000

This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Coordination of Care
Percent Responding Always or Usually

Comparison to 2020 NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

2019: 87.29% (n = 118)
2020: 88.73% (n = 71 (NA))
2021: 84.78% (n = 46 (NA))

★★★★★
★★★★ — 90th: 90.23%
67th: 87.59%
★★★ — 85.14%
84.78%
33rd: 83.49%
82.73%
★★
10th: 79.21%
★

2021 CSS Adult Medicaid Average: 82.73%

2020 NCQA Quality Compass National Average (All LOBs): 85.14%

4913000

Estimated Health Plan Rating (HPR) stars for this measure, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are displayed for reference only. Final HPR Stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scores directly to plans in September of 2021.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

EFFECTIVENESS OF CARE

The *Effectiveness of Care* domain applies to adult health plan members only and includes the following measures: *Flu Vaccinations for Adults Ages 18–64 (FVA)* and *Medical Assistance with Smoking and Tobacco Use Cessation (MSC)*. The *MSC* measure is based on two years of data collection and is calculated using the NCQA rolling average methodology. The *FVA* measure is a single-year rate. A brief description of each measure, as it appears in *HEDIS 2021, Volume 3: Specifications for Survey Measures, Section 2: Effectiveness of Care*, is reproduced below. Please refer to *Volume 3* for additional information on the measures, including rolling average calculation methodology and NCQA reporting rules.

EFFECTIVENESS OF CARE MEASURES

FLU VACCINATIONS FOR ADULTS AGES 18–64 (FVA)

⭐ *Flu Vaccinations for Adults* represents the percentage of members 18–64 years of age who received a flu vaccination between July 1 of the measurement year and the date when the survey was completed.

MEDICAL ASSISTANCE WITH SMOKING AND TOBACCO USE CESSATION (MSC)

The following components of this measure assess different facets of providing medical assistance with smoking and tobacco use cessation:

⭐ *Advising Smokers and Tobacco Users to Quit* – a rolling average rate represents the percentage of current smokers or tobacco users who received advice to quit during the measurement year.

• *Discussing Cessation Medications* – a rolling average rate represents the percentage of current smokers or tobacco users who discussed or were recommended cessation medications during the measurement year.

• *Discussing Cessation Strategies* – a rolling average rate represents the percentage of current smokers or tobacco users who discussed or were provided cessation methods or strategies during the measurement year.

CALCULATION AND REPORTING OF RESULTS

The rolling average method, employed by NCQA for the *MSC* measure, relies on two consecutive years of data collection to obtain a denominator sufficient to calculate results for a measure. Rolling average results are calculated using data reported for the current year and, when available, data reported for the prior year. NCQA calculates and reports rolling average rates according to the following rules:

- For a health plan with two consecutive years of reported data, the rate is calculated if the rolling average denominator is 100 or more. If the rolling average denominator is less than 100, NCQA reports the measure result as "NA".

- If the plan did not report results in the prior year but reports results for the current year, the rate is calculated if the current-year denominator is 100 or more. If the current year denominator is less than 100, NCQA reports the measure result as "NA".

A plan that does not report an *Effectiveness of Care* result for the current year gets assigned a result of "NR" by NCQA. Note that as with all other measures, CSS reports the plan's *Effectiveness of Care* rates regardless of whether the plan reports them to NCQA or achieves the minimum denominator of 100 valid responses required for NCQA reporting.

EFFECTIVENESS OF CARE RESULTS

Exhibit 4 provides a summary of ABH of LA results on HEDIS *Effectiveness of Care* measures. Comparisons to prior-year rates (if available) as well as to the 2021 CSS Adult Medicaid Average rates with statistical significance tests are included.

EXHIBIT 4. 2021 ABH OF LA ADULT MEDICAID CAHPS SURVEY: EFFECTIVENESS OF CARE MEASURES

Effectiveness of Care Measures	Your Organization						Benchmark Comparisons				Your Organization's Estimated 2021 NCQA Health Plan (Star) Rating
	2021		2020		2019		2021 CSS Adult Medicaid Average		2020 NCQA Quality Compass National Average (All LOBs)		
	Rate	(n)	Rate	Point Change	Rate	Point Change	Rate	Point Diff.	Rate	Point Diff.	
Flu Vaccinations for Adults (FVA)											
Flu Vaccinations for Adults (% Yes)	**37.91%**	**(153)**	41.74%	[-3.83]	36.34%	[+1.57]	39.10%	[-1.19]	43.83%	[-5.92]	★★☆☆☆
Medical Assistance with Smoking and Tobacco Use Cessation (MSC)											
Advising Smokers and Tobacco Users to Quit (% Sometimes, Usually, or Always)	**75.76%**	**(165)**	73.73%	[+2.03]	73.23%	[+2.53]	71.82%	[+3.94]	77.20%	[-1.44]	★★★☆☆
Discussing Cessation Medications (% Sometimes, Usually, or Always)	**50.91%**	**(165)**	51.90%	[-0.99]	50.20%	[+0.71]	50.30%	[+0.60]	54.47%	[-3.56]	Not calculated
Discussing Cessation Strategies (% Sometimes, Usually, or Always)	**51.53%**	**(163)**	49.58%	[+1.96]	45.06%	[+6.47]	43.96%	[+7.57]	48.67%	[+2.86]	

4913000

Calculation and Reporting of Results

All rates were calculated by CSS following NCQA specifications. The number of valid responses collected this year for each measure (n, or measure denominator) is reported in parentheses.

Rate Comparisons and Statistical Significance Testing

Comparisons to prior-year and benchmark rates were calculated prior to rounding and rounded for display. Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the comparison rate are marked with a ✓ symbol.

Health Plan Ratings (HPR)

Estimated HPR stars for applicable measures, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are displayed for reference only. Final HPR stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scored directly to plans in September of 2021.

MEMBERSHIP PROFILE AND ANALYSIS OF PLAN RATINGS BY MEMBER SEGMENT

This section of the report presents a detailed profile of the ABH of LA membership, including demographics, self-reported health status, and responses to survey questions that assess utilization of healthcare services.

A health plan's membership mix is shaped by multiple factors, most of which are beyond the scope of the CAHPS survey. These include benefit design, geography, availability of health plan choices, and member self-selection into products that best meet their needs. CSS's analysis of industry data suggests that there is considerable variation in member demographic makeup and utilization patterns across plans. To the extent that various member segments have distinct healthcare needs, utilization patterns, expectations, experiences, as well as attitudes and perceptions, their assessments of the same plan will likely differ.

Certain member characteristics (e.g., health status) appear to be directly related to differences in healthcare needs and utilization levels. For example, some plans have predominantly healthy members, whose interactions with care providers and the plan tend to be limited. By contrast, other plans serve populations with higher rates of illness. These members tend to have more frequent encounters with the healthcare system and as a result may become more experienced users of health plans. The ways in which members use the plan, the frequency of their interactions with providers and staff, and their overall level of familiarity with how the plan works may affect ratings.

In addition to health care needs and utilization patterns, demographic characteristics have been shown to influence survey responses. For example, all else being equal, older respondents and members of certain ethnic groups tend to rate their health care providers and plans more positively. By contrast, more educated members rate more critically, regardless of age or ethnicity.

While the interplay between these membership variables (often referred to as the plan's "case mix") and health plan ratings is complex, health plan ratings clearly vary across demographic groups and user segments. Understanding the plan's case mix can help managers to gain insight into possible sources of this variation.

The charts on the following pages show how *Rating of Health Plan* (% *9* or *10*) varies by the member subgroup of ABH of LA compared to the relevant national benchmark distribution(s). Each demographic or utilization subgroup is represented by a "bubble" on the chart. The label above the bubble and the percentage in square brackets below it identify the subgroup and its size. The area of the bubble visually represents the size of the subgroup. Unless a member belongs to more than one subgroup (e.g., race category), subgroup sizes should add up to 100%. Note that these charts only include members who answered the relevant demographic/utilization question on the survey and provided a valid response to the *Rating of Health Plan* question. For this reason, the reported subgroup sizes may differ slightly from the proportions reported in the cross-tabulations.

HEALTH STATUS AND DEMOGRAPHICS

The following characteristics are profiled in this section:

- Health status

- Gender

- Age

- Race

- Ethnicity (Hispanic or Latino)

- Education level

Member Health Status

All Respondents	Q29. Rating of Overall Health	Q30. Rating of Overall Mental or Emotional Health

Your Organization

All respondents
[100.0%]

Rating of Health Plan
61.9%

Q29. Rating of Overall Health — Your Organization:
- Excellent [10.6%] — 75.0%
- Very good [21.2%] — 56.3%
- Good [33.8%] — 62.7%
- Fair [23.8%] — 55.6%
- Poor [10.6%] — 62.5%

Q30. Rating of Overall Mental or Emotional Health — Your Organization:
- Excellent [19.6%] — 76.7%
- Very good [20.9%] — 68.8%
- Good [30.1%] — 56.5%
- Fair [20.9%] — 53.1%
- Poor [8.5%] — 53.8%

2021 CSS Adult Medicaid Average

All respondents
[100.0%]

Rating of Health Plan
59.1%

Q29. Rating of Overall Health — 2021 CSS Adult Medicaid Average:
- Excellent [11.4%] — 76.0%
- Very good [23.7%] — 59.4%
- Good [34.4%] — 55.3%
- Fair [23.8%] — 57.9%
- Poor [6.6%] — 54.1%

Q30. Rating of Overall Mental or Emotional Health — 2021 CSS Adult Medicaid Average:
- Excellent [19.3%] — 70.4%
- Very good [22.7%] — 61.0%
- Good [29.4%] — 57.7%
- Fair [22.2%] — 53.2%
- Poor [6.5%] — 44.9%

Only includes surveys with a valid response to the Rating of Health Plan question. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid 0 to 10 health plan rating. The reported rate for the Health Plan Rating question is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.

Member Gender and Age
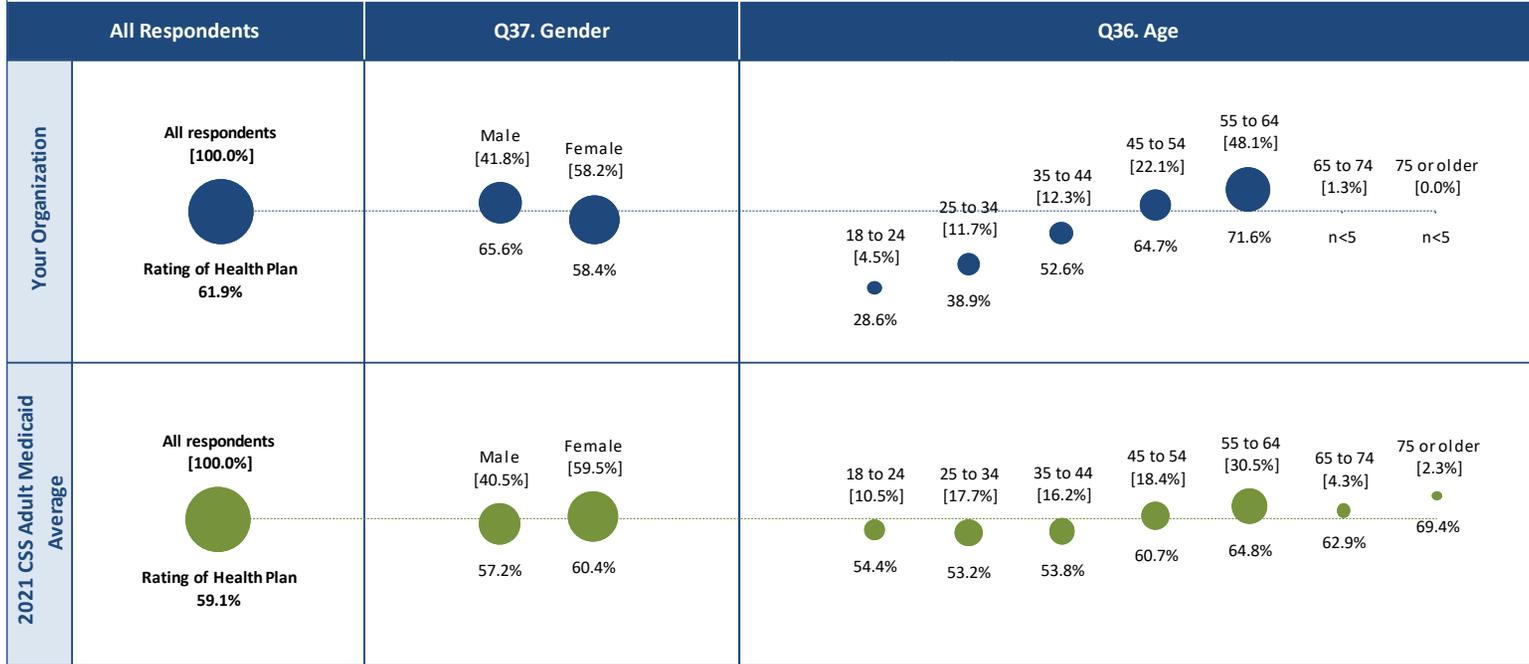
All Respondents	Q37. Gender	Q36. Age

Your Organization

All respondents [100.0%]

Rating of Health Plan 61.9%

Male [41.8%] — 65.6%

Female [58.2%] — 58.4%

18 to 24 [4.5%] — 28.6%

25 to 34 [11.7%] — 38.9%

35 to 44 [12.3%] — 52.6%

45 to 54 [22.1%] — 64.7%

55 to 64 [48.1%] — 71.6%

65 to 74 [1.3%] — n<5

75 or older [0.0%] — n<5

2021 CSS Adult Medicaid Average

All respondents [100.0%]

Rating of Health Plan 59.1%

Male [40.5%] — 57.2%

Female [59.5%] — 60.4%

18 to 24 [10.5%] — 54.4%

25 to 34 [17.7%] — 53.2%

35 to 44 [16.2%] — 53.8%

45 to 54 [18.4%] — 60.7%

55 to 64 [30.5%] — 64.8%

65 to 74 [4.3%] — 62.9%

75 or older [2.3%] — 69.4%

Only includes surveys with a valid response to the Rating of Health Plan question. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid 0 to 10 health plan rating. The reported rate for the Health Plan Rating question is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.

Member Race and Ethnicity
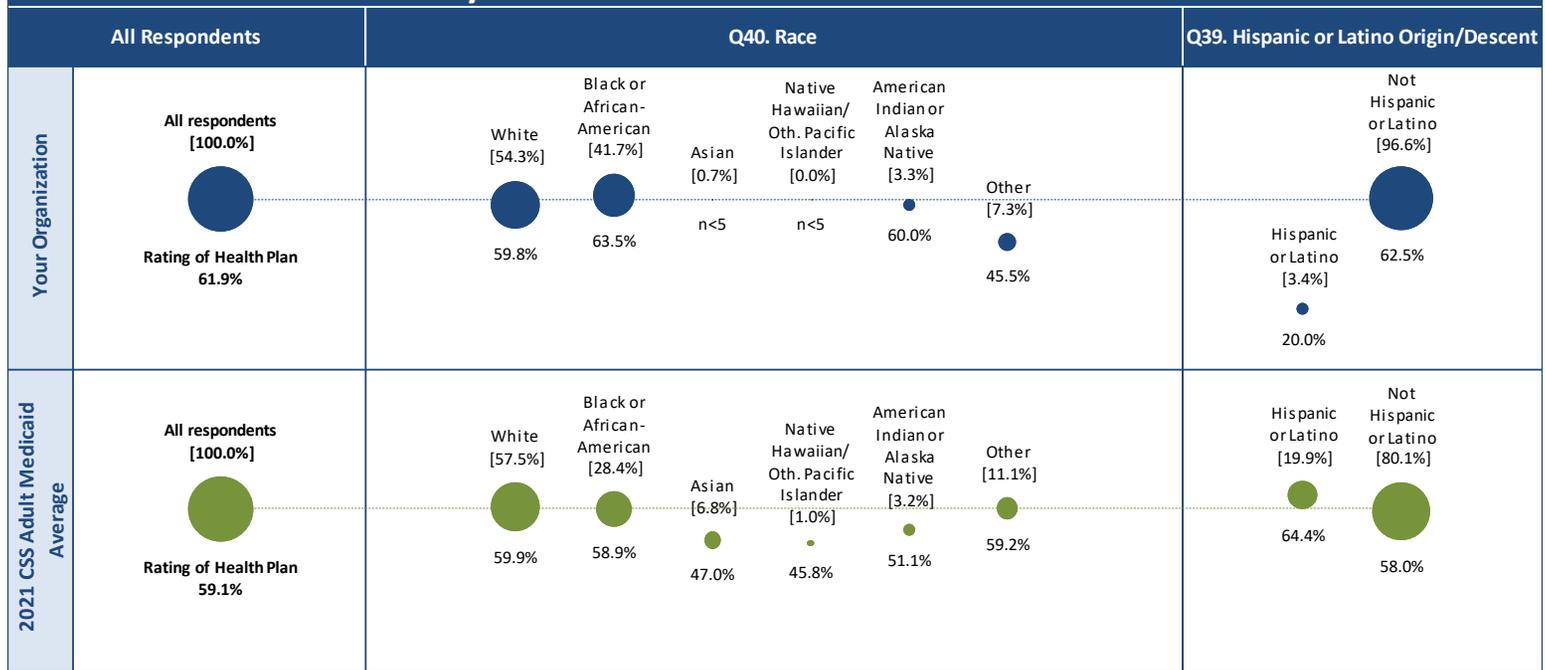
All Respondents	Q40. Race					Q39. Hispanic or Latino Origin/Descent

Your Organization

All respondents [100.0%]

Rating of Health Plan 61.9%

White [54.3%]	Black or African-American [41.7%]	Asian [0.7%]	Native Hawaiian/ Oth. Pacific Islander [0.0%]	American Indian or Alaska Native [3.3%]	Other [7.3%]
59.8%	63.5%	n<5	n<5	60.0%	45.5%

Not Hispanic or Latino [96.6%] — 62.5%

Hispanic or Latino [3.4%] — 20.0%

2021 CSS Adult Medicaid Average

All respondents [100.0%]

Rating of Health Plan 59.1%

White [57.5%]	Black or African-American [28.4%]	Asian [6.8%]	Native Hawaiian/ Oth. Pacific Islander [1.0%]	American Indian or Alaska Native [3.2%]	Other [11.1%]
59.9%	58.9%	47.0%	45.8%	51.1%	59.2%

Hispanic or Latino [19.9%] — 64.4%

Not Hispanic or Latino [80.1%] — 58.0%

Only includes surveys with a valid response to the Rating of Health Plan question. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid 0 to 10 health plan rating. The reported rate for the Health Plan Rating question is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.

Member Education Level
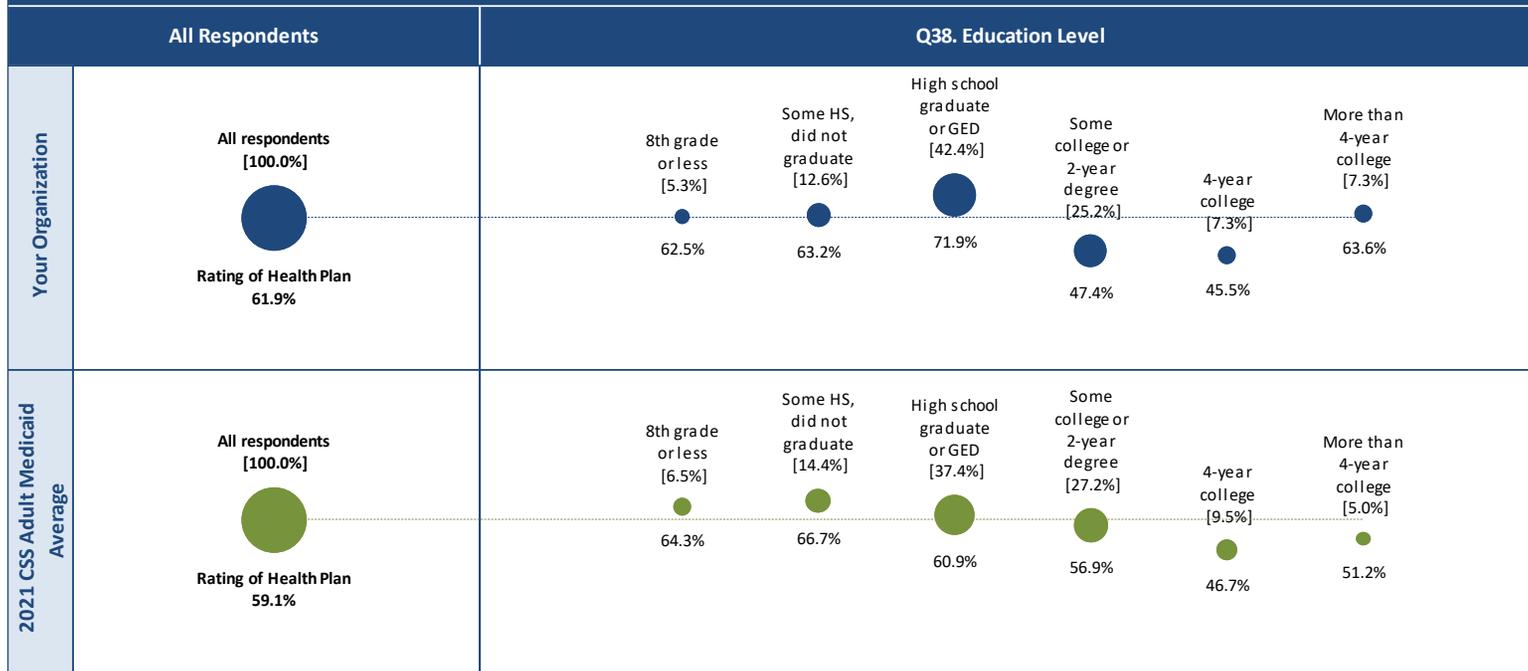
All Respondents	Q38. Education Level

Your Organization

All respondents
[100.0%]

Rating of Health Plan
61.9%

8th grade or less [5.3%]	Some HS, did not graduate [12.6%]	High school graduate or GED [42.4%]	Some college or 2-year degree [25.2%]	4-year college [7.3%]	More than 4-year college [7.3%]
62.5%	63.2%	71.9%	47.4%	45.5%	63.6%

2021 CSS Adult Medicaid Average

All respondents
[100.0%]

Rating of Health Plan
59.1%

8th grade or less [6.5%]	Some HS, did not graduate [14.4%]	High school graduate or GED [37.4%]	Some college or 2-year degree [27.2%]	4-year college [9.5%]	More than 4-year college [5.0%]
64.3%	66.7%	60.9%	56.9%	46.7%	51.2%

Only includes surveys with a valid response to the Rating of Health Plan question. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid 0 to 10 health plan rating. The reported rate for the Health Plan Rating question is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.

USE OF SERVICES

The following utilization measures are included in this section:

- Type of care received

- Frequency of visits

- Care received from personal doctor

- Specialty and other non-primary care

Type of Care Received

	All Respondents	Q3. Required Urgent Care	Q5. Made Appointment(s) for Check-up or Routine Care	Q7. Visits to Doctor's Office or Clinic

Your Organization

All respondents [100.0%]

Rating of Health Plan **61.9%**

Yes [35.9%] — 69.1%
No [64.1%] — 57.1%

Yes [58.7%] — 64.8%
No [41.3%] — 59.7%

None [29.4%] — 60.0%
1 time [16.3%] — 72.0%
2 [15.7%] — 75.0%
3 [13.7%] — 57.1%
4 [4.6%] — 71.4%
5 to 9 [13.1%] — 40.0%
10 or more [7.2%] — 54.5%

2021 CSS Adult Medicaid Average

All respondents [100.0%]

Rating of Health Plan **59.1%**

Yes [33.4%] — 59.9%
No [66.6%] — 58.9%

Yes [62.0%] — 62.2%
No [38.0%] — 54.0%

None [34.5%] — 54.0%
1 time [15.7%] — 59.3%
2 [15.3%] — 59.3%
3 [11.6%] — 63.1%
4 [6.7%] — 62.2%
5 to 9 [11.2%] — 64.2%
10 or more [5.1%] — 62.9%

Only includes surveys with a valid response to the Rating of Health Plan question. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid 0 to 10 health plan rating. The reported rate for the Health Plan Rating question is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.

Personal Doctor Care

	All Respondents	Q10. Has Personal Doctor	Q11. Visits to Personal Doctor

Your Organization

All respondents
[100.0%]

Rating of Health Plan
61.9%

Yes
[77.0%]
63.2%

No
[23.0%]
60.0%

None
[20.2%]
56.5%

1 time
[16.7%]
68.4%

2
[26.3%]
66.7%

3
[15.8%]
61.1%

4
[8.8%]
70.0%

5 to 9
[8.8%]
40.0%

10 or more
[3.5%]
n<5

2021 CSS Adult Medicaid Average

All respondents
[100.0%]

Rating of Health Plan
59.1%

Yes
[80.2%]
62.6%

No
[19.8%]
45.0%

None
[24.1%]
55.5%

1 time
[25.8%]
64.3%

2
[21.9%]
64.1%

3
[11.6%]
65.0%

4
[6.7%]
64.1%

5 to 9
[7.8%]
65.2%

10 or more
[2.2%]
74.0%

Only includes surveys with a valid response to the Rating of Health Plan question. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid 0 to 10 health plan rating. The reported rate for the Health Plan Rating question is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.

Non-Primary Care

	All Respondents	Q16. Visited Providers Besides Personal Doctor	Q19. Made Specialist Appointment(s)	Q21. Number of Specialists Seen

Your Organization

All respondents [100.0%]

Rating of Health Plan 61.9%

Q16: Yes [53.5%] 56.5% — No [46.5%] 72.5%

Q19: Yes [45.4%] 65.2% — No [54.6%] 60.2%

Q21: None [2.9%] n<5 — 1 [44.1%] 70.0% — 2 [32.4%] 54.5% — 3 [13.2%] 66.7% — 4 [4.4%] n<5 — 5 or more [2.9%] n<5

2021 CSS Adult Medicaid Average

All respondents [100.0%]

Rating of Health Plan 59.1%

Q16: Yes [60.5%] 64.9% — No [39.5%] 64.6%

Q19: Yes [42.7%] 61.6% — No [57.3%] 56.9%

Q21: None [2.8%] 53.6% — 1 [45.8%] 63.0% — 2 [29.4%] 59.2% — 3 [13.3%] 63.5% — 4 [5.1%] 60.5% — 5 or more [3.6%] 62.1%

Only includes surveys with a valid response to the Rating of Health Plan question. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid 0 to 10 health plan rating. The reported rate for the Health Plan Rating question is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.

KEY DRIVER ANALYSIS

OBJECTIVES

CSS's *Key Driver Analysis (KDA)* highlights some of the key differences between high- and low-rated health plans at the industry level. The principal objectives of the KDA are:

- To isolate a set of plan attributes, or key drivers, that distinguish high-rated plans from low-rated plans

- To highlight industry best practices on the key driver measures

- To compare the current performance of ABH of LA to industry best practices in these areas

- To estimate the impact of improving performance on these measures on the *Rating of Health Plan* measure

TECHNICAL APPROACH

INDUSTRY VIEW

Industry-level analysis, which uses health plans as units of analysis, has several important advantages compared to the alternative approach, which focuses on member experiences *within* a single plan. Certain plan attributes are strongly related to member satisfaction *at the industry level*. However, these relationships may be missed if we focus on only one plan at a time. For example, it has been shown that plans that are rated highly on measures of access and availability of care tend to have high overall ratings. Conversely, poor access scores are associated with low overall plan scores. This relationship is clear when ratings are compared *across* plans. However, *within* a specific plan, member experiences may not be sufficiently varied to reveal the underlying relationship. That is, if all members are equally dissatisfied with access to care, this measure will show a misleadingly low correlation with the overall rating of the plan. As a result, the plan may underestimate the key role of access to care as a driver of member satisfaction and miss a critical opportunity for improvement.

In addition, expressing every CAHPS survey variable as a plan-level rate yields a complete and rich information set on each plan. This effectively eliminates any "gaps" in respondent-level data from a single plan caused by survey skip patterns and allows every response to be used in the analysis.

Finally, in addition to the standard CAHPS performance measures, other sources of differences between health plans can be explored, increasing the explanatory power of the model and allowing for more precise estimation of the individual key driver effects. These include experience rates, which are based on responses to the CAHPS screener questions. Screeners establish whether a member had a particular type of experience or interaction with the plan (e.g., contacted customer service, submitted a claim, etc.). CSS's analysis shows that these experience indicators explain a significant portion of the plan's overall

satisfaction score. Additional components of the overall score include utilization rates and demographic characteristics of the plan's membership, addressed in more detail in the *Member Profile and Analysis of Plan Ratings by Member Segment* section of this report. Clearly, from the plan's perspective, some of these factors are more actionable than others. However, to yield an accurate model of key drivers of member satisfaction, the analysis must consider all measurable influences on the overall rating of the plan.

IMPACT OF COVID-19 ON KEY DRIVER MODEL DEVELOPMENT AND RESULTS

Historically, CSS has relied on publicly available CAHPS survey data for insight into sources of variation in consumer ratings of health plans. Because NCQA did not release CAHPS results on individual health plans last year, CSS used its own Book-of-Business data collected during the past two survey cycles (2020 and 2021) as a substitute for the industry-wide dataset. Since the onset of the COVID-19 pandemic, countless factors have contributed to the evolution of the U.S. healthcare system, drastically influencing member experience and reshaping the performance measurement environment. The past two years have seen wide regional variation in infection rates, stay-at-home orders, mask mandates, and vaccine availably; systemic shifts in consumer and provider behavior; and changes in member interactions and experiences with the healthcare system. Variation in survey vendor practices in response to the pandemic as well as health plan decisions regarding survey protocols have further complicated the task of performance measurement. Importantly, the CAHPS survey instrument itself has been modified between 2020 and 2021 to account for the increased adoption of telemedicine tools during the pandemic. Since we do not have a way of quantifying these factors at the member or health plan level, our analysis of the key drivers of member experience is inherently limited.

The 2021 CSS *Key Driver Model* was developed using our 2020–2021 Book-of-Business plan-level dataset of Medicaid CAHPS survey results. The dataset comprised all Medicaid plans surveyed by CSS in 2020 and 2021, for a total of 277 observations. CSS performed regression analysis of health plan ratings to identify sources of variation in overall scores across the industry spectrum, using individual health plans as units of analysis. Regression analysis expresses mathematically the relationship between plan attributes (predictors) and the global *Rating of Health Plan* score, controlling for interdependencies among the predictors and other factors that may influence ratings (e.g., member demographics, utilization patterns, etc.). Predictors were chosen carefully to yield a model that is both meaningful and actionable from the health plan's point of view.

All of the plan variables, including potential drivers of member experience (i.e., variables that the plan may consider actionable) and control variables (member demographics, health status, utilization rates, product type, and year of data collection) were entered into the regression model, and the independent contribution of each variable was estimated. As in the past, CSS excluded *Rating of All Health Care* from the list of predictors, both because of its high correlation with *Rating of Health Plan* and the presence of other survey items that measure more specific aspects of member experience. If included, *Rating of all Health Care* would account for a large portion of the variance and confound coefficient estimates for the remaining variables in the model.

INDUSTRY KEY DRIVER MODEL

The table below lists four key drivers of Medicaid member experience in order of importance, from highest to lowest, based on their relative contribution to the *Rating of Health Plan* score. These variables have statistically significant coefficients in the regression model (p-value < 0.05). Performance on these variables, together with the control variables, explains 72 percent of the industry variation in Medicaid health plan ratings. Note that this ordering reflects *only* the strength of the overall relationship between each key driver and the health plan score at the industry level. It does not consider how ABH of LA is currently performing on these measures. Improvement targets identified specifically for ABH of LA, which consider both the strength of the key driver and the current level of performance in the area, are presented graphically in the next section.

Medicaid member ratings of the plan are strongly related to members' ability to get the care they need when they need it (Q9). Being able to obtain needed information from customer service (Q24) and access to highly rated providers (Q18 and Q22) are all significant drivers of member experience.

Key Driver	Interpretation
Q18. Rating of Personal Doctor (percent *9* or *10*)	The higher the proportion of members rating their personal doctor as *9* or *10*, the higher the overall plan score
Q9. Ease of getting needed care, tests, or treatment (percent *Usually or Always*)	The higher the proportion of plan members reporting that the necessary care, tests, or treatment were easy to get, the higher the overall plan score
Q22. Rating of Specialist Seen Most Often (percent *9* or *10*)	The higher the proportion of members rating their specialist as *9* or *10*, the higher the overall plan score
Q24. Health plan customer service provided needed information or help (percent *Usually or Always*)	The higher the proportion of members who were able to get the information or help they needed from customer service, the higher the overall plan score

OPPORTUNITIES FOR HEALTH PLAN QUALITY IMPROVEMENT

Specific improvement opportunities for ABH of LA are presented in Exhibit 5. The ordering of the key drivers reflects both the strength of each key driver in the broad industry context and how ABH of LA is currently performing on each measure.

The middle panel of the chart compares how ABH of LA is performing compared to the *Best Practice* score on each key driver. CSS defined the *Best Practice* score as the highest score among the 23 plans contributing to the 2021 CSS Adult Medicaid Average. Room for improvement, represented by the green arrows on the chart, is the difference between the current level of ABH of LA performance and the *Best Practice* score.

The bar chart on the right displays the expected improvement in the overall *Rating of Health Plan* score ABH of LA could achieve if it performed on par with the *Best Practice* plan on each of the key driver measures. Each bar represents room for improvement on the key driver weighted by its contribution to the *Rating of Health Plan* score.

EXHIBIT 5. 2021 ABH OF LA ADULT MEDICAID CAHPS SURVEY: KEY AREAS AND PRIORITIES FOR IMPROVEMENT

Current Key Driver Performance		Room for Improvement on Key Driver		Overall Improvement Opportunity
Your Organization's 2021 Rate		Percentage Point Difference Between Current Key Driver Score and the **Best Practice Score***		Expected Percentage Point **Improvement** in **Rating of Health Plan** score (percent *9* or *10*) if Key Driver Performs at Best Practice Level
Q9. Ease of getting needed care, tests, or treatment (percent *Usually* or *Always*)	**84.68%**	+9.43%	**94.12%**	**+2.36%**
Q18. Rating of Personal Doctor (percent *9* or *10*)	**72.03%**	+3.60%	**75.63%**	**+1.49%**
Q24. Customer service provided information or help (percent *Usually* or *Always*)	**82.69%**	+9.11%	**91.80%**	**+1.08%**
Q22. Rating of Specialist Seen Most Often (percent *9* or *10*)	**80.60%**	Current Key Driver performance is at or above the Best Practice level	**75.49%**	**None**

* Best score on the key driver measure among all plans included in the 2021 CSS Adult Medicaid Average

4913000

HEALTH PLAN QUALITY IMPROVEMENT RESOURCES FOR KEY DRIVERS

CSS's Industry *Key Driver Analysis* lists improvement opportunities and priorities for ABH of LA. The following is a list of possible interventions and resources related to each of the key drivers. This section is included as a guide to assist plan managers in their quality improvement efforts. Some of these resources may be more applicable to your organization than others, especially because many of the cited interventions are intended to be implemented at the practice or provider level. For a useful introduction to quality improvement (QI), refer to the Agency for Health Care Research and Quality's (AHRQ) reference guide that includes descriptions of QI strategies in health delivery systems (www.ahrq.gov/sites/default/files/wysiwyg/cahps/quality-improvement/improvement-guide/4-approach-qi-process/cahps-section-4-ways-to-approach-qi-process.pdf).

IMPROVING MEMBER ACCESS TO CARE

Removing barriers to care is central to improving the health care experience of plan members. The following resources suggest ways to improve patient access to care, tests, and treatment.

- *Same-Day Appointment Scheduling* – The Agency for Healthcare Research and Quality (AHRQ) recommends a method of scheduling that leaves part of each physician's day open for same-day appointments, rather than a traditional scheduling model that books appointments weeks or months in advance. Because the method does not differentiate between urgent and routine care, patients with non-urgent concerns are able to schedule appointments sooner than under traditional scheduling methods. For more information, see www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/access/strategy6a-openaccess.html.

- *Implement Process Improvements to Streamline Patient Flow* – Delays experienced by patients while waiting for care, tests, or treatment can be minimized through a variety of mechanisms. For example, reallocating tasks such as physical exams and ordering x-rays to physician's assistants and nurse practitioners frees up physicians' time to attend to more pressing patient concerns. The exact form of these improvements will vary widely by practice. See www.ahrq.gov/research/findings/final-reports/ptflow/index.html for AHRQ's guide to plan and implement patient flow improvement strategies.

- *Patient-Centered Medical Homes (PCMH)* – This model increases patient access to physicians, reducing barriers to receiving care (www.ncbi.nlm.nih.gov/pmc/articles/PMC2869425/). There are many valuable sources of information on the medical home model of care and health equity. To start, see this Institute of Medicine report: nam.edu/wp-content/uploads/2015/06/PatientCenteredMedicalHome.pdf. Family Medicine for America's Health is a collaboration of family medicine organizations dedicated to improving health care by expanding and emphasizing primary care, particularly through the use of patient-centered medical homes. For AHRQ's resources detailing transitioning a practice to a patient-centered medical home model, see www.pcmh.ahrq.gov/.

- *Alternative Access Centers* – This brief (www.rwjf.org/content/dam/farm/reports/issue_briefs/2015/rwjf419415) from the Robert Wood Johnson Foundation highlights the growing capacity of retail clinics and telemedicine to meet patient medical needs, particularly in rural and underserved communities and for patients with acute but non-serious conditions who need care quickly. Providing patients with alternative venues to access health care, rather than the traditional doctor's office or hospital, lowers barriers to care (www.ncbi.nlm.nih.gov/pmc/articles/PMC4795318/).

- *Telehealth Solutions to Pandemic-Related Issues* – The COVID-19 Pandemic has accelerated the usage and acceptance of telehealth by providers and patients alike. This article (www.thelancet.com/journals/langlo/article/PIIS2214-109X(20)30362-4/fulltext) details opportunities to expand telehealth beyond the pandemic. Telehealth can also be implemented to solve deferral of care issues brought about by the pandemic (publichealth.jmir.org/2020/3/e21607?utm_source=TrendMD&utm_medium=cpc&utm_campaign=JMIR_TrendMD_1).

IMPROVING HEALTH PLAN PROVIDER NETWORK

These resources concentrate on improving the physician-patient relationship, with a focus on communication. Implementing the solutions proposed here may result in patients' increased rating of doctors.

- *Improve Physician Communication* – Much of patient dissatisfaction stems from a failure of effective physician communication (www.ncbi.nlm.nih.gov/pmc/articles/PMC3096184/). Seminars and workshops for physicians serve as a resource for physicians to learn and practice patient-centered communication techniques. For example, The California Quality Collaborative has identified nine effective strategies for improving patient experience with health care providers in their *Improving the Patient Experience Change Package* (see www.calquality.org/storage/Improving_Pt_Experience_Spread_Change_Pkg_UpdatedMay2011.pdf). For general recommendations related to physician communication, see www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for- improving/communication/strategy6gtraining.html.

- *Help Patients Communicate* – Patients who can effectively communicate their needs tend to have higher satisfaction with their care. AHRQ recommends four interventions that prepare patients to better communicate with their providers, including record sharing, writing down talking points prior to visits, and "coached care" programs. See www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6i-shared-decisionmaking.html and www.ahrq.gov/cahps/quality-improvement/improvement-guide/6- strategies-for-improving/communication/strategy6htools.html. For a sample communication document that providers can distribute to patients before or during visits, see www.rwjf.org/content/dam/farm/toolkits/toolkits/2013/rwjf404048.

- *Build Physician-Patient Relationships* – An article published in the British Journal of General Practice found that patients seeing their preferred doctor rated their satisfaction with visits significantly higher than patients who did not have a doctor preference or those who would have preferred to see a different doctor. A study of English National Health Service data found that confidence and trust in a doctor is an important predictor of overall patient satisfaction (www.ncbi.nlm.nih.gov/pubmed/18416910/), while a Harvard study found that a positive physician-patient relationship correlates with better healthcare outcomes (www.ncbi.nlm.nih.gov/pmc/articles/PMC3981763/).

- *Improve Referral Communication* – The coordination of care between primary and specialist providers can be a challenge and may affect patient perceptions of their specialist care. Improving the coordination of care and case management can increase patient satisfaction with their specialist. For examples of interventions that improve care coordination efficiency and quality, see www.ahrq.gov/innovations/index.html.

IMPROVING CUSTOMER SERVICE AND HEALTH PLAN-RELATED INFORMATION

It is important that health plan information be provided to members and that the information addresses member concerns. As representatives of the plan, customer service staff must ensure that members have confidence and trust in their ability to address their concerns. The following resources contain recommendations for improving customer service.

- *Develop Customer Service Standards* – To improve customer service, the Agency for Healthcare Research and Quality suggests first articulating which aspects of customer service are most important to your organization. After developing these standards, monitor performance and promote accountability among staff. For more information, see www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/customer-service/strategy6q-custservice-standards.html.

- *Iterative Improvement for Member Services* – This RAND paper details a case study in which a health plan used additional surveys to supplement CAHPS results and thoroughly assess member dissatisfaction with customer service. Throughout the process, plan leadership continually examined and adjusted improvement goals. The intervention resulted in a reduction of wait time for customer service calls and increased member satisfaction with customer service, as measured on the CAHPS survey. See www.rand.org/pubs/working_papers/WR517.html.

- *Implement Service Recovery Procedures* – When customers have a complaint, service recovery programs support customer service personnel in identifying and remedying the problem. While complaints may be inevitable, proper handling of complaints can reassure patients and restore loyalty to the health plan. For more information, see www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/customer-service/strategy6p-service-recovery.html.

- *Make Plan Information Accessible to All Members* – A Health Research and Educational Trust study found that demographic characteristics, including education, age, gender, and income, significantly impacted use of an Internet-based decision tool. The tool provided cost information as well as a health and wellness assessment. The study suggests that effort beyond Internet-based tools is necessary to reach certain demographics. For further information, see www.ncbi.nlm.nih.gov/pmc/articles/PMC3447236/.

- *Increase Access to Trusted Health Information* – Many people look to their health plan for information not only on how the health plan works, but also on resources to help them improve their health, particularly when dealing with chronic illnesses. A recent meta-analysis confirmed that improved access to trusted health information leads to improved outcomes (www.ncbi.nlm.nih.gov/pmc/articles/PMC5818676/). The ONC Patient Engagement (PE) Playbook was created by the Office of the National Coordinator for Health Information Technology (ONC) to help healthcare professionals use health information technology (health IT) to provide better care to patients. The PE Playbook focuses specifically on electronic health record (EHR) patient portals, which allow both patients and healthcare teams, concurrent with patients' privacy preferences, to easily access patient health information — which may lead to increased benefits for healthcare, such as improved health outcomes and lower costs (www.healthit.gov/playbook/pe/).

- *Evaluate the Organization's Health Literacy Programs* – The CDC has developed guidance on evaluating an organization's health literacy program, including recommended sources of communication and health literacy measures. See www.cdc.gov/healthliteracy/researchevaluate/program-evaluation.html. The CDC's National Prevention Information Network also offers tools to create health materials in plain language to reduce health disparities (npin.cdc.gov/pages/health-communication-language-and-literacy).

- *Improve Patient Health Literacy* – This guide by the Office of Disease Prevention and Health Promotion outlines steps to improve health literacy, which may help patients to better absorb the information they obtain from written materials or the Internet. For detailed steps, see health.gov/our-work/health-literacy/resources. AHRQ has also developed its own health literacy toolkit to support physicians: www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy-toolkit/healthlittoolkit2.html.

APPENDIX A. SCORING METHODOLOGY AND GLOSSARY

NCQA CALCULATION GUIDELINES FOR RATING AND COMPOSITE GLOBAL PROPORTIONS

NCQA's *HEDIS 2021, Volume 3: Specifications for Survey Measures* contains detailed guidelines for calculating survey results. These guidelines include:

- Criteria for including a survey in the results calculation. A questionnaire must have the final disposition code of *Complete and Valid Survey* to be included in the calculation of plan-level scores.

- Rules for handling appropriately answered questions (i.e., questions that comply with survey skip-pattern instructions).

- Rules for handling inappropriately answered questions (e.g., unanswered questions, multiple-mark questions, questions that should have been skipped, and questions within a skip pattern of an inappropriately answered or skipped gate item).

- Denominator reporting thresholds. Health plans must achieve a denominator of at least 100 responses to obtain a reportable result. If the denominator for a particular survey result calculation is less than 100, NCQA assigns a measure result of "NA".

- Rules for calculating denominators for questions and composites. The denominator for a question is equal to the total number of responses to that question. The denominator for a composite is the average number of responses across all questions in the composite.

- Rules for handling changes in submission entity (i.e., if a health plan changes how it reports CAHPS results from one year to the next.)

COMPOSITE GLOBAL PROPORTIONS

Global Proportions are *average* proportions of respondents who gave the plan a favorable rating on each question in a composite. The steps involved in calculating the composite global proportion are:

Step 1

For each question in a composite, determine the proportion of respondents selecting the reported response option(s).

Step 2

Calculate the average proportion across all the questions in the composite. These are the composite global proportions. Note: all questions in a composite are weighted equally, regardless of how many members respond.

Example:

Response option	Q4	Q6	Global Proportion
Never or *Sometimes*	1 / 5 = 0.20	1 / 4 = 0.25	(0.20 + 0.25) / 2 = 0.2250
Usually	2 / 5 = 0.40	1 / 4 = 0.25	(0.40 + 0.25) / 2 = 0.3250
Always	2 / 5 = 0.40	2 / 4 = 0.50	(0.40 + 0.50) / 2 = 0.4500
Usually or Always	4 / 5 = 0.80	3 / 4 = 0.75	(0.80 + 0.75) / 2 = 0.7750

Therefore, 80.00 percent and 75.00 percent of members respectively provided favorable responses to the *Getting Care Quickly* questions Q4 and Q6. Averaging these two proportions yields the global proportion score of 77.50 percent for the *Getting Care Quickly* composite.

NCQA HEALTH PLAN RATINGS METHODOLOGY

BACKGROUND: HEALTH PLAN ACCREDITATION (HPA) VS. HEALTH PLAN RATINGS (HPR) PRIOR TO 2020

Prior to 2020, plans could earn up to 100 points toward Accreditation from the following three sources: 50 points from Accreditation Standards (NCQA's review of the plan's quality processes, policies and procedures), 37 points from clinical quality measures (HEDIS), and 13 points from member experience measures (CAHPS). The Health Plan Accreditation (HPA) program mapped Standard elements, clinical measures (HEDIS), and member experience measures (CAHPS) to five Accreditation categories: *Access and Service*, *Qualified Providers*, *Staying Healthy*, *Getting Better*, and *Living with* Illness. Points earned in each category were divided by the total points allocated to that category, and the resulting percentage determined the number of Accreditation stars awarded by category (90% and above = four stars; 80%–89% = three stars, etc.). A plan could earn up to four stars in each of the five categories. Accreditation star ratings are currently reported on NCQA's *Health Plan Report Cards* website (see reportcards.ncqa.org/#/health-plans/list). Health plan Accreditation status, derived from the total number of Accreditation points earned, is also listed (90–100 points = *Excellent*, 80–89.99 points = *Commendable*, and 65–79.99 points = *Accredited*).

Health Plan Ratings (HPR), reported on NCQA's *Health Insurance Plan Ratings* website (healthinsuranceratings.ncqa.org), were based on the same three broad categories of quality measures used in HPA: clinical measures (HEDIS), member experience measures (CAHPS), and performance on NCQA Accreditation Standards. HPR scores were typically released in September. Prior to the planned 2020 refresh, HPR scores were reported on a 5-point scale in half points (not stars) and were calculated by comparing the plan's score to the same-year National All-Lines-of-Business 10th, 33.33rd, 66.67th, and 90th measure percentiles. Measures that scored at the 90th percentile level were given the rating of 5; those scoring at the 66.67th percentile level were given the rating of 4, etc. HPR included an overall plan rating as well as summary ratings in three broad domains based on HEDIS and CAHPS measures: *Consumer Satisfaction* (CAHPS), *Prevention* (HEDIS), and *Treatment* (HEDIS). The *Consumer Satisfaction* domain was further subdivided into three sub-domains based on CAHPS measures: *Getting Care*, *Satisfaction with Plan Physicians*, and *Satisfaction with Plan Services*.

PLANNED 2020 ACCREDITATION AND HEALTH PLAN RATINGS UPDATE (PRIOR TO COVID-19)

Prior to the 2020 survey cycle, which coincided with the COVID-19 pandemic, NCQA had taken steps to align HPA (*Health Plan Report Cards*) and HPR (*Health Insurance Plan Ratings*). Below are some highlights of the HPR methodology introduced in 2020:

- The 4-point Accreditation star ratings (previously reported in *Health Plan Report Cards)*, based on the percentage of total Accreditation points earned, were discontinued.

- Accredited plans must report CAHPS scores, but these scores do not directly affect the plan's Accreditation status. Since no Accreditation points are earned from CAHPS, the 3-point-scale mean calculation (which was previously used by NCQA exclusively for Accreditation scoring) is no longer supported.

- Accredited plans earn an overall star rating based on HEDIS/CAHPS reporting, which will be reported to the public on NCQA's *Health Plan Ratings* page along with measure-, domain-, and sub-domain-level star ratings. Star ratings will be used to distinguish quality. They will replace the 5-point numeric *Health Plan Rating* and will be calculated similarly.

- The original (2020) version of the methodology benchmarked health plan performance against <u>prior-year</u> National All-Lines-of-Business 10th, 33.33rd, 66.67th, and 90th measure percentiles in assigning star ratings. **NCQA adjusted the benchmarking methodology for the 2021 Health Plan Ratings due to COVID-19.** Citing trending concerns, NCQA decided to base the 2021 Health Plan Ratings on the <u>current-year</u> (2021) national benchmarks, expected to be released in September.

- The 2022 Health Plan Ratings methodology has not been finalized. NCQA may choose to continue using current-year benchmarks for HPR 2022 or revert to the original methodology. NCQA expects to make this decision in the summer of 2021.

CALCULATION OF HPR STARS

Below is the list of CAHPS survey measures[5] included in NCQA's Medicaid Health Plan Ratings. The *Patient Experience* domain and its three sub-domains (*Getting Care*, *Satisfaction with Plan Physicians*, and *Satisfaction with Plan Services*) are also scored and reported as star ratings.

Measure Domain	Individual Measures Included in HPR (Assigned Star Ratings)
Patient Experience	
Getting Care	Getting Needed Care, Getting Care Quickly (percent *Usually* or *Always*)
Satisfaction with Plan Physicians	Rating of Personal Doctor, Rating of Specialist Seen Most Often, Rating of All Health Care (percent *9* or *10*) Coordination of Care (percent *Usually* or *Always*)
Satisfaction with Plan Services	Rating of Health Plan (percent *9* or *10*)
Effectiveness of Care	Flu Vaccinations for Adults Ages 18-64 (percent *Yes*) Medical Assistance with Smoking and Tobacco Use Cessation—Advising Smokers and Tobacco Users to Quit (percent *Sometimes, Usually, or Always*)

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[5] Source: www.ncqa.org/wp-content/uploads/2020/12/20201218_2021_Health_Plan_Ratings_Methodology.pdf and www.ncqa.org/wp-content/uploads/2021/03/20210316_List_of_Required_Performance_Measures.pdf

Note that for the overall ratings NCQA uses the *9* or *10* question summary rate for benchmarking performance and assignment of star ratings. Also note that NCQA does not include *Customer Service* in HPR. This is consistent with how this measure has been treated in HPR prior to the 2020 refresh. However, *Customer Service* was previously scored for Accreditation.

Step 1: Compare reported rates to the National Percentiles for All Lines of Business

The reported rate is translated into measure rating score – the 1-5 score derived by comparing the plan's reported rate to the <u>prior-year</u> national 10th, 33.33rd, 66.67th and 90th measure percentiles for All Lines of Business unless the measure has a trending concern. Due to trending concerns with 2020 data collected during the COVID-19 pandemic, NCQA is using <u>current-year</u> percentiles for all measures.

Step 2: Assign individual measure star ratings

Individual measure rating score (ultimately reported as a star rating) is calculated as follows:

- 5 stars: a plan that is in the top decile (10 percent) of plans

- 4 stars: a plan that is in the top 3rd of plans, but not in the top 10th

- 3 stars: a plan in the middle 3rd of all plans

- 2 stars: a plan that is in the bottom 3rd of plans, but not in the bottom decile

- 1 star: a plan that is in the bottom 10 percent of plans

Step 3: Assign domain and sub-domain star ratings

Measure rating scores for the *Patient Experience* domain and its three sub-domains (*Getting Care*, *Satisfaction with Plan Physicians*, and *Satisfaction with Plan Services*) are calculated using the formula:

Domain or Sub-Domain Measure Rating Score = ∑ (Measure rating * Measure Weight) / ∑ Weights

All CAHPS measures have the weight of 1.5.

For example, if a plan earns 3 stars on *Getting Needed Care* and 4 stars on *Getting Care Quickly*, the plan's *Getting Care* sub-domain score is calculated as (3*1.5 + 4*1.5) / (1.5 + 1.5) = 3.5 stars.

GLOSSARY OF TERMS

Attributes	Areas of health plan performance and member experience assessed with the CAHPS survey.
Benchmark	A reference score (e.g., the NCQA National Average rate, the CSS Book-of-Business average, or the plan's own prior-year rate) against which performance on the measure is assessed.
CAHPS Surveys	Consumer Assessment of Healthcare Providers and Systems (CAHPS) is a series of surveys designed to collect consumer feedback on their health care experiences. The CAHPS 5.1H Health Plan Survey asks members to report on their experiences with access to appointments and care through their health plan, communication with doctors available through the plan, and customer service. The Commercial plan version asks about member experiences in the previous twelve months, whereas the Medicaid version refers to the previous six months. The Medicaid version is available for adults and children; the Commercial version is for adults only. The Adult survey is intended for respondents who are 18 and older; the Child survey asks parents or guardians about the experiences of children 17 and younger. Health plans report survey results as part of HEDIS data collection. NCQA uses survey results to create national benchmarks for care and to report health plan performance to consumers. Health plans might also collect CAHPS survey data for internal quality improvement purposes.
Composite Measures	Composite measures combine results from related survey questions into a single score to summarize health plan performance in a specific area of care or service. The set of applicable composites varies slightly by survey version.
Confidence Level	A confidence level is associated with tests of statistical significance of observed differences in survey scores. It is expressed as a percentage and represents how often the observed difference (e.g., between the plan's current-year rate and the relevant benchmark rate) is real and not simply due to chance. A 95% confidence level associated with a statistical test means that if repeated samples were surveyed, in 95 out of 100 samples the observed measure score would be truly different from the comparison score.
Correlation	A degree of association between two variables, or attributes, typically measured by the *Pearson correlation coefficient*. The coefficient value of 1 indicates a strong positive relationship; -1 indicates a strong negative relationship; zero indicates no relationship at all.
Denominator (*n*, or Usable Responses)	Number of valid (appropriately answered) responses available to calculate a measure result. Examples of inappropriately answered questions include ambiguously marked answers, multiple marks when a single answer choice is expected, and responses that violate survey skip patterns. The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in the composite. If the denominator is less than the NCQA-required minimum of 100 responses, NCQA assigns a measure result of "NA".
Disposition	The final status given to a member record in the survey sample at the end of the study (e.g., completed survey, refusal, non-response, etc.)

Eligible Population	Members who are eligible to participate in the survey based on the following NCQA criteria:

Members who are eligible to participate in the survey based on the following NCQA criteria:

- Current enrollment (as of the date the sample frame is generated). Some members may no longer be enrolled by the time they complete the survey. They become ineligible and will be excluded from survey results based on their responses to the first two questions on the survey, which confirm membership.
- Continuous enrollment (twelve months for Commercial and six months for Medicaid, with no more than one enrollment break of 45 days or less);
- Member age (18 years old or older for the Adult survey and 17 years old or younger for the Child survey as of December 31 of the measurement year);
- Primary coverage (through Medicaid or a commercial product line for Medicaid and Commercial surveys, respectively).

Global proportions

Applies to composite measures. The proportion of respondents selecting the favorable response(s) (e.g., *Usually or Always*) averaged across the questions that make up the composite.

Health Plan Ratings

NCQA rates health plans in three categories: private/commercial plans in which people enroll through work or on their own; plans that serve Medicare beneficiaries in the Medicare Advantage program (not supplemental plans); and plans that serve Medicaid beneficiaries. NCQA ratings are based on three types of quality measures: measures of clinical quality from NCQA's Healthcare Effectiveness Data and Information Set (HEDIS); measures of patient experience using the Consumer Assessment of Healthcare Providers and Systems (CAHPS); and results from NCQA's review of a health plan's health quality processes (NCQA Accreditation). NCQA rates health plans that choose to report measures publicly.

The overall rating is the weighted average of a plan's HEDIS and CAHPS measure ratings, plus Accreditation bonus points (if the plan is Accredited by NCQA), rounded to the nearest half point displayed as stars. The overall rating is based on performance on dozens of measures of care and is calculated on a 0–5 (5 is highest) scale in half points. Performance includes three subcategories (also scored 0–5 in half points):

- Patient Experience: Patient-reported experience of care, including experience with doctors, services and customer service (measures in the Patient Experience category).
- Rates for Clinical Measures: The proportion of eligible members who received preventive services (prevention measures) and the proportion of eligible members who received recommended care for certain conditions (treatment measures).
- NCQA Health Plan Accreditation: For a plan with an Accredited or Provisional status, 0.5 bonus points are added to the overall rating before rounded to the nearest half point and displayed as stars. A plan with an Interim status receives 0.15 bonus points added to the overall rating before rounded to the nearest half point and displayed as stars.

HEDIS

The Healthcare Effectiveness Data and Information Set (HEDIS) is a set of performance measures in the managed care industry, developed and maintained by NCQA. HEDIS was designed to allow consumers to compare health plan performance to other plans and to national or regional benchmarks as well as to track year-to-year performance. HEDIS is one component of NCQA's accreditation process, although some plans submit HEDIS data without seeking accreditation. CAHPS measures are a subset of HEDIS.

Key Drivers	Key Drivers are plan attributes that have been shown to be closely related to members' overall assessment of the plan. Performance on these attributes predicts how the plan is rated overall and, viewed from the industry perspective, helps to distinguish high-rated plans from poorly performing plans.
NCQA	The National Committee for Quality Assurance (NCQA) is an independent non-profit organization that works to improve health care quality through the administration of evidence-based standards, measures, programs, and accreditation. NCQA manages voluntary accreditation programs for individual physicians, health plans, and medical groups. Health plans seek accreditation and measure performance through the administration and submission of the Healthcare Effectiveness Data and Information Set (HEDIS) and Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey.
Oversampling	Sampling more than the minimum NCQA-specified sample size for a given survey type. A health plan must oversample if it cannot eliminate disenrolled members from membership files; correct addresses and, when appropriate, telephone numbers; provide updated, accurate sample frames to the survey vendor by the required date; or if it anticipates a high rate of disenrollment after providing the sample frame to the survey vendor. In such cases, oversampling will help ensure that a sufficient number of survey-eligible members remain in the sample. Another reason to oversample is to obtain a greater number of completed surveys. For example, the health plan may oversample if it has a prior history of low survey response rates or if it anticipates that a considerable number of the telephone numbers in the membership files are inaccurate. Collecting more completed surveys will help the plan to achieve reportable results and/or detect statistically significant differences or changes in scores. The oversampling rate must be a whole number (e.g., 7 percent).
Question Summary Rate	Question Summary Rates express the proportion of respondents selecting the response option(s) of interest (typically representing the most favorable outcome(s) from a given question on the survey). Many survey items use a *Never*, *Sometimes*, *Usually*, or *Always* response scale, with *Always* being the most favorable outcome. Results are typically reported as the proportion of members selecting *Usually* or *Always*.
Response Rate	Survey response rate is calculated by NCQA using the following formula:

$$\text{Response Rate} = \frac{\text{Complete and Eligible Surveys}}{\text{[Complete and Eligible + Incomplete (but Eligible) + Refusal + Nonresponse after maximum attempts + Added to Do Not Call (DNC) List]}}$$

Rolling Average Rate Calculation Method	The rolling averages method was introduced by NCQA to accommodate measures with small denominators. To report the results of these measures, there must be at least 100 responses collected over two years of survey administration. The numerators and the denominators of these measures are combined over a two-year period to calculate the final reported rate.
Sample size	The NCQA-required sample size is 1,100 for Adult Commercial plans, 1,350 for Adult Medicaid plans, and 1,650 for Child Medicaid plans.

Statistically Significant Difference	When survey results are calculated based on sample data and compared to a benchmark score (e.g., the NCQA National Average rate, the CSS Book-of-Business average, or the plan's own prior-year rate), the question is whether the observed difference is real or due to chance. A difference is said to be statistically significant at a given confidence level (e.g., 95%) if it has a 95% chance of being true.
Trending	Comparison of survey results over time
Usable Responses (*n*)	See *Denominator*
Valid Response	Any acceptable response to a survey question (i.e., falling within a predefined set) that follows the NCQA skip pattern rules and data cleaning guidelines.

2021 (MY2020) CAHPS® 5.1H Survey Results at a Glance

CSS

Aetna Better Health of Louisiana (Adult Medicaid Survey)

Survey Measures	Your Organization						Benchmark Comparisons				Your Organization's Estimated 2021 NCQA Health Plan (Star) Rating
	2021		2020		2019		2021 CSS Adult Medicaid Average		2020 NCQA Quality Compass National Average (All LOBs)		
	Rate	(n)	Rate	Point Change	Rate	Point Change	Rate	Point Diff.	Rate	Point Diff.	
Patient Experience Measures Reported in NCQA Health Plan Ratings											★★★✬☆
Getting Care											★★★✬☆
Getting Needed Care Composite (% Always or Usually)	85.30%	(91)	79.25%	[+6.05]	80.16%	[+5.14]	83.47%	[+1.83]	82.96%	[+2.34]	★★★☆☆
Ease of Getting Needed Care (% Always or Usually)	84.68%	(111)	84.86%	[-0.18]	84.13%	[+0.56]	85.31%	[-0.63]	85.86%	[-1.18]	Not calculated
Ease of Seeing a Specialist (% Always or Usually)	85.92%	(71)	73.63%	[+12.29]	76.19%	[+9.73]	81.64%	[+4.28]	80.11%	[+5.81]	
Getting Care Quickly Composite (% Always or Usually)	87.01%	(73)	80.37%	[+6.64]	80.48%	[+6.53]	81.20%	[+5.81]	82.35%	[+4.66]	★★★★☆
Ease of Getting Urgent Care (% Always or Usually)	87.50%	(56)	81.08%	[+6.42]	83.80%	[+3.70]	83.03%	[+4.47]	85.03%	[+2.47]	Not calculated
Ease of Getting a Check-up or Routine Care (% Always or Usually)	86.52%	(89)	79.65%	[+6.87]	77.16%	[+9.36]	79.36%	[+7.16]	79.82%	[+6.70]	
Satisfaction With Plan Physicians											★★★★☆
Rating of Personal Doctor (% 9 or 10)	72.03%	(118)	69.49%	[+2.54]	65.71%	[+6.32]	67.20%	[+4.83]	69.24%	[+2.79]	★★★★☆
Rating of Specialist Seen Most Often (% 9 or 10)	80.60%	(67)	62.79%	[+17.81] ✓	66.67%	[+13.93] ✓	67.36%	[+13.24] ✓	69.47%	[+11.13] ✓	★★★★★
Rating of All Health Care (% 9 or 10)	60.91%	(110)	56.15%	[+4.76]	52.38%	[+8.53]	56.74%	[+4.17]	57.67%	[+3.24]	★★★★☆
Coordination of Care (% Always or Usually)	84.78%	(46)	88.73%	[-3.95]	87.29%	[-2.51]	82.73%	[+2.06]	85.14%	[-0.36]	★★★☆☆
Satisfaction With Plan Services											★★★☆☆
Rating of Health Plan (% 9 or 10)	61.94%	(155)	62.60%	[-0.67]	57.27%	[+4.67]	59.09%	[+2.84]	62.23%	[-0.29]	★★★☆☆
Overall Ratings (% 8, 9, or 10) NOT Reported in NCQA Health Plan Ratings											
Rating of All Health Care (% 8, 9 or 10)	83.64%	(110)	73.26%	[+10.37] ✓	71.83%	[+11.81] ✓	77.16%	[+6.47]	76.43%	[+7.21]	
Rating of Personal Doctor (% 8, 9 or 10)	85.59%	(118)	83.05%	[+2.54]	84.49%	[+1.10]	82.25%	[+3.35]	83.46%	[+2.13]	Not calculated
Rating of Specialist Seen Most Often (% 8, 9 or 10)	86.57%	(67)	81.40%	[+5.17]	84.68%	[+1.88]	82.64%	[+3.93]	83.93%	[+2.64]	
Rating of Health Plan (% 8, 9 or 10)	79.35%	(155)	74.39%	[+4.96]	76.56%	[+2.80]	75.76%	[+3.59]	78.50%	[+0.85]	
Additional Measures NOT Reported in NCQA Health Plan Ratings											
How Well Doctors Communicate Composite (% Always or Usually)	91.67%	(93)	94.31%	[-2.65]	91.92%	[-0.26]	91.65%	[+0.02]	93.16%	[-1.49]	
Doctor Explained Things (% Always or Usually)	94.62%	(93)	93.15%	[+1.47]	90.95%	[+3.67]	91.95%	[+2.67]	93.30%	[+1.32]	
Doctor Listened Carefully (% Always or Usually)	91.40%	(93)	94.48%	[-3.08]	93.84%	[-2.44]	91.85%	[-0.45]	93.40%	[-2.00]	
Doctor Showed Respect (% Always or Usually)	93.55%	(93)	95.17%	[-1.62]	93.33%	[+0.22]	93.43%	[+0.12]	94.69%	[-1.14]	Not calculated
Doctor Spent Enough Time (% Always or Usually)	87.10%	(93)	94.44%	[-7.35] ✓	89.57%	[-2.48]	89.36%	[-2.26]	91.27%	[-4.17]	
Customer Service Composite (% Always or Usually)	89.42%	(52)	86.81%	[+2.61]	88.26%	[+1.16]	88.51%	[+0.91]	89.27%	[+0.15]	
Customer Service Provided Information/Help (% Always or Usually)	82.69%	(52)	83.52%	[-0.82]	82.88%	[-0.19]	83.14%	[-0.45]	84.18%	[-1.49]	
Customer Service Was Courteous/Respectful (% Always or Usually)	96.15%	(52)	90.11%	[+6.04]	93.64%	[+2.52]	93.88%	[+2.27]	94.44%	[+1.71]	
Effectiveness of Care Measures											
Flu Vaccinations for Adults (% Yes)	37.91%	(153)	41.74%	[-3.83]	36.34%	[+1.57]	39.10%	[-1.19]	43.83%	[-5.92]	★★☆☆☆
Advising Smokers and Tobacco Users to Quit (% Sometimes, Usually, or Always)	75.76%	(165)	73.73%	[+2.03]	73.23%	[+2.53]	71.82%	[+3.94]	77.20%	[-1.44]	★★★☆☆
Discussing Cessation Medications (% Sometimes, Usually, or Always)	50.91%	(165)	51.90%	[-0.99]	50.20%	[+0.71]	50.30%	[+0.60]	54.47%	[-3.56]	Not calculated
Discussing Cessation Strategies (% Sometimes, Usually, or Always)	51.53%	(163)	49.58%	[+1.96]	45.06%	[+6.47]	43.96%	[+7.57]	48.67%	[+2.86]	

4913000

Calculation and Reporting of Results
All rates were calculated by CSS following NCQA specifications. The number of valid responses collected this year for each measure (n, or measure denominator) is reported in parentheses.

Rate Comparisons and Statistical Significance Testing
Comparisons to prior-year and benchmark rates were calculated prior to rounding and rounded for display. Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your current-year rate and the comparison rate are marked with a ✓ symbol.

Health Plan Ratings (HPR)
Estimated HPR stars for applicable measures, calculated by CSS based on the 2020 NCQA Quality Compass national benchmarks, are displayed for reference only. Final HPR stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scored directly to plans in September of 2021.

APPENDIX C. CROSS-TABULATIONS

Aetna Better Health of Louisiana

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Patient Experience Measures

	2020 NCQA Quality Compass National Average, All LOBs	2021 CSS Average	Plan Rate			Percentile	Stars
			2021	2020	2019		
Consumer Satisfaction							3.5
Getting Care							3.5
Getting Needed Care	82.96%	83.47%	85.30%	79.25%	80.16%	33rd	3.0
Getting Care Quickly	82.35%	81.20%	87.01%	80.37%	80.48%	67th	4.0
Satisfaction with Plan Physicians							4.0
Rating of Personal Doctor	69.24%	67.20%	**72.03%**	69.49%	65.71%	67th	4.0
Rating of Specialist Seen Most Often	69.47%	67.36%	80.60%	62.79%	66.67%	90th	5.0
Rating of All Health Care	57.67%	56.74%	**60.91%**	56.15%	52.38%	67th	4.0
Coordination of Care	85.14%	82.73%	84.78%	88.73%	87.29%	33rd	3.0
Satisfaction with Plan Services							3.0
Rating of Health Plan	62.23%	59.09%	**61.94%**	62.60%	57.27%	33rd	3.0
Non-HPR Measures							
How Well Doctors Communicate	93.16%	91.65%	91.67%	94.31%	91.92%		
Customer Service	89.27%	88.51%	89.42%	86.81%	88.26%		

4913000

Note: for 2021 CAHPS, NCQA will be releasing 2021 Health Plan Ratings, but will **not** use any 2020 benchmarks in calculating those scores. The official Health Plan Ratings scores will be released by NCQA in August 2021.

The results presented in this report use the 2020 benchmarks released by NCQA to estimate the 2021 Health Plan ratings; therefore the Health Plan Ratings scores presented in this report should be treated as estimates. Results are presented for NCQA's top-box rates (% 9+10 or % Usually+Always). At least 100 valid responses must be collected for a measure to be reportable by NCQA. A lighter display is used to indicate that a result is not reportable by NCQA due to insufficient denominator (less than 100 responses). In such cases, CSS calculates measure results only for internal plan reporting.

Aetna Better Health of Louisiana

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Effectiveness of Care Measures

		2021 Reported Rate	2021 Rate (Single Year)	2020 Rate (Single Year)
Flu Vaccinations for Adults Ages 18-64 (FVA)				
Base: All eligible respondents flagged by the plan as being age 18 to 64 as of July 1 of the measurement year				
Flu Vaccinations for Adults	Received a flu vaccination	58	58	101
	Usable responses	153	153	242
	FVA Rate	37.9%	37.9%	41.7%
Medical Assistance with Smoking and Tobacco Use Cessation (MSC)				
Base: All eligible respondents who smoke or use tobacco				
Advising Smokers and Tobacco Users to Quit	Advised to quit	125	51	74
	Usable responses	165	62	103
	MSC Rate	75.8%	82.3%	71.8%
Discussing Cessation Medications	Discussed medications	84	30	54
	Usable responses	165	62	103
	MSC Rate	50.9%	48.4%	52.4%
Discussing Cessation Strategies	Discussed strategies	84	28	56
	Usable responses	163	60	103
	MSC Rate	51.5%	46.7%	54.4%

4913000

Note: results are presented regardless of whether the plan is reporting the measure(s) to NCQA or meets the minimum reporting threshold of 100 valid responses. A lighter display is used to indicate that the measure does not meet the NCQA minimum denominator threshold. The 2021 Reported Rate for the MSC measures were calculated using NCQA's rolling average methodology. For more detail on the calculation of these rates, please refer to HEDIS® 2020, Volume 3: Specifications for Survey Measures, Section 2: Effectiveness of Care. CSS provides unofficial Effectiveness of Care results only for internal plan reporting.

Aetna Better Health of Louisiana
CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

4913000

Question 3

In the last 6 months, did you have an illness, injury, or condition that needed care right away?

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender (Q37) Male	Gender (Q37) Female	Age (Q36) 18 to 34	Age (Q36) 35 to 54	Age (Q36) 55 or more	Education (Q38) HS grad or less	Education (Q38) Some college	Education (Q38) College grad or more	Hispanic (Q39) Hispanic	Hispanic (Q39) Not Hispanic	Race (Q40) White	Race (Q40) African-American	Race (Q40) Other	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	Doctor Visits in Last 6 Months (Q7) 1 to 4	Doctor Visits in Last 6 Months (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,161	160	254	349	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	119	2	5	7	2	0	0	1	1	1	1	0	0	2	1	1	0	0	0	2	0	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,042	158	249	342	63	91	26	54	75	91	39	22	5	145	74	60	18	49	52	51	47	78	31
	98.1%	98.8%	98.0%	98.0%	96.9%	100.0%	100.0%	98.2%	98.7%	98.9%	97.5%	100.0%	100.0%	98.6%	98.7%	98.4%	100.0%	100.0%	100.0%	96.2%	100.0%	98.7%	96.9%
Yes	2,005	58	115	147	24	32	5	19	33	35	14	8	1	54	33	16	7	11	17	27	6	35	17
	33.2%	36.7%	46.2%	43.0%	38.1%	35.2%	19.2%	35.2%	44.0%	38.5%	35.9%	36.4%	20.0%	37.2%	44.6%	26.7%	38.9%	22.4%	32.7%	52.9%	12.8%	44.9%	54.8%
No	4,037	100	134	195	39	59	21	35	42	56	25	14	4	91	41	44	11	38	35	24	41	43	14
	66.8%	63.3%	53.8%	57.0%	61.9%	64.8%	80.8%	64.8%	56.0%	61.5%	64.1%	63.6%	80.0%	62.8%	55.4%	73.3%	61.1%	77.6%	67.3%	47.1%	87.2%	55.1%	45.2%
Significantly different from column:*							I		G						P	O		T	T	RS	VW	U	U

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 4

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

Base: All respondents who needed care right away (Q3)

	2021 CSS Average	2021	2020	2019	Gender (Q37) Male	Female	Age (Q36) 18 to 34	35 to 54	55 or more	Education (Q38) HS grad or less	Some college	College grad or more	Hispanic (Q39) Hispanic	Not Hispanic	Race (Q40) White	African-American	Other	Health Status (Q29) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,005	58	115	147	24	32	5	19	33	35	14	8	1	54	33	16	7	11	17	27	6	35	17
Number missing or multiple answer	66	2	4	5	0	2	0	0	2	2	0	0	0	2	0	2	0	0	0	1	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,939	56	111	142	24	30	5	19	31	33	14	8	1	52	33	14	7	11	17	26	6	33	17
	96.7%	96.6%	96.5%	96.6%	100.0%	93.8%	100.0%	100.0%	93.9%	94.3%	100.0%	100.0%	100.0%	96.3%	100.0%	87.5%	100.0%	100.0%	100.0%	96.3%	100.0%	94.3%	100.0%
Never	69	3	3	6	1	2	0	3	0	2	1	0	0	3	1	1	1	0	1	2	1	1	1
	3.6%	5.4%	2.7%	4.2%	4.2%	6.7%	0.0%	15.8%	0.0%	6.1%	7.1%	0.0%	0.0%	5.8%	3.0%	7.1%	14.3%	0.0%	5.9%	7.7%	16.7%	3.0%	5.9%
Sometimes	260	4	18	17	1	3	0	2	2	1	2	1	0	4	2	1	1	0	0	4	1	2	1
	13.4%	7.1%	16.2%	12.0%	4.2%	10.0%	0.0%	10.5%	6.5%	3.0%	14.3%	12.5%	0.0%	7.7%	6.1%	7.1%	14.3%	0.0%	0.0%	15.4%	16.7%	6.1%	5.9%
Usually	409	13	22	28	5	6	2	4	6	7	3	2	0	10	9	2	1	1	2	8	0	8	5
	21.1%	23.2%	19.8%	19.7%	20.8%	20.0%	40.0%	21.1%	19.4%	21.2%	21.4%	25.0%	0.0%	19.2%	27.3%	14.3%	14.3%	9.1%	11.8%	30.8%	0.0%	24.2%	29.4%
Always	1,201	36	68	91	17	19	3	10	23	23	8	5	1	35	21	10	4	10	14	12	4	22	10
	61.9%	64.3%	61.3%	64.1%	70.8%	63.3%	60.0%	52.6%	74.2%	69.7%	57.1%	62.5%	100.0%	67.3%	63.6%	71.4%	57.1%	90.9%	82.4%	46.2%	66.7%	66.7%	58.8%
Significantly different from column:*																			T	S			
Usually or Always	1,610	49	90	119	22	25	5	14	29	30	11	7	1	45	30	12	5	11	16	20	4	30	15
	83.0%	87.5%	81.1%	83.8%	91.7%	83.3%	100.0%	73.7%	93.5%	90.9%	78.6%	87.5%	100.0%	86.5%	90.9%	85.7%	71.4%	100.0%	94.1%	76.9%	66.7%	90.9%	88.2%
Significantly different from column:*																							

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 5

In the last 6 months, did you make any in person, phone, or video appointments for a <u>check-up or routine care</u>?

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender (Q37) Male	Gender (Q37) Female	Age (Q36) 18 to 34	Age (Q36) 35 to 54	Age (Q36) 55 or more	Education (Q38) HS grad or less	Education (Q38) Some college	Education (Q38) College grad or more	Hispanic (Q39) Hispanic	Hispanic (Q39) Not Hispanic	Race (Q40) White	Race (Q40) African-American	Race (Q40) Other	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	Doctor Visits in Last 6 Months (Q7) 1 to 4	Doctor Visits in Last 6 Months (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,161	160	254	349	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	95	5	4	7	2	3	2	1	2	4	1	0	0	4	2	3	0	1	1	3	2	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,066	155	250	342	63	88	24	54	74	88	39	22	5	143	73	58	18	48	51	50	45	76	32
	98.5%	96.9%	98.4%	98.0%	96.9%	96.7%	92.3%	98.2%	97.4%	95.7%	97.5%	100.0%	100.0%	97.3%	97.3%	95.1%	100.0%	98.0%	98.1%	94.3%	95.7%	96.2%	100.0%
Yes	3,738	91	179	244	34	55	10	30	50	52	24	13	3	85	50	29	11	22	33	31	7	54	28
	61.6%	58.7%	71.6%	71.3%	54.0%	62.5%	41.7%	55.6%	67.6%	59.1%	61.5%	59.1%	60.0%	59.4%	68.5%	50.0%	61.1%	45.8%	64.7%	62.0%	15.6%	71.1%	87.5%
No	2,328	64	71	98	29	33	14	24	24	36	15	9	2	58	23	29	7	26	18	19	38	22	4
	38.4%	41.3%	28.4%	28.7%	46.0%	37.5%	58.3%	44.4%	32.4%	40.9%	38.5%	40.9%	40.0%	40.6%	31.5%	50.0%	38.9%	54.2%	35.3%	38.0%	84.4%	28.9%	12.5%
Significantly different from column:*		CD					I		G						P	O					VW	U	U

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 6

In the last 6 months, how often did you get an appointment for a <u>check-up or routine care</u> as soon as you needed?

Base: All respondents who made an appointment for a check-up or routine care (Q5)

	2021 CSS Average	2021	2020	2019	Gender (Q37) Male	Female	Age (Q36) 18 to 34	35 to 54	55 or more	Education (Q38) HS grad or less	Some college	College grad or more	Hispanic (Q39) Hispanic	Not Hispanic	Race (Q40) White	African-American	Other	Health Status (Q29) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,738	91	179	244	34	55	10	30	50	52	24	13	3	85	50	29	11	22	33	31	7	54	28
Number missing or multiple answer	148	2	7	12	0	2	0	1	1	2	0	0	0	2	2	0	0	0	0	2	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,590	89	172	232	34	53	10	29	49	50	24	13	3	83	48	29	11	22	33	29	7	52	28
	96.0%	97.8%	96.1%	95.1%	100.0%	96.4%	100.0%	96.7%	98.0%	96.2%	100.0%	100.0%	100.0%	97.6%	96.0%	100.0%	100.0%	100.0%	100.0%	93.5%	100.0%	96.3%	100.0%
Never	106	0	3	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	3.0%	0.0%	1.7%	3.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	635	12	32	44	5	6	3	1	8	5	6	1	0	10	3	6	3	3	4	4	0	9	3
	17.7%	13.5%	18.6%	19.0%	14.7%	11.3%	30.0%	3.4%	16.3%	10.0%	25.0%	7.7%	0.0%	12.0%	6.3%	20.7%	27.3%	13.6%	12.1%	13.8%	0.0%	17.3%	10.7%
Usually	902	18	34	46	8	10	3	5	10	9	4	5	1	17	13	4	1	6	6	6	3	7	8
	25.1%	20.2%	19.8%	19.8%	23.5%	18.9%	30.0%	17.2%	20.4%	18.0%	16.7%	38.5%	33.3%	20.5%	27.1%	13.8%	9.1%	27.3%	18.2%	20.7%	42.9%	13.5%	28.6%
Always	1,947	59	103	133	21	37	4	23	31	36	14	7	2	56	32	19	7	13	23	19	4	36	17
	54.2%	66.3%	59.9%	57.3%	61.8%	69.8%	40.0%	79.3%	63.3%	72.0%	58.3%	53.8%	66.7%	67.5%	66.7%	65.5%	63.6%	59.1%	69.7%	65.5%	57.1%	69.2%	60.7%
Significantly different from column:*		A																					
Usually or Always	2,849	77	137	179	29	47	7	28	41	45	18	12	3	73	45	23	8	19	29	25	7	43	25
	79.4%	86.5%	79.7%	77.2%	85.3%	88.7%	70.0%	96.6%	83.7%	90.0%	75.0%	92.3%	100.0%	88.0%	93.8%	79.3%	72.7%	86.4%	87.9%	86.2%	100.0%	82.7%	89.3%
Significantly different from column:*																							

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 7

In the last 6 months, not counting the times you went to an emergency room, how many times did you get health care for yourself in person, by phone, or by video?

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender (Q37) Male	Female	Age (Q36) 18 to 34	35 to 54	55 or more	Education (Q38) HS grad or less	Some college	College grad or more	Hispanic (Q39) Hispanic	Not Hispanic	Race (Q40) White	African-American	Other	Health Status (Q29) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,161	160	254	349	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	161	2	8	10	1	1	0	0	2	2	0	0	0	2	1	1	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,000	158	246	339	64	90	26	55	74	90	40	22	5	145	74	60	18	49	52	53	47	79	32
	97.4%	98.8%	96.9%	97.1%	98.5%	98.9%	100.0%	100.0%	97.4%	97.8%	100.0%	100.0%	100.0%	98.6%	98.7%	98.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
None	2,102	47	59	84	23	23	9	18	19	24	14	6	2	43	21	19	4	19	14	14	47	0	0
	35.0%	29.7%	24.0%	24.8%	35.9%	25.6%	34.6%	32.7%	25.7%	26.7%	35.0%	27.3%	40.0%	29.7%	28.4%	31.7%	22.2%	38.8%	26.9%	26.4%	100.0%	0.0%	0.0%
1 time	943	26	46	57	11	14	5	4	16	18	3	4	2	22	6	14	5	8	10	7	0	26	0
	15.7%	16.5%	18.7%	16.8%	17.2%	15.6%	19.2%	7.3%	21.6%	20.0%	7.5%	18.2%	40.0%	15.2%	8.1%	23.3%	27.8%	16.3%	19.2%	13.2%	0.0%	32.9%	0.0%
2	916	24	55	80	6	17	2	10	12	19	4	1	0	22	11	10	3	3	11	8	0	24	0
	15.3%	15.2%	22.4%	23.6%	9.4%	18.9%	7.7%	18.2%	16.2%	21.1%	10.0%	4.5%	0.0%	15.2%	14.9%	16.7%	16.7%	6.1%	21.2%	15.1%	0.0%	30.4%	0.0%
3	684	21	31	39	10	11	5	8	8	13	5	2	0	20	8	10	3	12	5	4	0	21	0
	11.4%	13.3%	12.6%	11.5%	15.6%	12.2%	19.2%	14.5%	10.8%	14.4%	12.5%	9.1%	0.0%	13.8%	10.8%	16.7%	16.7%	24.5%	9.6%	7.5%	0.0%	26.6%	0.0%
4	392	8	21	27	2	5	0	5	2	3	3	1	0	7	5	1	1	0	3	4	0	8	0
	6.5%	5.1%	8.5%	8.0%	3.1%	5.6%	0.0%	9.1%	2.7%	3.3%	7.5%	4.5%	0.0%	4.8%	6.8%	1.7%	5.6%	0.0%	5.8%	7.5%	0.0%	10.1%	0.0%
5 to 9	662	21	25	43	7	14	3	7	11	10	8	3	0	21	17	2	2	5	7	9	0	0	21
	11.0%	13.3%	10.2%	12.7%	10.9%	15.6%	11.5%	12.7%	14.9%	11.1%	20.0%	13.6%	0.0%	14.5%	23.0%	3.3%	11.1%	10.2%	13.5%	17.0%	0.0%	0.0%	65.6%
10 or more times	301	11	9	9	5	6	2	3	6	3	3	5	1	10	6	4	0	2	2	7	0	0	11
	5.0%	7.0%	3.7%	2.7%	7.8%	6.7%	7.7%	5.5%	8.1%	3.3%	7.5%	22.7%	20.0%	6.9%	8.1%	6.7%	0.0%	4.1%	3.8%	13.2%	0.0%	0.0%	34.4%
5 or more times	963	32	34	52	12	20	5	10	17	13	11	8	1	31	23	6	2	7	9	16	0	0	32
	16.1%	20.3%	13.8%	15.3%	18.8%	22.2%	19.2%	18.2%	23.0%	14.4%	27.5%	36.4%	20.0%	21.4%	31.1%	10.0%	11.1%	14.3%	17.3%	30.2%	0.0%	0.0%	100.0%
Significantly different from column:*															P	O					W	W	UV

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 8

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?

Base: All respondents who went to a doctor's office/clinic to get care (Q7)

	2021 CSS Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,898	111	187	255	41	67	17	37	55	66	26	16	3	102	53	41	14	30	38	39	0	79	32
Number missing or multiple answer	49	1	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,849	110	187	252	41	67	17	37	55	66	26	16	3	102	53	41	14	30	38	39	0	78	32
	98.7%	99.1%	100.0%	98.8%	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%	---	98.7%	100.0%
0 Worst health care possible	22	0	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.6%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
1	21	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
2	21	1	1	0	0	1	0	0	1	0	0	1	0	1	1	0	0	0	0	1	0	0	1
	0.5%	0.9%	0.5%	0.0%	0.0%	1.5%	0.0%	0.0%	1.8%	0.0%	0.0%	6.3%	0.0%	1.0%	1.9%	0.0%	0.0%	0.0%	0.0%	2.6%	---	0.0%	3.1%
3	37	0	4	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.0%	0.0%	2.1%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
4	61	1	2	6	1	0	1	0	0	0	1	0	0	1	0	0	1	0	0	1	0	1	0
	1.6%	0.9%	1.1%	2.4%	2.4%	0.0%	5.9%	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%	1.0%	0.0%	0.0%	7.1%	0.0%	0.0%	2.6%	---	1.3%	0.0%
5	179	2	12	20	2	0	0	1	1	1	1	0	0	2	0	2	0	0	0	2	0	2	0
	4.7%	1.8%	6.4%	7.9%	4.9%	0.0%	0.0%	2.7%	1.8%	1.5%	3.8%	0.0%	0.0%	2.0%	0.0%	4.9%	0.0%	0.0%	0.0%	5.1%	---	2.6%	0.0%
6	169	3	6	13	2	1	0	0	3	2	1	0	0	3	1	1	1	0	1	2	0	1	2
	4.4%	2.7%	3.2%	5.2%	4.9%	1.5%	0.0%	0.0%	5.5%	3.0%	3.8%	0.0%	0.0%	2.9%	1.9%	2.4%	7.1%	0.0%	2.6%	5.1%	---	1.3%	6.3%
7	369	11	24	24	6	5	2	5	4	6	3	2	0	10	3	5	3	2	3	6	0	4	7
	9.6%	10.0%	12.8%	9.5%	14.6%	7.5%	11.8%	13.5%	7.3%	9.1%	11.5%	12.5%	0.0%	9.8%	5.7%	12.2%	21.4%	6.7%	7.9%	15.4%	---	5.1%	21.9%
8	786	25	32	49	9	16	4	10	11	11	9	4	1	24	18	6	1	7	10	8	0	16	9
	20.4%	22.7%	17.1%	19.4%	22.0%	23.9%	23.5%	27.0%	20.0%	16.7%	34.6%	25.0%	33.3%	23.5%	34.0%	14.6%	7.1%	23.3%	26.3%	20.5%	---	20.5%	28.1%
9	597	9	25	37	4	4	2	2	5	7	1	1	0	8	3	5	1	3	5	0	0	9	0
	15.5%	8.2%	13.4%	14.7%	9.8%	6.0%	11.8%	5.4%	9.1%	10.6%	3.8%	6.3%	0.0%	7.8%	5.7%	12.2%	7.1%	10.0%	13.2%	0.0%	---	11.5%	0.0%
10 Best health care possible	1,587	58	80	95	17	40	8	19	30	39	10	8	2	53	27	22	7	18	19	19	0	45	13
	41.2%	52.7%	42.8%	37.7%	41.5%	59.7%	47.1%	51.4%	54.5%	59.1%	38.5%	50.0%	66.7%	52.0%	50.9%	53.7%	50.0%	60.0%	50.0%	48.7%	---	57.7%	40.6%

NA - Not applicable

Aetna Better Health of Louisiana

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 8

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?

Base: All respondents who went to a doctor's office/clinic to get care (Q7)

	2021 CSS Average	2021	2020	2019	Gender (Q37) Male	Female	Age (Q36) 18 to 34	35 to 54	55 or more	Education (Q38) HS grad or less	Some college	College grad or more	Hispanic (Q39) Hispanic	Not Hispanic	Race (Q40) White	African-American	Other	Health Status (Q29) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,898	111	187	255	41	67	17	37	55	66	26	16	3	102	53	41	14	30	38	39	0	79	32
Number missing or multiple answer	49	1	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,849	110	187	252	41	67	17	37	55	66	26	16	3	102	53	41	14	30	38	39	0	78	32
	98.7%	99.1%	100.0%	98.8%	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%	---	98.7%	100.0%
0 to 4	162	2	8	14	1	1	1	0	1	0	1	1	0	2	1	0	1	0	0	2	0	1	1
	4.2%	1.8%	4.3%	5.6%	2.4%	1.5%	5.9%	0.0%	1.8%	0.0%	3.8%	6.3%	0.0%	2.0%	1.9%	0.0%	7.1%	0.0%	0.0%	5.1%	---	1.3%	3.1%
5	179	2	12	20	2	0	0	1	1	1	1	0	0	2	0	2	0	0	0	2	0	2	0
	4.7%	1.8%	6.4%	7.9%	4.9%	0.0%	0.0%	2.7%	1.8%	1.5%	3.8%	0.0%	0.0%	2.0%	0.0%	4.9%	0.0%	0.0%	0.0%	5.1%	---	2.6%	0.0%
6 or 7	538	14	30	37	8	6	2	5	7	8	4	2	0	13	4	6	4	2	4	8	0	5	9
	14.0%	12.7%	16.0%	14.7%	19.5%	9.0%	11.8%	13.5%	12.7%	12.1%	15.4%	12.5%	0.0%	12.7%	7.5%	14.6%	28.6%	6.7%	10.5%	20.5%	---	6.4%	28.1%
8 to 10	2,970	92	137	181	30	60	14	31	46	57	20	13	3	85	48	33	9	28	34	27	0	70	22
	77.2%	83.6%	73.3%	71.8%	73.2%	89.6%	82.4%	83.8%	83.6%	86.4%	76.9%	81.3%	100.0%	83.3%	90.6%	80.5%	64.3%	93.3%	89.5%	69.2%	---	89.7%	68.8%
Significantly different from column:*		CD			F	E												T	T	RS		W	V
0 to 6	510	7	26	47	5	2	1	1	5	3	3	1	0	7	2	3	2	0	1	6	0	4	3
	13.3%	6.4%	13.9%	18.7%	12.2%	3.0%	5.9%	2.7%	9.1%	4.5%	11.5%	6.3%	0.0%	6.9%	3.8%	7.3%	14.3%	0.0%	2.6%	15.4%	---	5.1%	9.4%
7 to 8	1,155	36	56	73	15	21	6	15	15	17	12	6	1	34	21	11	4	9	13	14	0	20	16
	30.0%	32.7%	29.9%	29.0%	36.6%	31.3%	35.3%	40.5%	27.3%	25.8%	46.2%	37.5%	33.3%	33.3%	39.6%	26.8%	28.6%	30.0%	34.2%	35.9%	---	25.6%	50.0%
9 to 10	2,184	67	105	132	21	44	10	21	35	46	11	9	2	61	30	27	8	21	24	19	0	54	13
	56.7%	60.9%	56.1%	52.4%	51.2%	65.7%	58.8%	56.8%	63.6%	69.7%	42.3%	56.3%	66.7%	59.8%	56.6%	65.9%	57.1%	70.0%	63.2%	48.7%	---	69.2%	40.6%
Significantly different from column:*										K	J											W	V

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 9

In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

Base: All respondents who went to a doctor's office/clinic to get care (Q7)

	2021 CSS Average	2021	2020	2019	Gender (Q37) Male	Female	Age (Q36) 18 to 34	35 to 54	55 or more	Education (Q38) HS grad or less	Some college	College grad or more	Hispanic (Q39) Hispanic	Not Hispanic	Race (Q40) White	African-American	Other	Health Status (Q29) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,898	111	187	255	41	67	17	37	55	66	26	16	3	102	53	41	14	30	38	39	0	79	32
Number missing or multiple answer	72	0	2	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,826	111	185	252	41	67	17	37	55	66	26	16	3	102	53	41	14	30	38	39	0	79	32
	98.2%	100.0%	98.9%	98.8%	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%	100.0%
Never	103	2	4	5	1	0	1	0	0	1	0	0	0	1	0	1	0	1	0	0	0	2	0
	2.7%	1.8%	2.2%	2.0%	2.4%	0.0%	5.9%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	1.0%	0.0%	2.4%	0.0%	3.3%	0.0%	0.0%	---	2.5%	0.0%
Sometimes	459	15	24	35	5	10	2	6	7	9	3	3	0	15	2	10	3	3	3	9	0	12	3
	12.0%	13.5%	13.0%	13.9%	12.2%	14.9%	11.8%	16.2%	12.7%	13.6%	11.5%	18.8%	0.0%	14.7%	3.8%	24.4%	21.4%	10.0%	7.9%	23.1%	---	15.2%	9.4%
Usually	1,085	29	40	61	10	19	5	13	11	12	9	7	1	28	19	7	3	8	8	13	0	14	15
	28.4%	26.1%	21.6%	24.2%	24.4%	28.4%	29.4%	35.1%	20.0%	18.2%	34.6%	43.8%	33.3%	27.5%	35.8%	17.1%	21.4%	26.7%	21.1%	33.3%	---	17.7%	46.9%
Always	2,179	65	117	151	25	38	9	18	37	44	14	6	2	58	32	23	8	18	27	17	0	51	14
	57.0%	58.6%	63.2%	59.9%	61.0%	56.7%	52.9%	48.6%	67.3%	66.7%	53.8%	37.5%	66.7%	56.9%	60.4%	56.1%	57.1%	60.0%	71.1%	43.6%	---	64.6%	43.8%
Significantly different from column:*										L		J							T	S		W	V
Usually or Always	3,264	94	157	212	35	57	14	31	48	56	23	13	3	86	51	30	11	26	35	30	0	65	29
	85.3%	84.7%	84.9%	84.1%	85.4%	85.1%	82.4%	83.8%	87.3%	84.8%	88.5%	81.3%	100.0%	84.3%	96.2%	73.2%	78.6%	86.7%	92.1%	76.9%	---	82.3%	90.6%
Significantly different from column:*															P	O							

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 10

A personal doctor is the one you would talk to if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender (Q37) Male	Gender (Q37) Female	Age (Q36) 18 to 34	Age (Q36) 35 to 54	Age (Q36) 55 or more	Education (Q38) HS grad or less	Education (Q38) Some college	Education (Q38) College grad or more	Hispanic (Q39) Hispanic	Hispanic (Q39) Not Hispanic	Race (Q40) White	Race (Q40) African-American	Race (Q40) Other	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	Doctor Visits in Last 6 Months (Q7) 1 to 4	Doctor Visits in Last 6 Months (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,161	160	254	349	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	81	3	4	3	2	1	2	1	0	2	0	1	0	3	1	1	0	2	0	1	2	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,080	157	250	346	63	90	24	54	76	90	40	21	5	144	74	60	18	47	52	52	45	78	32
	98.7%	98.1%	98.4%	99.1%	96.9%	98.9%	92.3%	98.2%	100.0%	97.8%	100.0%	95.5%	100.0%	98.0%	98.7%	98.4%	100.0%	95.9%	100.0%	98.1%	95.7%	98.7%	100.0%
Yes	4,835	120	188	260	49	68	15	36	67	69	30	16	4	110	61	39	16	29	46	39	30	62	26
	79.5%	76.4%	75.2%	75.1%	77.8%	75.6%	62.5%	66.7%	88.2%	76.7%	75.0%	76.2%	80.0%	76.4%	82.4%	65.0%	88.9%	61.7%	88.5%	75.0%	66.7%	79.5%	81.3%
No	1,245	37	62	86	14	22	9	18	9	21	10	5	1	34	13	21	2	18	6	13	15	16	6
	20.5%	23.6%	24.8%	24.9%	22.2%	24.4%	37.5%	33.3%	11.8%	23.3%	25.0%	23.8%	20.0%	23.6%	17.6%	35.0%	11.1%	38.3%	11.5%	25.0%	33.3%	20.5%	18.8%
Significantly different from column:*								I	H							P	O		S	R			

NA - Not applicable

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Aetna Better Health of Louisiana

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 11

In the last 6 months, how many times did you have an in person, phone, or video visit with your personal doctor about your health?

Base: All respondents who have a personal doctor (Q10)

| | 2021 CSS Average | 2021 | 2020 | 2019 | Gender (Q37) | | Age (Q36) | | | Education (Q38) | | | Hispanic (Q39) | | Race (Q40) | | | Health Status (Q29) | | | Doctor Visits in Last 6 Months (Q7) | | |
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	4,835	120	188	260	49	68	15	36	67	69	30	16	4	110	61	39	16	29	46	39	30	62	26
Number missing or multiple answer	171	3	12	6	2	1	0	0	3	3	0	0	0	2	1	2	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,664 96.5%	117 97.5%	176 93.6%	254 97.7%	47 95.9%	67 98.5%	15 100.0%	36 100.0%	64 95.5%	66 95.7%	30 100.0%	16 100.0%	4 100.0%	108 98.2%	60 98.4%	37 94.9%	16 100.0%	28 96.6%	46 100.0%	39 100.0%	30 100.0%	61 98.4%	26 100.0%
None	1,125 24.1%	24 20.5%	30 17.0%	43 16.9%	6 12.8%	17 25.4%	6 40.0%	9 25.0%	8 12.5%	13 19.7%	6 20.0%	4 25.0%	1 25.0%	22 20.4%	10 16.7%	7 18.9%	6 37.5%	10 35.7%	8 17.4%	5 12.8%	15 50.0%	9 14.8%	0 0.0%
1 time	1,203 25.8%	20 17.1%	40 22.7%	62 24.4%	7 14.9%	12 17.9%	2 13.3%	6 16.7%	11 17.2%	10 15.2%	5 16.7%	3 18.8%	2 50.0%	16 14.8%	8 13.3%	9 24.3%	1 6.3%	4 14.3%	10 21.7%	5 12.8%	6 20.0%	12 19.7%	2 7.7%
2	1,016 21.8%	31 26.5%	46 26.1%	65 25.6%	15 31.9%	15 22.4%	3 20.0%	10 27.8%	18 28.1%	22 33.3%	7 23.3%	2 12.5%	0 0.0%	29 26.9%	15 25.0%	11 29.7%	5 31.3%	6 21.4%	14 30.4%	9 23.1%	5 16.7%	23 37.7%	3 11.5%
3	551 11.8%	18 15.4%	23 13.1%	38 15.0%	7 14.9%	11 16.4%	1 6.7%	4 11.1%	13 20.3%	10 15.2%	5 16.7%	2 12.5%	1 25.0%	17 15.7%	10 16.7%	5 13.5%	3 18.8%	4 14.3%	7 15.2%	7 17.9%	2 6.7%	10 16.4%	6 23.1%
4	310 6.6%	10 8.5%	12 6.8%	22 8.7%	5 10.6%	5 7.5%	0 0.0%	3 8.3%	7 10.9%	6 9.1%	2 6.7%	2 12.5%	0 0.0%	10 9.3%	9 15.0%	1 2.7%	0 0.0%	1 3.6%	4 8.7%	5 12.8%	0 0.0%	6 9.8%	4 15.4%
5 to 9	358 7.7%	10 8.5%	19 10.8%	22 8.7%	4 8.5%	6 9.0%	2 13.3%	4 11.1%	4 6.3%	3 4.5%	5 16.7%	2 12.5%	0 0.0%	10 9.3%	7 11.7%	1 2.7%	1 6.3%	2 7.1%	3 6.5%	5 12.8%	0 0.0%	1 1.6%	9 34.6%
10 or more times	101 2.2%	4 3.4%	6 3.4%	2 0.8%	3 6.4%	1 1.5%	1 6.7%	0 0.0%	3 4.7%	2 3.0%	0 0.0%	1 6.3%	0 0.0%	4 3.7%	1 1.7%	3 8.1%	0 0.0%	1 3.6%	0 0.0%	3 7.7%	2 6.7%	0 0.0%	2 7.7%
5 or more times	459 9.8%	14 12.0%	25 14.2%	24 9.4%	7 14.9%	7 10.4%	3 20.0%	4 11.1%	7 10.9%	5 7.6%	5 16.7%	3 18.8%	0 0.0%	14 13.0%	8 13.3%	4 10.8%	1 6.3%	3 10.7%	3 6.5%	8 20.5%	2 6.7%	1 1.6%	11 42.3%
Significantly different from column:*																					W		U

NA - Not applicable

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Aetna Better Health of Louisiana

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 12

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

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q10 & Q11)

	2021 CSS Average	2021	2020	2019	Gender (Q37) Male	Gender (Q37) Female	Age (Q36) 18 to 34	Age (Q36) 35 to 54	Age (Q36) 55 or more	Education (Q38) HS grad or less	Education (Q38) Some college	Education (Q38) College grad or more	Hispanic (Q39) Hispanic	Hispanic (Q39) Not Hispanic	Race (Q40) White	Race (Q40) African-American	Race (Q40) Other	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	Doctor Visits in Last 6 Months (Q7) 1 to 4	Doctor Visits in Last 6 Months (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,539	93	146	211	41	50	9	27	56	53	24	12	3	86	50	30	10	18	38	34	15	52	26
Number missing or multiple answer	22	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,517	93	146	210	41	50	9	27	56	53	24	12	3	86	50	30	10	18	38	34	15	52	26
	99.4%	100.0%	100.0%	99.5%	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%	100.0%	100.0%
Never	51	1	0	2	0	1	0	1	0	1	0	0	0	1	1	0	0	0	0	1	0	0	1
	1.5%	1.1%	0.0%	1.0%	0.0%	2.0%	0.0%	3.7%	0.0%	1.9%	0.0%	0.0%	0.0%	1.2%	2.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	3.8%
Sometimes	232	4	10	17	4	0	0	2	2	2	1	0	0	4	0	3	1	0	1	3	1	3	0
	6.6%	4.3%	6.8%	8.1%	9.8%	0.0%	0.0%	7.4%	3.6%	3.8%	4.2%	0.0%	0.0%	4.7%	0.0%	10.0%	10.0%	0.0%	2.6%	8.8%	6.7%	5.8%	0.0%
Usually	592	17	20	33	10	6	4	6	7	10	4	2	0	16	8	5	3	2	5	9	2	10	5
	16.8%	18.3%	13.7%	15.7%	24.4%	12.0%	44.4%	22.2%	12.5%	18.9%	16.7%	16.7%	0.0%	18.6%	16.0%	16.7%	30.0%	11.1%	13.2%	26.5%	13.3%	19.2%	19.2%
Always	2,642	71	116	158	27	43	5	18	47	40	19	10	3	65	41	22	6	16	32	21	12	39	20
	75.1%	76.3%	79.5%	75.2%	65.9%	86.0%	55.6%	66.7%	83.9%	75.5%	79.2%	83.3%	100.0%	75.6%	82.0%	73.3%	60.0%	88.9%	84.2%	61.8%	80.0%	75.0%	76.9%
Significantly different from column:*	▮		▮	▮	F	E													T	T	RS			
Usually or Always	3,234	88	136	191	37	49	9	24	54	50	23	12	3	81	49	27	9	18	37	30	14	49	25
	92.0%	94.6%	93.2%	91.0%	90.2%	98.0%	100.0%	88.9%	96.4%	94.3%	95.8%	100.0%	100.0%	94.2%	98.0%	90.0%	90.0%	100.0%	97.4%	88.2%	93.3%	94.2%	96.2%
Significantly different from column:*	▮		▮	▮																			

NA - Not applicable

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Aetna Better Health of Louisiana

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 13

In the last 6 months, how often did your personal doctor listen carefully to you?

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q10 & Q11)

	2021 CSS Average	2021	2020	2019	Gender (Q37) Male	Female	Age (Q36) 18 to 34	35 to 54	55 or more	Education (Q38) HS grad or less	Some college	College grad or more	Hispanic (Q39) Hispanic	Not Hispanic	Race (Q40) White	African-American	Other	Health Status (Q29) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,539	93	146	211	41	50	9	27	56	53	24	12	3	86	50	30	10	18	38	34	15	52	26
Number missing or multiple answer	19	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,520	93	145	211	41	50	9	27	56	53	24	12	3	86	50	30	10	18	38	34	15	52	26
	99.5%	100.0%	99.3%	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%	100.0%	100.0%	100.0%
Never	54	3	0	1	1	2	1	1	1	2	1	0	0	3	1	1	1	0	1	2	0	2	1
	1.5%	3.2%	0.0%	0.5%	2.4%	4.0%	11.1%	3.7%	1.8%	3.8%	4.2%	0.0%	0.0%	3.5%	2.0%	3.3%	10.0%	0.0%	2.6%	5.9%	0.0%	3.8%	3.8%
Sometimes	233	5	8	12	5	0	0	2	3	3	1	0	0	5	0	4	1	0	1	4	2	3	0
	6.6%	5.4%	5.5%	5.7%	12.2%	0.0%	0.0%	7.4%	5.4%	5.7%	4.2%	0.0%	0.0%	5.8%	0.0%	13.3%	10.0%	0.0%	2.6%	11.8%	13.3%	5.8%	0.0%
Usually	542	11	18	32	6	5	2	5	4	4	3	3	0	11	6	3	1	2	3	6	1	4	6
	15.4%	11.8%	12.4%	15.2%	14.6%	10.0%	22.2%	18.5%	7.1%	7.5%	12.5%	25.0%	0.0%	12.8%	12.0%	10.0%	10.0%	11.1%	7.9%	17.6%	6.7%	7.7%	23.1%
Always	2,691	74	119	166	29	43	6	19	48	44	19	9	3	67	43	22	7	16	33	22	12	43	19
	76.4%	79.6%	82.1%	78.7%	70.7%	86.0%	66.7%	70.4%	85.7%	83.0%	79.2%	75.0%	100.0%	77.9%	86.0%	73.3%	70.0%	88.9%	86.8%	64.7%	80.0%	82.7%	73.1%
Significantly different from column:*																			T	S			
Usually or Always	3,233	85	137	198	35	48	8	24	52	48	22	12	3	78	49	25	8	18	36	28	13	47	25
	91.8%	91.4%	94.5%	93.8%	85.4%	96.0%	88.9%	88.9%	92.9%	90.6%	91.7%	100.0%	100.0%	90.7%	98.0%	83.3%	80.0%	100.0%	94.7%	82.4%	86.7%	90.4%	96.2%
Significantly different from column:*																							

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 14

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

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q10 & Q11)

| | 2021 CSS Average | 2021 | 2020 | 2019 | Gender (Q37) | | Age (Q36) | | | Education (Q38) | | | Hispanic (Q39) | | Race (Q40) | | | Health Status (Q29) | | | Doctor Visits in Last 6 Months (Q7) | | |
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,539	93	146	211	41	50	9	27	56	53	24	12	3	86	50	30	10	18	38	34	15	52	26
Number missing or multiple answer	22	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,517	93	145	210	41	50	9	27	56	53	24	12	3	86	50	30	10	18	38	34	15	52	26
	99.4%	100.0%	99.3%	99.5%	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%	100.0%	100.0%
Never	43	1	1	1	1	0	1	0	0	0	1	0	0	1	0	0	1	0	0	1	0	1	0
	1.2%	1.1%	0.7%	0.5%	2.4%	0.0%	11.1%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	1.2%	0.0%	0.0%	10.0%	0.0%	0.0%	2.9%	0.0%	1.9%	0.0%
Sometimes	188	5	6	13	5	0	0	2	3	2	2	0	0	5	1	3	1	0	2	3	2	2	1
	5.3%	5.4%	4.1%	6.2%	12.2%	0.0%	0.0%	7.4%	5.4%	3.8%	8.3%	0.0%	0.0%	5.8%	2.0%	10.0%	10.0%	0.0%	5.3%	8.8%	13.3%	3.8%	3.8%
Usually	430	10	23	20	6	4	1	4	5	6	2	1	0	10	4	4	1	3	3	4	2	6	2
	12.2%	10.8%	15.9%	9.5%	14.6%	8.0%	11.1%	14.8%	8.9%	11.3%	8.3%	8.3%	0.0%	11.6%	8.0%	13.3%	10.0%	16.7%	7.9%	11.8%	13.3%	11.5%	7.7%
Always	2,856	77	115	176	29	46	7	21	48	45	19	11	3	70	45	23	7	15	33	26	11	43	23
	81.2%	82.8%	79.3%	83.8%	70.7%	92.0%	77.8%	77.8%	85.7%	84.9%	79.2%	91.7%	100.0%	81.4%	90.0%	76.7%	70.0%	83.3%	86.8%	76.5%	73.3%	82.7%	88.5%
Significantly different from column:*					F	E																	
Usually or Always	3,286	87	138	196	35	50	8	25	53	51	21	12	3	80	49	27	8	18	36	30	13	49	25
	93.4%	93.5%	95.2%	93.3%	85.4%	100.0%	88.9%	92.6%	94.6%	96.2%	87.5%	100.0%	100.0%	93.0%	98.0%	90.0%	80.0%	100.0%	94.7%	88.2%	86.7%	94.2%	96.2%
Significantly different from column:*																							

NA - Not applicable

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Aetna Better Health of Louisiana

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 15

In the last 6 months, how often did your personal doctor spend enough time with you?

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q10 & Q11)

	2021 CSS Average	2021	2020	2019	Gender (Q37) Male	Female	Age (Q36) 18 to 34	35 to 54	55 or more	Education (Q38) HS grad or less	Some college	College grad or more	Hispanic (Q39) Hispanic	Not Hispanic	Race (Q40) White	African-American	Other	Health Status (Q29) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,539	93	146	211	41	50	9	27	56	53	24	12	3	86	50	30	10	18	38	34	15	52	26
Number missing or multiple answer	25	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,514	93	144	211	41	50	9	27	56	53	24	12	3	86	50	30	10	18	38	34	15	52	26
	99.3%	100.0%	98.6%	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%	100.0%	100.0%	100.0%
Never	89	4	2	3	1	3	1	1	2	2	1	1	0	4	2	1	1	0	1	3	0	2	2
	2.5%	4.3%	1.4%	1.4%	2.4%	6.0%	11.1%	3.7%	3.6%	3.8%	4.2%	8.3%	0.0%	4.7%	4.0%	3.3%	10.0%	0.0%	2.6%	8.8%	0.0%	3.8%	7.7%
Sometimes	285	8	6	19	5	3	0	3	5	4	3	0	0	8	2	3	3	1	2	5	1	5	2
	8.1%	8.6%	4.2%	9.0%	12.2%	6.0%	0.0%	11.1%	8.9%	7.5%	12.5%	0.0%	0.0%	9.3%	4.0%	10.0%	30.0%	5.6%	5.3%	14.7%	6.7%	9.6%	7.7%
Usually	673	9	28	50	5	4	1	3	5	5	2	1	0	9	4	4	0	1	2	6	3	3	3
	19.2%	9.7%	19.4%	23.7%	12.2%	8.0%	11.1%	11.1%	8.9%	9.4%	8.3%	8.3%	0.0%	10.5%	8.0%	13.3%	0.0%	5.6%	5.3%	17.6%	20.0%	5.8%	11.5%
Always	2,467	72	108	139	30	40	7	20	44	42	18	10	3	65	42	22	6	16	33	20	11	42	19
	70.2%	77.4%	75.0%	65.9%	73.2%	80.0%	77.8%	74.1%	78.6%	79.2%	75.0%	83.3%	100.0%	75.6%	84.0%	73.3%	60.0%	88.9%	86.8%	58.8%	73.3%	80.8%	73.1%
Significantly different from column:*		D																T	T	RS			
Usually or Always	3,140	81	136	189	35	44	8	23	49	47	20	11	3	74	46	26	6	17	35	26	14	45	22
	89.4%	87.1%	94.4%	89.6%	85.4%	88.0%	88.9%	85.2%	87.5%	88.7%	83.3%	91.7%	100.0%	86.0%	92.0%	86.7%	60.0%	94.4%	92.1%	76.5%	93.3%	86.5%	84.6%
Significantly different from column:*		C																					

NA - Not applicable

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Aetna Better Health of Louisiana

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 16

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

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q10 & Q11)

| | 2021 CSS Average | 2021 | 2020 | 2019 | Gender (Q37) | | Age (Q36) | | | Education (Q38) | | | Hispanic (Q39) | | Race (Q40) | | | Health Status (Q29) | | | Doctor Visits in Last 6 Months (Q7) | | |
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,539	93	146	211	41	50	9	27	56	53	24	12	3	86	50	30	10	18	38	34	15	52	26
Number missing or multiple answer	58	5	3	6	2	2	0	1	4	3	0	1	0	4	2	1	1	0	3	1	1	1	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,481	88	143	205	39	48	9	26	52	50	24	11	3	82	48	29	9	18	35	33	14	51	23
	98.4%	94.6%	97.9%	97.2%	95.1%	96.0%	100.0%	96.3%	92.9%	94.3%	100.0%	91.7%	100.0%	95.3%	96.0%	96.7%	90.0%	100.0%	92.1%	97.1%	93.3%	98.1%	88.5%
Yes	2,106	47	71	124	20	26	6	13	27	23	14	8	2	44	26	14	5	12	18	16	5	24	18
	60.5%	53.4%	49.7%	60.5%	51.3%	54.2%	66.7%	50.0%	51.9%	46.0%	58.3%	72.7%	66.7%	53.7%	54.2%	48.3%	55.6%	66.7%	51.4%	48.5%	35.7%	47.1%	78.3%
No	1,375	41	72	81	19	22	3	13	25	27	10	3	1	38	22	15	4	6	17	17	9	27	5
	39.5%	46.6%	50.3%	39.5%	48.7%	45.8%	33.3%	50.0%	48.1%	54.0%	41.7%	27.3%	33.3%	46.3%	45.8%	51.7%	44.4%	33.3%	48.6%	51.5%	64.3%	52.9%	21.7%
Significantly different from column:*																					W	W	UV

NA - Not applicable

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Aetna Better Health of Louisiana

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 17

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?

Base: All respondents who have a personal doctor, visited their personal doctor, and got care from another health provider besides their personal doctor (Q10, Q11, & Q16)

| | 2021 CSS Average | 2021 | 2020 | 2019 | Gender (Q37) | | Age (Q36) | | | Education (Q38) | | | Hispanic (Q39) | | Race (Q40) | | | Health Status (Q29) | | | Doctor Visits in Last 6 Months (Q7) | | |
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,106	**47**	71	124	20	26	6	13	27	23	14	8	2	44	26	14	5	12	18	16	5	24	18
Number missing or multiple answer	45	**1**	0	6	0	1	0	0	1	0	1	0	0	1	1	0	0	0	1	0	1	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,061	**46**	71	118	20	25	6	13	26	23	13	8	2	43	25	14	5	12	17	16	4	24	18
	97.9%	**97.9%**	100.0%	95.2%	100.0%	96.2%	100.0%	100.0%	96.3%	100.0%	92.9%	100.0%	100.0%	97.7%	96.2%	100.0%	100.0%	100.0%	94.4%	100.0%	80.0%	100.0%	100.0%
Never	113	**2**	2	2	1	1	0	1	1	2	0	0	0	2	1	1	0	0	0	2	1	0	1
	5.5%	**4.3%**	2.8%	1.7%	5.0%	4.0%	0.0%	7.7%	3.8%	8.7%	0.0%	0.0%	0.0%	4.7%	4.0%	7.1%	0.0%	0.0%	0.0%	12.5%	25.0%	0.0%	5.6%
Sometimes	243	**5**	6	13	3	2	1	2	2	1	2	2	0	5	2	2	1	1	0	4	0	4	1
	11.8%	**10.9%**	8.5%	11.0%	15.0%	8.0%	16.7%	15.4%	7.7%	4.3%	15.4%	25.0%	0.0%	11.6%	8.0%	14.3%	20.0%	8.3%	0.0%	25.0%	0.0%	16.7%	5.6%
Usually	519	**10**	20	26	5	5	4	3	3	5	3	2	0	10	6	3	1	3	2	5	0	3	7
	25.2%	**21.7%**	28.2%	22.0%	25.0%	20.0%	66.7%	23.1%	11.5%	21.7%	23.1%	25.0%	0.0%	23.3%	24.0%	21.4%	20.0%	25.0%	11.8%	31.3%	0.0%	12.5%	38.9%
Always	1,186	**29**	43	77	11	17	1	7	20	15	8	4	2	26	16	8	3	8	15	5	3	17	9
	57.5%	**63.0%**	60.6%	65.3%	55.0%	68.0%	16.7%	53.8%	76.9%	65.2%	61.5%	50.0%	100.0%	60.5%	64.0%	57.1%	60.0%	66.7%	88.2%	31.3%	75.0%	70.8%	50.0%
Significantly different from column:*																			T	S			
Usually or Always	1,705	**39**	63	103	16	22	5	10	23	20	11	6	2	36	22	11	4	11	17	10	3	20	16
	82.7%	**84.8%**	88.7%	87.3%	80.0%	88.0%	83.3%	76.9%	88.5%	87.0%	84.6%	75.0%	100.0%	83.7%	88.0%	78.6%	80.0%	91.7%	100.0%	62.5%	75.0%	83.3%	88.9%
Significantly different from column:*																							

NA - Not applicable

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Aetna Better Health of Louisiana

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

4913000

Question 18

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?

Base: All respondents who have a personal doctor (Q10)

	2021 CSS Average	2021	2020	2019	Gender (Q37) Male	Female	Age (Q36) 18 to 34	35 to 54	55 or more	Education (Q38) HS grad or less	Some college	College grad or more	Hispanic (Q39) Hispanic	Not Hispanic	Race (Q40) White	African-American	Other	Health Status (Q29) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	4,835	120	188	260	49	68	15	36	67	69	30	16	4	110	61	39	16	29	46	39	30	62	26
Number missing or multiple answer	188	2	11	15	1	1	0	0	2	1	0	1	0	2	2	0	0	0	0	2	1	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,647 96.1%	118 98.3%	177 94.1%	245 94.2%	48 98.0%	67 98.5%	15 100.0%	36 100.0%	65 97.0%	68 98.6%	30 100.0%	15 93.8%	4 100.0%	108 98.2%	59 96.7%	39 100.0%	16 100.0%	29 100.0%	46 100.0%	37 94.9%	29 96.7%	62 100.0%	25 96.2%
0 Worst personal doctor possible	38 0.8%	0 0.0%	0 0.0%	1 0.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
1	23 0.5%	0 0.0%	1 0.6%	1 0.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
2	32 0.7%	1 0.8%	3 1.7%	1 0.4%	1 2.1%	0 0.0%	1 6.7%	0 0.0%	0 0.0%	0 0.0%	1 3.3%	0 0.0%	0 0.0%	1 0.9%	0 0.0%	0 0.0%	1 6.3%	0 0.0%	0 0.0%	1 2.7%	0 0.0%	1 1.6%	0 0.0%
3	56 1.2%	0 0.0%	5 2.8%	2 0.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
4	47 1.0%	0 0.0%	2 1.1%	4 1.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
5	163 3.5%	8 6.8%	5 2.8%	6 2.4%	6 12.5%	2 3.0%	1 6.7%	4 11.1%	3 4.6%	5 7.4%	1 3.3%	0 0.0%	0 0.0%	8 7.4%	3 5.1%	2 5.1%	2 12.5%	1 3.4%	3 6.5%	4 10.8%	2 6.9%	4 6.5%	2 8.0%
6	146 3.1%	3 2.5%	3 1.7%	9 3.7%	3 6.3%	0 0.0%	0 0.0%	2 5.6%	1 1.5%	2 2.9%	1 3.3%	0 0.0%	0 0.0%	3 2.8%	0 0.0%	3 7.7%	0 0.0%	0 0.0%	0 0.0%	3 8.1%	1 3.4%	1 1.6%	1 4.0%
7	320 6.9%	5 4.2%	11 6.2%	14 5.7%	3 6.3%	2 3.0%	1 6.7%	2 5.6%	2 3.1%	2 2.9%	3 10.0%	0 0.0%	0 0.0%	5 4.6%	2 3.4%	2 5.1%	1 6.3%	1 3.4%	2 4.3%	2 5.4%	1 3.4%	3 4.8%	1 4.0%
8	699 15.0%	16 13.6%	24 13.6%	46 18.8%	4 8.3%	11 16.4%	1 6.7%	4 11.1%	11 16.9%	9 13.2%	6 20.0%	1 6.7%	2 50.0%	13 12.0%	8 13.6%	5 12.8%	3 18.8%	3 10.3%	6 13.0%	6 16.2%	4 13.8%	7 11.3%	5 20.0%
9	692 14.9%	14 11.9%	31 17.5%	39 15.9%	6 12.5%	8 11.9%	4 26.7%	7 19.4%	3 4.6%	6 8.8%	3 10.0%	5 33.3%	0 0.0%	14 13.0%	11 18.6%	2 5.1%	1 6.3%	4 13.8%	6 13.0%	4 10.8%	2 6.9%	8 12.9%	4 16.0%
10 Best personal doctor possible	2,431 52.3%	71 60.2%	92 52.0%	122 49.8%	25 52.1%	44 65.7%	7 46.7%	17 47.2%	45 69.2%	44 64.7%	15 50.0%	9 60.0%	2 50.0%	64 59.3%	35 59.3%	25 64.1%	8 50.0%	20 69.0%	29 63.0%	17 45.9%	19 65.5%	38 61.3%	12 48.0%

NA - Not applicable

Aetna Better Health of Louisiana

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

4913000

Question 18

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?

Base: All respondents who have a personal doctor (Q10)

	2021 CSS Average	2021	2020	2019	Gender (Q37) Male	Female	Age (Q36) 18 to 34	35 to 54	55 or more	Education (Q38) HS grad or less	Some college	College grad or more	Hispanic (Q39) Hispanic	Not Hispanic	Race (Q40) White	African-American	Other	Health Status (Q29) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	4,835	120	188	260	49	68	15	36	67	69	30	16	4	110	61	39	16	29	46	39	30	62	26
Number missing or multiple answer	188	2	11	15	1	1	0	0	2	1	0	1	0	2	2	0	0	0	0	2	1	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,647	118	177	245	48	67	15	36	65	68	30	15	4	108	59	39	16	29	46	37	29	62	25
	96.1%	98.3%	94.1%	94.2%	98.0%	98.5%	100.0%	100.0%	97.0%	98.6%	100.0%	93.8%	100.0%	98.2%	96.7%	100.0%	100.0%	100.0%	100.0%	94.9%	96.7%	100.0%	96.2%
0 to 4	196	1	11	9	1	0	1	0	0	0	1	0	0	1	0	0	1	0	0	1	0	1	0
	4.2%	0.8%	6.2%	3.7%	2.1%	0.0%	6.7%	0.0%	0.0%	0.0%	3.3%	0.0%	0.0%	0.9%	0.0%	0.0%	6.3%	0.0%	0.0%	2.7%	0.0%	1.6%	0.0%
5	163	8	5	6	6	2	1	4	3	5	1	0	0	8	3	2	2	1	3	4	2	4	2
	3.5%	6.8%	2.8%	2.4%	12.5%	3.0%	6.7%	11.1%	4.6%	7.4%	3.3%	0.0%	0.0%	7.4%	5.1%	5.1%	12.5%	3.4%	6.5%	10.8%	6.9%	6.5%	8.0%
6 or 7	466	8	14	23	6	2	1	4	3	4	4	0	0	8	2	5	1	1	2	5	2	4	2
	10.0%	6.8%	7.9%	9.4%	12.5%	3.0%	6.7%	11.1%	4.6%	5.9%	13.3%	0.0%	0.0%	7.4%	3.4%	12.8%	6.3%	3.4%	4.3%	13.5%	6.9%	6.5%	8.0%
8 to 10	3,822	101	147	207	35	63	12	28	59	59	24	15	4	91	54	32	12	27	41	27	25	53	21
	82.2%	85.6%	83.1%	84.5%	72.9%	94.0%	80.0%	77.8%	90.8%	86.8%	80.0%	100.0%	100.0%	84.3%	91.5%	82.1%	75.0%	93.1%	89.1%	73.0%	86.2%	85.5%	84.0%
Significantly different from column:*					F	E													T			R	
0 to 6	505	12	19	24	10	2	2	6	4	7	3	0	0	12	3	5	3	1	3	8	3	6	3
	10.9%	10.2%	10.7%	9.8%	20.8%	3.0%	13.3%	16.7%	6.2%	10.3%	10.0%	0.0%	0.0%	11.1%	5.1%	12.8%	18.8%	3.4%	6.5%	21.6%	10.3%	9.7%	12.0%
7 to 8	1,019	21	35	60	7	13	2	6	13	11	9	1	2	18	10	7	4	4	8	8	5	10	6
	21.9%	17.8%	19.8%	24.5%	14.6%	19.4%	13.3%	16.7%	20.0%	16.2%	30.0%	6.7%	50.0%	16.7%	16.9%	17.9%	25.0%	13.8%	17.4%	21.6%	17.2%	16.1%	24.0%
9 to 10	3,123	85	123	161	31	52	11	24	48	50	18	14	2	78	46	27	9	24	35	21	21	46	16
	67.2%	72.0%	69.5%	65.7%	64.6%	77.6%	73.3%	66.7%	73.8%	73.5%	60.0%	93.3%	50.0%	72.2%	78.0%	69.2%	56.3%	82.8%	76.1%	56.8%	72.4%	74.2%	64.0%
Significantly different from column:*																		T		R			

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 19

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 make any appointments with a specialist?

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender (Q37) Male	Gender (Q37) Female	Age (Q36) 18 to 34	Age (Q36) 35 to 54	Age (Q36) 55 or more	Education (Q38) HS grad or less	Education (Q38) Some college	Education (Q38) College grad or more	Hispanic (Q39) Hispanic	Hispanic (Q39) Not Hispanic	Race (Q40) White	Race (Q40) African-American	Race (Q40) Other	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	Doctor Visits in Last 6 Months (Q7) 1 to 4	Doctor Visits in Last 6 Months (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,161	160	254	349	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	102	3	9	9	2	1	1	0	2	3	0	0	0	3	2	1	0	0	1	1	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,059	157	245	340	63	90	25	55	74	89	40	22	5	144	73	60	18	49	51	52	45	79	32
	98.3%	98.1%	96.5%	97.4%	96.9%	98.9%	96.2%	100.0%	97.4%	96.7%	100.0%	100.0%	100.0%	98.0%	97.3%	98.4%	100.0%	100.0%	98.1%	98.1%	95.7%	100.0%	100.0%
Yes	2,577	72	94	128	30	40	9	18	43	40	18	10	2	67	38	23	8	19	23	27	8	38	26
	42.5%	45.9%	38.4%	37.6%	47.6%	44.4%	36.0%	32.7%	58.1%	44.9%	45.0%	45.5%	40.0%	46.5%	52.1%	38.3%	44.4%	38.8%	45.1%	51.9%	17.8%	48.1%	81.3%
No	3,482	85	151	212	33	50	16	37	31	49	22	12	3	77	35	37	10	30	28	25	37	41	6
	57.5%	54.1%	61.6%	62.4%	52.4%	55.6%	64.0%	67.3%	41.9%	55.1%	55.0%	54.5%	60.0%	53.5%	47.9%	61.7%	55.6%	61.2%	54.9%	48.1%	82.2%	51.9%	18.8%
Significantly different from column:*								I	H												VW	UW	UV

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 20

In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?

Base: All respondents who made an appointment to see a specialist (Q19)

| | 2021 CSS Average | 2021 | 2020 | 2019 | Gender (Q37) | | Age (Q36) | | | Education (Q38) | | | Hispanic (Q39) | | Race (Q40) | | | Health Status (Q29) | | | Doctor Visits in Last 6 Months (Q7) | | |
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,577	72	94	128	30	40	9	18	43	40	18	10	2	67	38	23	8	19	23	27	8	38	26
Number missing or multiple answer	61	1	3	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,516	71	91	126	30	40	9	18	43	40	18	10	2	67	38	23	8	19	23	27	8	37	26
	97.6%	98.6%	96.8%	98.4%	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%	97.4%	100.0%
Never	94	1	4	13	0	1	0	1	0	1	0	0	0	1	1	0	0	0	0	1	0	0	1
	3.7%	1.4%	4.4%	10.3%	0.0%	2.5%	0.0%	5.6%	0.0%	2.5%	0.0%	0.0%	0.0%	1.5%	2.6%	0.0%	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%	3.8%
Sometimes	368	9	20	17	2	7	0	3	6	6	1	2	0	9	5	3	1	1	1	6	0	6	3
	14.6%	12.7%	22.0%	13.5%	6.7%	17.5%	0.0%	16.7%	14.0%	15.0%	5.6%	20.0%	0.0%	13.4%	13.2%	13.0%	12.5%	5.3%	4.3%	22.2%	0.0%	16.2%	11.5%
Usually	686	17	28	30	9	7	6	4	6	7	6	3	1	15	10	5	1	6	3	7	3	7	7
	27.3%	23.9%	30.8%	23.8%	30.0%	17.5%	66.7%	22.2%	14.0%	17.5%	33.3%	30.0%	50.0%	22.4%	26.3%	21.7%	12.5%	31.6%	13.0%	25.9%	37.5%	18.9%	26.9%
Always	1,368	44	39	66	19	25	3	10	31	26	11	5	1	42	22	15	6	12	19	13	5	24	15
	54.4%	62.0%	42.9%	52.4%	63.3%	62.5%	33.3%	55.6%	72.1%	65.0%	61.1%	50.0%	50.0%	62.7%	57.9%	65.2%	75.0%	63.2%	82.6%	48.1%	62.5%	64.9%	57.7%
Significantly different from column:*		C																	T	S			
Usually or Always	2,054	61	67	96	28	32	9	14	37	33	17	8	2	57	32	20	7	18	22	20	8	31	22
	81.6%	85.9%	73.6%	76.2%	93.3%	80.0%	100.0%	77.8%	86.0%	82.5%	94.4%	80.0%	100.0%	85.1%	84.2%	87.0%	87.5%	94.7%	95.7%	74.1%	100.0%	83.8%	84.6%
Significantly different from column:*																							

NA - Not applicable

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Aetna Better Health of Louisiana

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 21

How many specialists have you talked to in the last 6 months?

Base: All respondents who made an appointment to see a specialist (Q19)

| | 2021 CSS Average | 2021 | 2020 | 2019 | Gender (Q37) | | Age (Q36) | | | Education (Q38) | | | Hispanic (Q39) | | Race (Q40) | | | Health Status (Q29) | | | Doctor Visits in Last 6 Months (Q7) | | |
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,577	72	94	128	30	40	9	18	43	40	18	10	2	67	38	23	8	19	23	27	8	38	26
Number missing or multiple answer	78	2	3	1	0	1	0	0	1	0	1	0	0	1	0	1	0	0	1	0	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,499	70	91	127	30	39	9	18	42	40	17	10	2	66	38	22	8	19	22	27	8	36	26
	97.0%	97.2%	96.8%	99.2%	100.0%	97.5%	100.0%	100.0%	97.7%	100.0%	94.4%	100.0%	100.0%	98.5%	100.0%	95.7%	100.0%	100.0%	95.7%	100.0%	100.0%	94.7%	100.0%
None	73	2	4	14	1	1	0	0	2	2	0	0	0	2	1	1	0	0	0	1	0	2	0
	2.9%	2.9%	4.4%	11.0%	3.3%	2.6%	0.0%	0.0%	4.8%	5.0%	0.0%	0.0%	0.0%	3.0%	2.6%	4.5%	0.0%	0.0%	0.0%	3.7%	0.0%	5.6%	0.0%
1 specialist	1,144	31	49	65	14	17	5	9	17	20	6	3	1	29	14	12	4	13	12	6	6	15	10
	45.8%	44.3%	53.8%	51.2%	46.7%	43.6%	55.6%	50.0%	40.5%	50.0%	35.3%	30.0%	50.0%	43.9%	36.8%	54.5%	50.0%	68.4%	54.5%	22.2%	75.0%	41.7%	38.5%
2	727	23	17	30	10	12	4	3	15	11	7	4	1	21	13	5	4	4	7	11	2	14	7
	29.1%	32.9%	18.7%	23.6%	33.3%	30.8%	44.4%	16.7%	35.7%	27.5%	41.2%	40.0%	50.0%	31.8%	34.2%	22.7%	50.0%	21.1%	31.8%	40.7%	25.0%	38.9%	26.9%
3	337	9	14	9	1	8	0	4	5	5	1	3	0	9	7	2	0	2	2	5	0	5	4
	13.5%	12.9%	15.4%	7.1%	3.3%	20.5%	0.0%	22.2%	11.9%	12.5%	5.9%	30.0%	0.0%	13.6%	18.4%	9.1%	0.0%	10.5%	9.1%	18.5%	0.0%	13.9%	15.4%
4	126	3	1	6	2	1	0	2	1	1	2	0	0	3	2	1	0	0	1	2	0	0	3
	5.0%	4.3%	1.1%	4.7%	6.7%	2.6%	0.0%	11.1%	2.4%	2.5%	11.8%	0.0%	0.0%	4.5%	5.3%	4.5%	0.0%	0.0%	4.5%	7.4%	0.0%	0.0%	11.5%
5 or more specialists	92	2	6	3	2	0	0	0	2	1	1	0	0	2	1	1	0	0	0	2	0	0	2
	3.7%	2.9%	6.6%	2.4%	6.7%	0.0%	0.0%	0.0%	4.8%	2.5%	5.9%	0.0%	0.0%	3.0%	2.6%	4.5%	0.0%	0.0%	0.0%	7.4%	0.0%	0.0%	7.7%
3 or more specialists	555	14	21	18	5	9	0	6	8	7	4	3	0	14	10	4	0	2	3	9	0	5	9
	22.2%	20.0%	23.1%	14.2%	16.7%	23.1%	0.0%	33.3%	19.0%	17.5%	23.5%	30.0%	0.0%	21.2%	26.3%	18.2%	0.0%	10.5%	13.6%	33.3%	0.0%	13.9%	34.6%
Significantly different from column:*																							

NA - Not applicable

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Aetna Better Health of Louisiana

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 22

We want to know your rating of the specialist you talked to 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?

Base: All respondents who saw a specialist (Q19 & Q21)

	2021 CSS Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,426	68	87	113	29	38	9	18	40	38	17	10	2	64	37	21	8	19	22	26	8	34	26
Number missing or multiple answer	24	1	1	2	1	0	0	0	1	1	0	0	0	1	1	0	0	0	0	1	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,402	67	86	111	28	38	9	18	39	37	17	10	2	63	36	21	8	19	22	25	7	34	26
	99.0%	98.5%	98.9%	98.2%	96.6%	100.0%	100.0%	100.0%	97.5%	97.4%	100.0%	100.0%	100.0%	98.4%	97.3%	100.0%	100.0%	100.0%	100.0%	96.2%	87.5%	100.0%	100.0%
0 Worst specialist possible	11	0	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	3.5%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1	14	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.6%	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	13	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	1.2%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	21	1	0	0	0	1	0	0	1	1	0	0	0	1	0	0	1	0	0	1	0	0	1
	0.9%	1.5%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	2.6%	2.7%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	12.5%	0.0%	0.0%	4.0%	0.0%	0.0%	3.8%
4	26	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.1%	0.0%	1.2%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
5	80	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	3.3%	0.0%	2.3%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
6	82	1	3	5	1	0	0	1	0	0	1	0	0	1	0	1	0	0	0	1	0	1	0
	3.4%	1.5%	3.5%	4.5%	3.6%	0.0%	0.0%	5.6%	0.0%	0.0%	5.9%	0.0%	0.0%	1.6%	0.0%	4.8%	0.0%	0.0%	0.0%	4.0%	0.0%	2.9%	0.0%
7	170	7	6	3	1	6	1	4	2	5	1	1	1	6	5	1	1	1	2	4	0	2	5
	7.1%	10.4%	7.0%	2.7%	3.6%	15.8%	11.1%	22.2%	5.1%	13.5%	5.9%	10.0%	50.0%	9.5%	13.9%	4.8%	12.5%	5.3%	9.1%	16.0%	0.0%	5.9%	19.2%
8	367	4	16	20	0	4	0	1	3	1	1	2	0	4	3	1	0	1	1	2	1	0	3
	15.3%	6.0%	18.6%	18.0%	0.0%	10.5%	0.0%	5.6%	7.7%	2.7%	5.9%	20.0%	0.0%	6.3%	8.3%	4.8%	0.0%	5.3%	4.5%	8.0%	14.3%	0.0%	11.5%
9	411	6	19	17	6	0	2	1	3	0	5	1	0	6	4	2	0	3	1	2	0	3	3
	17.1%	9.0%	22.1%	15.3%	21.4%	0.0%	22.2%	5.6%	7.7%	0.0%	29.4%	10.0%	0.0%	9.5%	11.1%	9.5%	0.0%	15.8%	4.5%	8.0%	0.0%	8.8%	11.5%
10 Best specialist possible	1,207	48	35	57	20	27	6	11	30	30	9	6	1	45	24	16	6	14	18	15	6	28	14
	50.2%	71.6%	40.7%	51.4%	71.4%	71.1%	66.7%	61.1%	76.9%	81.1%	52.9%	60.0%	50.0%	71.4%	66.7%	76.2%	75.0%	73.7%	81.8%	60.0%	85.7%	82.4%	53.8%

NA - Not applicable

Aetna Better Health of Louisiana

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

4913000

Question 22

We want to know your rating of the specialist you talked to 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?

Base: All respondents who saw a specialist (Q19 & Q21)

	2021 CSS Average	2021	2020	2019	Gender (Q37) Male	Female	Age (Q36) 18 to 34	35 to 54	55 or more	Education (Q38) HS grad or less	Some college	College grad or more	Hispanic (Q39) Hispanic	Not Hispanic	Race (Q40) White	African-American	Other	Health Status (Q29) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,426	68	87	113	29	38	9	18	40	38	17	10	2	64	37	21	8	19	22	26	8	34	26
Number missing or multiple answer	24	1	1	2	1	0	0	0	1	1	0	0	0	1	1	0	0	0	0	1	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,402	67	86	111	28	38	9	18	39	37	17	10	2	63	36	21	8	19	22	25	7	34	26
	99.0%	98.5%	98.9%	98.2%	96.6%	100.0%	100.0%	100.0%	97.5%	97.4%	100.0%	100.0%	100.0%	98.4%	97.3%	100.0%	100.0%	100.0%	100.0%	96.2%	87.5%	100.0%	100.0%
0 to 4	85	1	5	7	0	1	0	0	1	1	0	0	0	1	0	0	1	0	0	1	0	0	1
	3.5%	1.5%	5.8%	6.3%	0.0%	2.6%	0.0%	0.0%	2.6%	2.7%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	12.5%	0.0%	0.0%	4.0%	0.0%	0.0%	3.8%
5	80	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	3.3%	0.0%	2.3%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
6 or 7	252	8	9	8	2	6	1	5	2	5	2	1	1	7	5	2	1	1	2	5	0	3	5
	10.5%	11.9%	10.5%	7.2%	7.1%	15.8%	11.1%	27.8%	5.1%	13.5%	11.8%	10.0%	50.0%	11.1%	13.9%	9.5%	12.5%	5.3%	9.1%	20.0%	0.0%	8.8%	19.2%
8 to 10	1,985	58	70	94	26	31	8	13	36	31	15	9	1	55	31	19	6	18	20	19	7	31	20
	82.6%	86.6%	81.4%	84.7%	92.9%	81.6%	88.9%	72.2%	92.3%	83.8%	88.2%	90.0%	50.0%	87.3%	86.1%	90.5%	75.0%	94.7%	90.9%	76.0%	100.0%	91.2%	76.9%
Significantly different from column:*																							
0 to 6	247	2	10	14	1	1	0	1	1	1	1	0	0	2	0	1	1	0	0	2	0	1	1
	10.3%	3.0%	11.6%	12.6%	3.6%	2.6%	0.0%	5.6%	2.6%	2.7%	5.9%	0.0%	0.0%	3.2%	0.0%	4.8%	12.5%	0.0%	0.0%	8.0%	0.0%	2.9%	3.8%
7 to 8	537	11	22	23	1	10	1	5	5	6	2	3	1	10	8	2	1	2	3	6	1	2	8
	22.4%	16.4%	25.6%	20.7%	3.6%	26.3%	11.1%	27.8%	12.8%	16.2%	11.8%	30.0%	50.0%	15.9%	22.2%	9.5%	12.5%	10.5%	13.6%	24.0%	14.3%	5.9%	30.8%
9 to 10	1,618	54	54	74	26	27	8	12	33	30	14	7	1	51	28	18	6	17	19	17	6	31	17
	67.4%	80.6%	62.8%	66.7%	92.9%	71.1%	88.9%	66.7%	84.6%	81.1%	82.4%	70.0%	50.0%	81.0%	77.8%	85.7%	75.0%	89.5%	86.4%	68.0%	85.7%	91.2%	65.4%
Significantly different from column:*		ACD			F	E																W	V

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 23

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

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,161	160	254	349	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	165	2	5	15	0	1	0	0	1	1	0	0	0	1	0	1	0	0	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,996	158	249	334	65	90	26	55	75	91	40	22	5	146	75	60	18	49	52	53	47	78	32
	97.3%	98.8%	98.0%	95.7%	100.0%	98.9%	100.0%	100.0%	98.7%	98.9%	100.0%	100.0%	100.0%	99.3%	100.0%	98.4%	100.0%	100.0%	100.0%	100.0%	100.0%	98.7%	100.0%
Yes	2,160	52	93	111	16	36	9	17	26	34	9	6	1	49	21	23	7	13	16	22	9	33	10
	36.0%	32.9%	37.3%	33.2%	24.6%	40.0%	34.6%	30.9%	34.7%	37.4%	22.5%	27.3%	20.0%	33.6%	28.0%	38.3%	38.9%	26.5%	30.8%	41.5%	19.1%	42.3%	31.3%
No	3,836	106	156	223	49	54	17	38	49	57	31	16	4	97	54	37	11	36	36	31	38	45	22
	64.0%	67.1%	62.7%	66.8%	75.4%	60.0%	65.4%	69.1%	65.3%	62.6%	77.5%	72.7%	80.0%	66.4%	72.0%	61.7%	61.1%	73.5%	69.2%	58.5%	80.9%	57.7%	68.8%
Significantly different from column:*					F	E															V	U	

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

4913000

Question 24

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

Base: All respondents who tried to get information from the health plan's customer service (Q23)

	2021 CSS Average	2021	2020	2019	Gender (Q37) Male	Female	Age (Q36) 18 to 34	35 to 54	55 or more	Education (Q38) HS grad or less	Some college	College grad or more	Hispanic (Q39) Hispanic	Not Hispanic	Race (Q40) White	African-American	Other	Health Status (Q29) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,160	52	93	111	16	36	9	17	26	34	9	6	1	49	21	23	7	13	16	22	9	33	10
Number missing or multiple answer	54	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,106	52	91	111	16	36	9	17	26	34	9	6	1	49	21	23	7	13	16	22	9	33	10
	97.5%	100.0%	97.8%	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%	100.0%	100.0%	100.0%
Never	55	1	3	4	0	1	1	0	0	0	1	0	0	1	1	0	0	0	0	1	1	0	0
	2.6%	1.9%	3.3%	3.6%	0.0%	2.8%	11.1%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	2.0%	4.8%	0.0%	0.0%	0.0%	0.0%	4.5%	11.1%	0.0%	0.0%
Sometimes	300	8	12	15	2	6	3	1	4	4	1	3	0	7	4	3	1	2	1	5	1	5	2
	14.2%	15.4%	13.2%	13.5%	12.5%	16.7%	33.3%	5.9%	15.4%	11.8%	11.1%	50.0%	0.0%	14.3%	19.0%	13.0%	14.3%	15.4%	6.3%	22.7%	11.1%	15.2%	20.0%
Usually	528	7	22	21	4	3	0	5	2	5	0	0	0	7	3	1	2	0	3	4	1	5	1
	25.1%	13.5%	24.2%	18.9%	25.0%	8.3%	0.0%	29.4%	7.7%	14.7%	0.0%	0.0%	0.0%	14.3%	14.3%	4.3%	28.6%	0.0%	18.8%	18.2%	11.1%	15.2%	10.0%
Always	1,223	36	54	71	10	26	5	11	20	25	7	3	1	34	13	19	4	11	12	12	6	23	7
	58.1%	69.2%	59.3%	64.0%	62.5%	72.2%	55.6%	64.7%	76.9%	73.5%	77.8%	50.0%	100.0%	69.4%	61.9%	82.6%	57.1%	84.6%	75.0%	54.5%	66.7%	69.7%	70.0%
Significantly different from column:*																							
Usually or Always	1,751	43	76	92	14	29	5	16	22	30	7	3	1	41	16	20	6	11	15	16	7	28	8
	83.1%	82.7%	83.5%	82.9%	87.5%	80.6%	55.6%	94.1%	84.6%	88.2%	77.8%	50.0%	100.0%	83.7%	76.2%	87.0%	85.7%	84.6%	93.8%	72.7%	77.8%	84.8%	80.0%
Significantly different from column:*																							

NA - Not applicable

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Aetna Better Health of Louisiana

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 25

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

Base: All respondents who tried to get information from the health plan's customer service (Q23)

	2021 CSS Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,160	52	93	111	16	36	9	17	26	34	9	6	1	49	21	23	7	13	16	22	9	33	10
Number missing or multiple answer	67	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,093	52	91	110	16	36	9	17	26	34	9	6	1	49	21	23	7	13	16	22	9	33	10
	96.9%	100.0%	97.8%	99.1%	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%	100.0%	100.0%
Never	31	0	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.5%	0.0%	1.1%	2.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	97	2	8	4	1	1	1	0	1	0	1	1	0	2	1	0	1	0	0	2	0	1	1
	4.6%	3.8%	8.8%	3.6%	6.3%	2.8%	11.1%	0.0%	3.8%	0.0%	11.1%	16.7%	0.0%	4.1%	4.8%	0.0%	14.3%	0.0%	0.0%	9.1%	0.0%	3.0%	10.0%
Usually	333	3	9	11	2	1	2	1	0	1	1	0	0	3	1	0	1	1	1	1	2	1	0
	15.9%	5.8%	9.9%	10.0%	12.5%	2.8%	22.2%	5.9%	0.0%	2.9%	11.1%	0.0%	0.0%	6.1%	4.8%	0.0%	14.3%	7.7%	6.3%	4.5%	22.2%	3.0%	0.0%
Always	1,632	47	73	92	13	34	6	16	25	33	7	5	1	44	19	23	5	12	15	19	7	31	9
	78.0%	90.4%	80.2%	83.6%	81.3%	94.4%	66.7%	94.1%	96.2%	97.1%	77.8%	83.3%	100.0%	89.8%	90.5%	100.0%	71.4%	92.3%	93.8%	86.4%	77.8%	93.9%	90.0%
Significantly different from column:*		A																					
Usually or Always	1,965	50	82	103	15	35	8	17	25	34	8	5	1	47	20	23	6	13	16	20	9	32	9
	93.9%	96.2%	90.1%	93.6%	93.8%	97.2%	88.9%	100.0%	96.2%	100.0%	88.9%	83.3%	100.0%	95.9%	95.2%	100.0%	85.7%	100.0%	100.0%	90.9%	100.0%	97.0%	90.0%
Significantly different from column:*																							

NA - Not applicable

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Aetna Better Health of Louisiana

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 26

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

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,161	160	254	349	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	274	10	13	23	5	2	1	3	4	4	3	0	0	5	2	5	1	3	1	3	1	6	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,887	150	241	326	60	89	25	52	72	88	37	22	5	142	73	56	17	46	51	50	46	73	29
	95.6%	93.8%	94.9%	93.4%	92.3%	97.8%	96.2%	94.5%	94.7%	95.7%	92.5%	100.0%	100.0%	96.6%	97.3%	91.8%	94.4%	93.9%	98.1%	94.3%	97.9%	92.4%	90.6%
Yes	1,360	28	51	70	10	18	5	7	16	20	5	3	1	27	13	12	3	8	10	10	7	17	4
	23.1%	18.7%	21.2%	21.5%	16.7%	20.2%	20.0%	13.5%	22.2%	22.7%	13.5%	13.6%	20.0%	19.0%	17.8%	21.4%	17.6%	17.4%	19.6%	20.0%	15.2%	23.3%	13.8%
No	4,527	122	190	256	50	71	20	45	56	68	32	19	4	115	60	44	14	38	41	40	39	56	25
	76.9%	81.3%	78.8%	78.5%	83.3%	79.8%	80.0%	86.5%	77.8%	77.3%	86.5%	86.4%	80.0%	81.0%	82.2%	78.6%	82.4%	82.6%	80.4%	80.0%	84.8%	76.7%	86.2%
Significantly different from column:*																							

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 27

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

Base: All respondents who received forms to fill out from the health plan (Q26)

	2021 CSS Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,887	150	241	326	60	89	25	52	72	88	37	22	5	142	73	56	17	46	51	50	46	73	29
Number missing or multiple answer	51	0	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,836	150	238	325	60	89	25	52	72	88	37	22	5	142	73	56	17	46	51	50	46	73	29
	99.1%	100.0%	98.8%	99.7%	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%	100.0%	100.0%
Never	32	1	2	1	0	1	0	1	0	0	1	0	0	1	1	0	0	0	0	1	1	0	0
	0.5%	0.7%	0.8%	0.3%	0.0%	1.1%	0.0%	1.9%	0.0%	0.0%	2.7%	0.0%	0.0%	0.7%	1.4%	0.0%	0.0%	0.0%	0.0%	2.0%	2.2%	0.0%	0.0%
Sometimes	181	1	6	9	0	1	0	1	0	1	0	0	0	1	1	0	0	0	1	0	0	1	0
	3.1%	0.7%	2.5%	2.8%	0.0%	1.1%	0.0%	1.9%	0.0%	1.1%	0.0%	0.0%	0.0%	0.7%	1.4%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	1.4%	0.0%
Usually	387	8	13	21	3	5	2	1	5	5	2	1	1	7	3	3	2	3	2	3	1	6	1
	6.6%	5.3%	5.5%	6.5%	5.0%	5.6%	8.0%	1.9%	6.9%	5.7%	5.4%	4.5%	20.0%	4.9%	4.1%	5.4%	11.8%	6.5%	3.9%	6.0%	2.2%	8.2%	3.4%
Always	5,236	140	217	294	57	82	23	49	67	82	34	21	4	133	68	53	15	43	48	46	44	66	28
	89.7%	93.3%	91.2%	90.5%	95.0%	92.1%	92.0%	94.2%	93.1%	93.2%	91.9%	95.5%	80.0%	93.7%	93.2%	94.6%	88.2%	93.5%	94.1%	92.0%	95.7%	90.4%	96.6%
Significantly different from column:*																							
Usually or Always	5,623	148	230	315	60	87	25	50	72	87	36	22	5	140	71	56	17	46	50	49	45	72	29
	96.4%	98.7%	96.6%	96.9%	100.0%	97.8%	100.0%	96.2%	100.0%	98.9%	97.3%	100.0%	100.0%	98.6%	97.3%	100.0%	100.0%	100.0%	98.0%	98.0%	97.8%	98.6%	100.0%
Significantly different from column:*																							

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Respondents answering "No" to question 26 are reported to NCQA as "Always" in question 27, and are used in calculating the Question Summary Rate.

Aetna Better Health of Louisiana

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 28

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?

Base: All respondents

| | 2021 CSS Average | 2021 | 2020 | 2019 | Gender (Q37) | | Age (Q36) | | | Education (Q38) | | | Hispanic (Q39) | | Race (Q40) | | | Health Status (Q29) | | | Doctor Visits in Last 6 Months (Q7) | | |
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,161	160	254	349	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	240	5	8	12	1	2	1	2	0	1	2	0	0	3	1	1	1	1	1	1	2	2	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,921	155	246	337	64	89	25	53	76	91	38	22	5	144	74	60	17	48	51	52	45	77	31
	96.1%	96.9%	96.9%	96.6%	98.5%	97.8%	96.2%	96.4%	100.0%	98.9%	95.0%	100.0%	100.0%	98.0%	98.7%	98.4%	94.4%	98.0%	98.1%	98.1%	95.7%	97.5%	96.9%
0 Worst health plan possible	47	3	1	5	0	3	0	1	2	2	1	0	1	2	1	1	1	0	0	3	1	2	0
	0.8%	1.9%	0.4%	1.5%	0.0%	3.4%	0.0%	1.9%	2.6%	2.2%	2.6%	0.0%	20.0%	1.4%	1.4%	1.7%	5.9%	0.0%	0.0%	5.8%	2.2%	2.6%	0.0%
1	37	2	0	3	1	1	1	0	1	0	1	1	0	2	1	0	1	0	0	2	0	1	1
	0.6%	1.3%	0.0%	0.9%	1.6%	1.1%	4.0%	0.0%	1.3%	0.0%	2.6%	4.5%	0.0%	1.4%	1.4%	0.0%	5.9%	0.0%	0.0%	3.8%	0.0%	1.3%	3.2%
2	35	0	5	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.6%	0.0%	2.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	49	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.8%	0.0%	0.8%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
4	82	0	10	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.4%	0.0%	4.1%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
5	333	9	12	20	4	5	3	6	0	2	3	3	1	8	5	2	1	4	1	4	4	3	2
	5.6%	5.8%	4.9%	5.9%	6.3%	5.6%	12.0%	11.3%	0.0%	2.2%	7.9%	13.6%	20.0%	5.6%	6.8%	3.3%	5.9%	8.3%	2.0%	7.7%	8.9%	3.9%	6.5%
6	276	7	10	15	2	5	0	2	5	5	2	0	1	6	0	4	3	3	1	3	4	2	1
	4.7%	4.5%	4.1%	4.5%	3.1%	5.6%	0.0%	3.8%	6.6%	5.5%	5.3%	0.0%	20.0%	4.2%	0.0%	6.7%	17.6%	6.3%	2.0%	5.8%	8.9%	2.6%	3.2%
7	576	11	23	24	2	9	5	4	2	5	2	4	0	11	5	4	2	5	3	3	3	5	3
	9.7%	7.1%	9.3%	7.1%	3.1%	10.1%	20.0%	7.5%	2.6%	5.5%	5.3%	18.2%	0.0%	7.6%	6.8%	6.7%	11.8%	10.4%	5.9%	5.8%	6.7%	6.5%	9.7%
8	987	27	29	65	13	14	7	8	12	14	11	2	1	25	16	10	1	6	14	7	6	11	10
	16.7%	17.4%	11.8%	19.3%	20.3%	15.7%	28.0%	15.1%	15.8%	15.4%	28.9%	9.1%	20.0%	17.4%	21.6%	16.7%	5.9%	12.5%	27.5%	13.5%	13.3%	14.3%	32.3%
9	903	18	31	41	10	6	2	7	8	8	3	5	0	16	8	8	1	5	4	7	6	9	2
	15.3%	11.6%	12.6%	12.2%	15.6%	6.7%	8.0%	13.2%	10.5%	8.8%	7.9%	22.7%	0.0%	11.1%	10.8%	13.3%	5.9%	10.4%	7.8%	13.5%	13.3%	11.7%	6.5%
10 Best health plan possible	2,596	78	123	152	32	46	7	25	46	55	15	7	1	74	38	31	7	25	28	23	21	44	12
	43.8%	50.3%	50.0%	45.1%	50.0%	51.7%	28.0%	47.2%	60.5%	60.4%	39.5%	31.8%	20.0%	51.4%	51.4%	51.7%	41.2%	52.1%	54.9%	44.2%	46.7%	57.1%	38.7%

NA - Not applicable

Aetna Better Health of Louisiana

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 28

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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender (Q37) Male	Female	Age (Q36) 18 to 34	35 to 54	55 or more	Education (Q38) HS grad or less	Some college	College grad or more	Hispanic (Q39) Hispanic	Not Hispanic	Race (Q40) White	African-American	Other	Health Status (Q29) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,161	160	254	349	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	240	5	8	12	1	2	1	2	0	1	2	0	0	3	1	1	1	1	1	1	2	2	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,921 96.1%	155 96.9%	246 96.9%	337 96.6%	64 98.5%	89 97.8%	25 96.2%	53 96.4%	76 100.0%	91 98.9%	38 95.0%	22 100.0%	5 100.0%	144 98.0%	74 98.7%	60 98.4%	17 94.4%	48 98.0%	51 98.1%	52 98.1%	45 95.7%	77 97.5%	31 96.9%
0 to 4	250 4.2%	5 3.2%	18 7.3%	20 5.9%	1 1.6%	4 4.5%	1 4.0%	1 1.9%	3 3.9%	2 2.2%	2 5.3%	1 4.5%	1 20.0%	4 2.8%	2 2.7%	1 1.7%	2 11.8%	0 0.0%	0 0.0%	5 9.6%	1 2.2%	3 3.9%	1 3.2%
5	333 5.6%	9 5.8%	12 4.9%	20 5.9%	4 6.3%	5 5.6%	3 12.0%	6 11.3%	0 0.0%	2 2.2%	3 7.9%	3 13.6%	1 20.0%	8 5.6%	5 6.8%	2 3.3%	1 5.9%	4 8.3%	1 2.0%	4 7.7%	4 8.9%	3 3.9%	2 6.5%
6 or 7	852 14.4%	18 11.6%	33 13.4%	39 11.6%	4 6.3%	14 15.7%	5 20.0%	6 11.3%	7 9.2%	10 11.0%	4 10.5%	4 18.2%	1 20.0%	17 11.8%	5 6.8%	8 13.3%	5 29.4%	8 16.7%	4 7.8%	6 11.5%	7 15.6%	7 9.1%	4 12.9%
8 to 10	4,486 75.8%	123 79.4%	183 74.4%	258 76.6%	55 85.9%	66 74.2%	16 64.0%	40 75.5%	66 86.8%	77 84.6%	29 76.3%	14 63.6%	2 40.0%	115 79.9%	62 83.8%	49 81.7%	9 52.9%	36 75.0%	46 90.2%	37 71.2%	33 73.3%	64 83.1%	24 77.4%
Significantly different from column:*																		S	RT	S			
0 to 6	859 14.5%	21 13.5%	40 16.3%	55 16.3%	7 10.9%	14 15.7%	4 16.0%	9 17.0%	8 10.5%	9 9.9%	7 18.4%	4 18.2%	3 60.0%	18 12.5%	7 9.5%	7 11.7%	6 35.3%	7 14.6%	2 3.9%	12 23.1%	9 20.0%	8 10.4%	4 12.9%
7 to 8	1,563 26.4%	38 24.5%	52 21.1%	89 26.4%	15 23.4%	23 25.8%	12 48.0%	12 22.6%	14 18.4%	19 20.9%	13 34.2%	6 27.3%	1 20.0%	36 25.0%	21 28.4%	14 23.3%	3 17.6%	11 22.9%	17 33.3%	10 19.2%	9 20.0%	16 20.8%	13 41.9%
9 to 10	3,499 59.1%	96 61.9%	154 62.6%	193 57.3%	42 65.6%	52 58.4%	9 36.0%	32 60.4%	54 71.1%	63 69.2%	18 47.4%	12 54.5%	1 20.0%	90 62.5%	46 62.2%	39 65.0%	8 47.1%	30 62.5%	32 62.7%	30 57.7%	27 60.0%	53 68.8%	14 45.2%
Significantly different from column:*							HI	G	G	K	J											W	V

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

4913000

Question 29

In general, how would you rate your overall health?

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,161	160	254	349	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	137	6	1	5	1	2	0	0	4	4	0	0	0	3	1	3	0	0	0	0	0	4	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,024	154	253	344	64	89	26	55	72	88	40	22	5	144	74	58	18	49	52	53	47	75	32
	97.8%	96.3%	99.6%	98.6%	98.5%	97.8%	100.0%	100.0%	94.7%	95.7%	100.0%	100.0%	100.0%	98.0%	98.7%	95.1%	100.0%	100.0%	100.0%	100.0%	100.0%	94.9%	100.0%
Poor	397	16	17	24	6	10	0	8	8	11	4	1	0	16	11	5	0	0	0	16	3	5	8
	6.6%	10.4%	6.7%	7.0%	9.4%	11.2%	0.0%	14.5%	11.1%	12.5%	10.0%	4.5%	0.0%	11.1%	14.9%	8.6%	0.0%	0.0%	0.0%	30.2%	6.4%	6.7%	25.0%
Fair	1,434	37	70	91	16	20	5	14	17	25	9	2	1	34	20	11	5	0	0	37	11	18	8
	23.8%	24.0%	27.7%	26.5%	25.0%	22.5%	19.2%	25.5%	23.6%	28.4%	22.5%	9.1%	20.0%	23.6%	27.0%	19.0%	27.8%	0.0%	0.0%	69.8%	23.4%	24.0%	25.0%
Good	2,062	52	78	108	22	30	4	15	33	29	14	7	2	48	27	16	8	0	52	0	14	29	9
	34.2%	33.8%	30.8%	31.4%	34.4%	33.7%	15.4%	27.3%	45.8%	33.0%	35.0%	31.8%	40.0%	33.3%	36.5%	27.6%	44.4%	0.0%	100.0%	0.0%	29.8%	38.7%	28.1%
Very good	1,439	33	49	80	14	19	13	11	9	15	9	9	2	30	12	16	4	33	0	0	9	18	6
	23.9%	21.4%	19.4%	23.3%	21.9%	21.3%	50.0%	20.0%	12.5%	17.0%	22.5%	40.9%	40.0%	20.8%	16.2%	27.6%	22.2%	67.3%	0.0%	0.0%	19.1%	24.0%	18.8%
Excellent	692	16	39	41	6	10	4	7	5	8	4	3	0	16	4	10	1	16	0	0	10	5	1
	11.5%	10.4%	15.4%	11.9%	9.4%	11.2%	15.4%	12.7%	6.9%	9.1%	10.0%	13.6%	0.0%	11.1%	5.4%	17.2%	5.6%	32.7%	0.0%	0.0%	21.3%	6.7%	3.1%
Excellent or Very good	2,131	49	88	121	20	29	17	18	14	23	13	12	2	46	16	26	5	49	0	0	19	23	7
	35.4%	31.8%	34.8%	35.2%	31.3%	32.6%	65.4%	32.7%	19.4%	26.1%	32.5%	54.5%	40.0%	31.9%	21.6%	44.8%	27.8%	100.0%	0.0%	0.0%	40.4%	30.7%	21.9%
Significantly different from column:*							HI	G	G	L		J			P	O		ST	R	R			

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 30

In general, how would you rate your overall <u>mental or emotional</u> health?

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,161	160	254	349	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	134	4	3	7	0	2	0	0	2	0	1	1	1	1	1	0	1	2	0	0	1	2	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,027	156	251	342	65	89	26	55	74	92	39	21	4	146	74	61	17	47	52	53	46	77	31
	97.8%	97.5%	98.8%	98.0%	100.0%	97.8%	100.0%	100.0%	97.4%	100.0%	97.5%	95.5%	80.0%	99.3%	98.7%	100.0%	94.4%	95.9%	100.0%	100.0%	97.9%	97.5%	96.9%
Poor	393	14	19	19	7	7	4	7	3	8	4	2	0	14	7	6	1	0	0	14	5	4	5
	6.5%	9.0%	7.6%	5.6%	10.8%	7.9%	15.4%	12.7%	4.1%	8.7%	10.3%	9.5%	0.0%	9.6%	9.5%	9.8%	5.9%	0.0%	0.0%	26.4%	10.9%	5.2%	16.1%
Fair	1,330	33	53	73	12	20	3	14	15	23	7	2	2	30	20	7	5	2	8	23	6	17	10
	22.1%	21.2%	21.1%	21.3%	18.5%	22.5%	11.5%	25.5%	20.3%	25.0%	17.9%	9.5%	50.0%	20.5%	27.0%	11.5%	29.4%	4.3%	15.4%	43.4%	13.0%	22.1%	32.3%
Good	1,769	47	70	90	17	30	7	14	26	29	12	6	1	45	23	19	5	8	25	14	10	27	10
	29.4%	30.1%	27.9%	26.3%	26.2%	33.7%	26.9%	25.5%	35.1%	31.5%	30.8%	28.6%	25.0%	30.8%	31.1%	31.1%	29.4%	17.0%	48.1%	26.4%	21.7%	35.1%	32.3%
Very good	1,366	32	58	77	18	13	9	8	15	18	8	4	1	28	11	14	6	18	11	1	10	19	2
	22.7%	20.5%	23.1%	22.5%	27.7%	14.6%	34.6%	14.5%	20.3%	19.6%	20.5%	19.0%	25.0%	19.2%	14.9%	23.0%	35.3%	38.3%	21.2%	1.9%	21.7%	24.7%	6.5%
Excellent	1,169	30	51	83	11	19	3	12	15	14	8	7	0	29	13	15	0	19	8	1	15	10	4
	19.4%	19.2%	20.3%	24.3%	16.9%	21.3%	11.5%	21.8%	20.3%	15.2%	20.5%	33.3%	0.0%	19.9%	17.6%	24.6%	0.0%	40.4%	15.4%	1.9%	32.6%	13.0%	12.9%
Excellent or Very good	2,535	62	109	160	29	32	12	20	30	32	16	11	1	57	24	29	6	37	19	2	25	29	6
	42.1%	39.7%	43.4%	46.8%	44.6%	36.0%	46.2%	36.4%	40.5%	34.8%	41.0%	52.4%	25.0%	39.0%	32.4%	47.5%	35.3%	78.7%	36.5%	3.8%	54.3%	37.7%	19.4%
Significantly different from column:*																		ST	RT	RS	W		U

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 31

Have you had either a flu shot or flu spray in the nose since July 1, 2020?**

Base: All respondents who were flagged by the health plan as being 18 to 64 as of July 1 of the measurement year

	2021 CSS Average	2021	2020	2019	Gender (Q37) Male	Female	Age (Q36) 18 to 34	35 to 54	55 or more	Education (Q38) HS grad or less	Some college	College grad or more	Hispanic (Q39) Hispanic	Not Hispanic	Race (Q40) White	African-American	Other	Health Status (Q29) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,744	159	251	346	65	90	26	55	75	91	40	22	5	146	75	60	18	49	52	53	47	79	32
Number missing or multiple answer	116	2	2	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0
Number no experience	157	4	7	6	3	1	0	0	4	4	0	0	0	4	2	2	0	0	1	3	1	2	1
Usable responses	5,471	153	242	333	62	89	26	55	71	87	40	22	5	142	73	58	18	49	51	50	46	75	31
	95.2%	96.2%	96.4%	96.2%	95.4%	98.9%	100.0%	100.0%	94.7%	95.6%	100.0%	100.0%	100.0%	97.3%	97.3%	96.7%	100.0%	100.0%	98.1%	94.3%	97.9%	94.9%	96.9%
Yes	2,139	58	101	121	19	39	4	22	32	30	15	12	0	56	29	21	7	17	21	19	12	32	13
	39.1%	37.9%	41.7%	36.3%	30.6%	43.8%	15.4%	40.0%	45.1%	34.5%	37.5%	54.5%	0.0%	39.4%	39.7%	36.2%	38.9%	34.7%	41.2%	38.0%	26.1%	42.7%	41.9%
No	3,332	95	141	212	43	50	22	33	39	57	25	10	5	86	44	37	11	32	30	31	34	43	18
	60.9%	62.1%	58.3%	63.7%	69.4%	56.2%	84.6%	60.0%	54.9%	65.5%	62.5%	45.5%	100.0%	60.6%	60.3%	63.8%	61.1%	65.3%	58.8%	62.0%	73.9%	57.3%	58.1%
Significantly different from column:*							HI	G	G														

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**A plan's score for the HEDIS Flu Vaccinations for Adults measure will include only those members flagged by the plan as being age 18 to 64 as of July 1 of the measurement year.

Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 32

Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

Base: All respondents

| | 2021 CSS Average | 2021 | 2020 | 2019 | Gender (Q37) | | Age (Q36) | | | Education (Q38) | | | Hispanic (Q39) | | Race (Q40) | | | Health Status (Q29) | | | Doctor Visits in Last 6 Months (Q7) | | |
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,161	160	254	349	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	155	2	2	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,006	158	252	342	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	77	32
	97.5%	98.8%	99.2%	98.0%	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%	100.0%	97.5%	100.0%
Every day	1,047	38	58	82	18	20	3	18	17	20	13	3	1	36	20	10	7	7	18	13	11	19	8
	17.4%	24.1%	23.0%	24.0%	27.7%	22.0%	11.5%	32.7%	22.4%	21.7%	32.5%	13.6%	20.0%	24.5%	26.7%	16.4%	38.9%	14.3%	34.6%	24.5%	23.4%	24.7%	25.0%
Some days	633	24	46	57	10	13	3	8	12	18	3	2	0	22	8	14	1	3	8	12	7	14	3
	10.5%	15.2%	18.3%	16.7%	15.4%	14.3%	11.5%	14.5%	15.8%	19.6%	7.5%	9.1%	0.0%	15.0%	10.7%	23.0%	5.6%	6.1%	15.4%	22.6%	14.9%	18.2%	9.4%
Not at all	4,270	94	145	201	36	57	20	29	45	53	24	16	4	87	45	37	10	39	25	27	29	44	19
	71.1%	59.5%	57.5%	58.8%	55.4%	62.6%	76.9%	52.7%	59.2%	57.6%	60.0%	72.7%	80.0%	59.2%	60.0%	60.7%	55.6%	79.6%	48.1%	50.9%	61.7%	57.1%	59.4%
Don't know	56	2	3	2	1	1	0	0	2	1	0	1	0	2	2	0	0	0	1	1	0	0	2
	0.9%	1.3%	1.2%	0.6%	1.5%	1.1%	0.0%	0.0%	2.6%	1.1%	0.0%	4.5%	0.0%	1.4%	2.7%	0.0%	0.0%	0.0%	1.9%	1.9%	0.0%	0.0%	6.3%
Every day or Some days	1,680	62	104	139	28	33	6	26	29	38	16	5	1	58	28	24	8	10	26	25	18	33	11
	28.0%	39.2%	41.3%	40.6%	43.1%	36.3%	23.1%	47.3%	38.2%	41.3%	40.0%	22.7%	20.0%	39.5%	37.3%	39.3%	44.4%	20.4%	50.0%	47.2%	38.3%	42.9%	34.4%
Significantly different from column:*		A					H	G										ST	R	R			

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 33

In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

Base: All respondents who smoke cigarettes or use tobacco (Q32)

	2021 CSS Average	2021	2020	2019	Gender (Q37) Male	Gender (Q37) Female	Age (Q36) 18 to 34	Age (Q36) 35 to 54	Age (Q36) 55 or more	Education (Q38) HS grad or less	Education (Q38) Some college	Education (Q38) College grad or more	Hispanic (Q39) Hispanic	Hispanic (Q39) Not Hispanic	Race (Q40) White	Race (Q40) African-American	Race (Q40) Other	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	Doctor Visits in Last 6 Months (Q7) 1 to 4	Doctor Visits in Last 6 Months (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,680	62	104	139	28	33	6	26	29	38	16	5	1	58	28	24	8	10	26	25	18	33	11
Number missing or multiple answer	23	0	1	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,657	62	103	133	28	33	6	26	29	38	16	5	1	58	28	24	8	10	26	25	18	33	11
	98.6%	100.0%	99.0%	95.7%	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%	100.0%	100.0%
Never	467	11	29	33	5	5	3	5	2	6	3	1	1	9	3	4	3	5	1	5	5	5	1
	28.2%	17.7%	28.2%	24.8%	17.9%	15.2%	50.0%	19.2%	6.9%	15.8%	18.8%	20.0%	100.0%	15.5%	10.7%	16.7%	37.5%	50.0%	3.8%	20.0%	27.8%	15.2%	9.1%
Sometimes	333	17	23	23	9	8	2	6	9	9	6	2	0	17	10	7	0	3	8	6	4	6	7
	20.1%	27.4%	22.3%	17.3%	32.1%	24.2%	33.3%	23.1%	31.0%	23.7%	37.5%	40.0%	0.0%	29.3%	35.7%	29.2%	0.0%	30.0%	30.8%	24.0%	22.2%	18.2%	63.6%
Usually	259	6	15	18	2	4	1	2	3	3	2	0	0	6	2	2	1	0	4	1	2	4	0
	15.6%	9.7%	14.6%	13.5%	7.1%	12.1%	16.7%	7.7%	10.3%	7.9%	12.5%	0.0%	0.0%	10.3%	7.1%	8.3%	12.5%	0.0%	15.4%	4.0%	11.1%	12.1%	0.0%
Always	598	28	36	59	12	16	0	13	15	20	5	2	0	26	13	11	4	2	13	13	7	18	3
	36.1%	45.2%	35.0%	44.4%	42.9%	48.5%	0.0%	50.0%	51.7%	52.6%	31.3%	40.0%	0.0%	44.8%	46.4%	45.8%	50.0%	20.0%	50.0%	52.0%	38.9%	54.5%	27.3%
Significantly different from column:*																							
Sometimes, Usually, or Always	1,190	51	74	100	23	28	3	21	27	32	13	4	0	49	25	20	5	5	25	20	13	28	10
	71.8%	82.3%	71.8%	75.2%	82.1%	84.8%	50.0%	80.8%	93.1%	84.2%	81.3%	80.0%	0.0%	84.5%	89.3%	83.3%	62.5%	50.0%	96.2%	80.0%	72.2%	84.8%	90.9%
Significantly different from column:*																							

NA - Not applicable

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Aetna Better Health of Louisiana

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

4913000

Question 34

In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

Base: All respondents who smoke cigarettes or use tobacco (Q32)

| | 2021 CSS Average | 2021 | 2020 | 2019 | Gender (Q37) | | Age (Q36) | | | Education (Q38) | | | Hispanic (Q39) | | Race (Q40) | | | Health Status (Q29) | | | Doctor Visits in Last 6 Months (Q7) | | |
| | | | | | Male | Female | 18 to 34 | 35 to 54 | 55 or more | HS grad or less | Some college | College grad or more | Hispanic | Not Hispanic | White | African-American | Other | Excellent or Very good | Good | Fair or Poor | None | 1 to 4 | 5 or more |
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,680	62	104	139	28	33	6	26	29	38	16	5	1	58	28	24	8	10	26	25	18	33	11
Number missing or multiple answer	40	0	1	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,640	62	103	134	28	33	6	26	29	38	16	5	1	58	28	24	8	10	26	25	18	33	11
	97.6%	100.0%	99.0%	96.4%	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%	100.0%	100.0%
Never	815	32	49	65	16	15	4	14	13	16	10	3	1	30	11	13	6	5	12	15	10	15	7
	49.7%	51.6%	47.6%	48.5%	57.1%	45.5%	66.7%	53.8%	44.8%	42.1%	62.5%	60.0%	100.0%	51.7%	39.3%	54.2%	75.0%	50.0%	46.2%	60.0%	55.6%	45.5%	63.6%
Sometimes	323	5	18	33	4	1	2	1	2	3	2	0	0	5	2	3	0	2	1	2	1	3	1
	19.7%	8.1%	17.5%	24.6%	14.3%	3.0%	33.3%	3.8%	6.9%	7.9%	12.5%	0.0%	0.0%	8.6%	7.1%	12.5%	0.0%	20.0%	3.8%	8.0%	5.6%	9.1%	9.1%
Usually	195	8	19	14	1	7	0	2	6	7	1	0	0	8	6	1	1	0	6	2	3	4	1
	11.9%	12.9%	18.4%	10.4%	3.6%	21.2%	0.0%	7.7%	20.7%	18.4%	6.3%	0.0%	0.0%	13.8%	21.4%	4.2%	12.5%	0.0%	23.1%	8.0%	16.7%	12.1%	9.1%
Always	307	17	17	22	7	10	0	9	8	12	3	2	0	15	9	7	1	3	7	6	4	11	2
	18.7%	27.4%	16.5%	16.4%	25.0%	30.3%	0.0%	34.6%	27.6%	31.6%	18.8%	40.0%	0.0%	25.9%	32.1%	29.2%	12.5%	30.0%	26.9%	24.0%	22.2%	33.3%	18.2%
Significantly different from column:*																							
Sometimes, Usually, or Always	825	30	54	69	12	18	2	12	16	22	6	2	0	28	17	11	2	5	14	10	8	18	4
	50.3%	48.4%	52.4%	51.5%	42.9%	54.5%	33.3%	46.2%	55.2%	57.9%	37.5%	40.0%	0.0%	48.3%	60.7%	45.8%	25.0%	50.0%	53.8%	40.0%	44.4%	54.5%	36.4%
Significantly different from column:*																							

NA - Not applicable

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Aetna Better Health of Louisiana

4913000

Question 35

In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

Base: All respondents who smoke cigarettes or use tobacco (Q32)

	2021 CSS Average	2021	2020	2019	Gender (Q37) Male	Gender (Q37) Female	Age (Q36) 18 to 34	Age (Q36) 35 to 54	Age (Q36) 55 or more	Education (Q38) HS grad or less	Education (Q38) Some college	Education (Q38) College grad or more	Hispanic (Q39) Hispanic	Hispanic (Q39) Not Hispanic	Race (Q40) White	Race (Q40) African-American	Race (Q40) Other	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	Doctor Visits in Last 6 Months (Q7) 1 to 4	Doctor Visits in Last 6 Months (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,680	62	104	139	28	33	6	26	29	38	16	5	1	58	28	24	8	10	26	25	18	33	11
Number missing or multiple answer	49	2	1	6	0	1	0	0	1	0	0	1	0	1	0	1	0	0	1	1	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,631	60	103	133	28	32	6	26	28	38	16	4	1	57	28	23	8	10	25	24	17	32	11
	97.1%	96.8%	99.0%	95.7%	100.0%	97.0%	100.0%	100.0%	96.6%	100.0%	100.0%	80.0%	100.0%	98.3%	100.0%	95.8%	100.0%	100.0%	96.2%	96.0%	94.4%	97.0%	100.0%
Never	914	32	47	72	19	13	5	15	12	19	10	1	1	31	12	13	6	6	11	15	10	13	9
	56.0%	53.3%	45.6%	54.1%	67.9%	40.6%	83.3%	57.7%	42.9%	50.0%	62.5%	25.0%	100.0%	54.4%	42.9%	56.5%	75.0%	60.0%	44.0%	62.5%	58.8%	40.6%	81.8%
Sometimes	304	8	31	27	3	5	1	3	4	5	2	1	0	8	6	2	0	2	3	3	2	4	2
	18.6%	13.3%	30.1%	20.3%	10.7%	15.6%	16.7%	11.5%	14.3%	13.2%	12.5%	25.0%	0.0%	14.0%	21.4%	8.7%	0.0%	20.0%	12.0%	12.5%	11.8%	12.5%	18.2%
Usually	174	7	11	10	1	6	0	2	5	5	1	1	0	7	3	3	1	0	4	2	2	5	0
	10.7%	11.7%	10.7%	7.5%	3.6%	18.8%	0.0%	7.7%	17.9%	13.2%	6.3%	25.0%	0.0%	12.3%	10.7%	13.0%	12.5%	0.0%	16.0%	8.3%	11.8%	15.6%	0.0%
Always	239	13	14	24	5	8	0	6	7	9	3	1	0	11	7	5	1	2	7	4	3	10	0
	14.7%	21.7%	13.6%	18.0%	17.9%	25.0%	0.0%	23.1%	25.0%	23.7%	18.8%	25.0%	0.0%	19.3%	25.0%	21.7%	12.5%	20.0%	28.0%	16.7%	17.6%	31.3%	0.0%
Significantly different from column:*																							
Sometimes, Usually, or Always	717	28	56	61	9	19	1	11	16	19	6	3	0	26	16	10	2	4	14	9	7	19	2
	44.0%	46.7%	54.4%	45.9%	32.1%	59.4%	16.7%	42.3%	57.1%	50.0%	37.5%	75.0%	0.0%	45.6%	57.1%	43.5%	25.0%	40.0%	56.0%	37.5%	41.2%	59.4%	18.2%
Significantly different from column:*					F	E																W	V

NA - Not applicable

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Aetna Better Health of Louisiana

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 36

What is your age?

Base: All respondents

| | 2021 CSS Average | 2021 | 2020 | 2019 | Gender (Q37) | | Age (Q36) | | | Education (Q38) | | | Hispanic (Q39) | | Race (Q40) | | | Health Status (Q29) | | | Doctor Visits in Last 6 Months (Q7) | | |
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,161	160	254	349	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	144	3	3	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,017	157	251	343	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	52	46	77	32
	97.7%	98.1%	98.8%	98.3%	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%	98.1%	97.9%	97.5%	100.0%
18 to 24	634	7	21	23	1	6	7	0	0	5	2	0	0	7	5	2	0	4	1	2	4	2	1
	10.5%	4.5%	8.4%	6.7%	1.5%	6.6%	26.9%	0.0%	0.0%	5.4%	5.0%	0.0%	0.0%	4.8%	6.7%	3.3%	0.0%	8.2%	1.9%	3.8%	8.7%	2.6%	3.1%
25 to 34	1,065	19	31	42	10	9	19	0	0	8	6	5	1	18	9	7	3	13	3	3	5	10	4
	17.7%	12.1%	12.4%	12.2%	15.4%	9.9%	73.1%	0.0%	0.0%	8.7%	15.0%	22.7%	20.0%	12.2%	12.0%	11.5%	16.7%	26.5%	5.8%	5.8%	10.9%	13.0%	12.5%
35 to 44	976	20	47	57	7	13	0	20	0	7	6	7	0	20	10	6	2	8	5	7	7	7	6
	16.2%	12.7%	18.7%	16.6%	10.8%	14.3%	0.0%	36.4%	0.0%	7.6%	15.0%	31.8%	0.0%	13.6%	13.3%	9.8%	11.1%	16.3%	9.6%	13.5%	15.2%	9.1%	18.8%
45 to 54	1,102	35	53	82	16	19	0	35	0	22	7	4	0	34	15	15	4	10	10	15	11	20	4
	18.3%	22.3%	21.1%	23.9%	24.6%	20.9%	0.0%	63.6%	0.0%	23.9%	17.5%	18.2%	0.0%	23.1%	20.0%	24.6%	22.2%	20.4%	19.2%	28.8%	23.9%	26.0%	12.5%
55 to 64	1,844	74	96	131	31	42	0	0	74	48	19	6	4	66	36	30	8	14	33	24	19	38	16
	30.6%	47.1%	38.2%	38.2%	47.7%	46.2%	0.0%	0.0%	97.4%	52.2%	47.5%	27.3%	80.0%	44.9%	48.0%	49.2%	44.4%	28.6%	63.5%	46.2%	41.3%	49.4%	50.0%
65 to 74	257	2	2	7	0	2	0	0	2	2	0	0	0	2	0	1	1	0	0	1	0	0	1
	4.3%	1.3%	0.8%	2.0%	0.0%	2.2%	0.0%	0.0%	2.6%	2.2%	0.0%	0.0%	0.0%	1.4%	0.0%	1.6%	5.6%	0.0%	0.0%	1.9%	0.0%	0.0%	3.1%
75 or older	139	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.3%	0.0%	0.4%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
55 or older	2,240	76	99	139	31	44	0	0	76	50	19	6	4	68	36	31	9	14	33	25	19	38	17
	37.2%	48.4%	39.4%	40.5%	47.7%	48.4%	0.0%	0.0%	100.0%	54.3%	47.5%	27.3%	80.0%	46.3%	48.0%	50.8%	50.0%	28.6%	63.5%	48.1%	41.3%	49.4%	53.1%
Significantly different from column:*		A					I	I	GH	L		J						ST	R	R			

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 37

Are you male or female?

Base: All respondents

| | 2021 CSS Average | 2021 | 2020 | 2019 | Gender (Q37) | | Age (Q36) | | | Education (Q38) | | | Hispanic (Q39) | | Race (Q40) | | | Health Status (Q29) | | | Doctor Visits in Last 6 Months (Q7) | | |
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,161	160	254	349	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	150	4	5	9	0	0	0	0	1	1	0	0	0	0	0	1	0	0	0	1	1	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,011	156	249	340	65	91	26	55	75	91	40	22	5	147	75	60	18	49	52	52	46	76	32
	97.6%	97.5%	98.0%	97.4%	100.0%	100.0%	100.0%	100.0%	98.7%	98.9%	100.0%	100.0%	100.0%	100.0%	100.0%	98.4%	100.0%	100.0%	100.0%	98.1%	97.9%	96.2%	100.0%
Male	2,452	65	103	156	65	0	11	23	31	42	14	7	2	60	28	26	9	20	22	22	23	29	12
	40.8%	41.7%	41.4%	45.9%	100.0%	0.0%	42.3%	41.8%	41.3%	46.2%	35.0%	31.8%	40.0%	40.8%	37.3%	43.3%	50.0%	40.8%	42.3%	42.3%	50.0%	38.2%	37.5%
Female	3,559	91	146	184	0	91	15	32	44	49	26	15	3	87	47	34	9	29	30	30	23	47	20
	59.2%	58.3%	58.6%	54.1%	0.0%	100.0%	57.7%	58.2%	58.7%	53.8%	65.0%	68.2%	60.0%	59.2%	62.7%	56.7%	50.0%	59.2%	57.7%	57.7%	50.0%	61.8%	62.5%
Significantly different from column:*					F	E																	

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 38

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

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender (Q37) Male	Gender (Q37) Female	Age (Q36) 18 to 34	Age (Q36) 35 to 54	Age (Q36) 55 or more	Education (Q38) HS grad or less	Education (Q38) Some college	Education (Q38) College grad or more	Hispanic (Q39) Hispanic	Hispanic (Q39) Not Hispanic	Race (Q40) White	Race (Q40) African-American	Race (Q40) Other	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	Doctor Visits in Last 6 Months (Q7) 1 to 4	Doctor Visits in Last 6 Months (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,161	160	254	349	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	212	6	3	6	2	1	0	2	1	0	0	0	0	3	0	1	1	1	2	1	3	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,949	154	251	343	63	90	26	53	75	92	40	22	5	144	75	60	17	48	50	52	44	76	32
	96.6%	96.3%	98.8%	98.3%	96.9%	98.9%	100.0%	96.4%	98.7%	100.0%	100.0%	100.0%	100.0%	98.0%	100.0%	98.4%	94.4%	98.0%	96.2%	98.1%	93.6%	96.2%	100.0%
8th grade or less	384	8	19	20	3	5	0	3	5	8	0	0	0	8	3	4	1	1	1	6	3	2	3
	6.5%	5.2%	7.6%	5.8%	4.8%	5.6%	0.0%	5.7%	6.7%	8.7%	0.0%	0.0%	0.0%	5.6%	4.0%	6.7%	5.9%	2.1%	2.0%	11.5%	6.8%	2.6%	9.4%
Some high school, but did not graduate	850	19	43	53	11	7	3	3	13	19	0	0	0	18	8	9	2	5	4	9	4	11	4
	14.3%	12.3%	17.1%	15.5%	17.5%	7.8%	11.5%	5.7%	17.3%	20.7%	0.0%	0.0%	0.0%	12.5%	10.7%	15.0%	11.8%	10.4%	8.0%	17.3%	9.1%	14.5%	12.5%
High school graduate or GED	2,232	65	95	126	28	37	10	23	32	65	0	0	2	61	33	25	7	17	24	21	17	40	6
	37.5%	42.2%	37.8%	36.7%	44.4%	41.1%	38.5%	43.4%	42.7%	70.7%	0.0%	0.0%	40.0%	42.4%	44.0%	41.7%	41.2%	35.4%	48.0%	40.4%	38.6%	52.6%	18.8%
Some college or 2-year degree	1,615	40	69	108	14	26	8	13	19	0	40	0	2	36	21	14	5	13	14	13	14	15	11
	27.1%	26.0%	27.5%	31.5%	22.2%	28.9%	30.8%	24.5%	25.3%	0.0%	100.0%	0.0%	40.0%	25.0%	28.0%	23.3%	29.4%	27.1%	28.0%	25.0%	31.8%	19.7%	34.4%
4-year college graduate	566	11	16	24	4	7	4	5	2	0	0	11	1	10	6	5	0	7	3	1	3	3	5
	9.5%	7.1%	6.4%	7.0%	6.3%	7.8%	15.4%	9.4%	2.7%	0.0%	0.0%	50.0%	20.0%	6.9%	8.0%	8.3%	0.0%	14.6%	6.0%	1.9%	6.8%	3.9%	15.6%
More than 4-year college degree	302	11	9	12	3	8	1	6	4	0	0	11	0	11	4	3	2	5	4	2	3	5	3
	5.1%	7.1%	3.6%	3.5%	4.8%	8.9%	3.8%	11.3%	5.3%	0.0%	0.0%	50.0%	0.0%	7.6%	5.3%	5.0%	11.8%	10.4%	8.0%	3.8%	6.8%	6.6%	9.4%
4-year college graduate or more	868	22	25	36	7	15	5	11	6	0	0	22	1	21	10	8	2	12	7	3	6	8	8
	14.6%	14.3%	10.0%	10.5%	11.1%	16.7%	19.2%	20.8%	8.0%	0.0%	0.0%	100.0%	20.0%	14.6%	13.3%	13.3%	11.8%	25.0%	14.0%	5.8%	13.6%	10.5%	25.0%
Significantly different from column:*								I	H		L	K						T		R			

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 39

Are you of Hispanic or Latino origin or descent?

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,161	160	254	349	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	314	8	16	24	3	1	0	1	4	3	2	0	0	0	1	4	0	1	2	2	2	6	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,847	152	238	325	62	90	26	54	72	89	38	22	5	147	74	57	18	48	50	51	45	73	32
	94.9%	95.0%	93.7%	93.1%	95.4%	98.9%	100.0%	98.2%	94.7%	96.7%	95.0%	100.0%	100.0%	100.0%	98.7%	93.4%	100.0%	98.0%	96.2%	96.2%	95.7%	92.4%	100.0%
Yes, Hispanic or Latino	1,161	5	7	17	2	3	1	0	4	2	2	1	5	0	3	0	2	2	2	1	2	2	1
	19.9%	3.3%	2.9%	5.2%	3.2%	3.3%	3.8%	0.0%	5.6%	2.2%	5.3%	4.5%	100.0%	0.0%	4.1%	0.0%	11.1%	4.2%	4.0%	2.0%	4.4%	2.7%	3.1%
No, not Hispanic or Latino	4,686	147	231	308	60	87	25	54	68	87	36	21	0	147	71	57	16	46	48	50	43	71	31
	80.1%	96.7%	97.1%	94.8%	96.8%	96.7%	96.2%	100.0%	94.4%	97.8%	94.7%	95.5%	0.0%	100.0%	95.9%	100.0%	88.9%	95.8%	96.0%	98.0%	95.6%	97.3%	96.9%
Significantly different from column:*		A																					

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 40

What is your race? Mark one or more.

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender (Q37) Male	Gender (Q37) Female	Age (Q36) 18 to 34	Age (Q36) 35 to 54	Age (Q36) 55 or more	Education (Q38) HS grad or less	Education (Q38) Some college	Education (Q38) College grad or more	Hispanic (Q39) Hispanic	Hispanic (Q39) Not Hispanic	Race (Q40) White	Race (Q40) African-American	Race (Q40) Other	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	Doctor Visits in Last 6 Months (Q7) 1 to 4	Doctor Visits in Last 6 Months (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,161	160	254	349	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	370	6	2	8	2	1	0	3	0	0	0	2	0	3	0	0	0	2	1	1	3	2	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,791	154	252	341	63	90	26	52	76	92	40	20	5	144	75	61	18	47	51	52	44	77	31
	94.0%	96.3%	99.2%	97.7%	96.9%	98.9%	100.0%	94.5%	100.0%	100.0%	100.0%	90.9%	100.0%	98.0%	100.0%	100.0%	100.0%	95.9%	98.1%	98.1%	93.6%	97.5%	96.9%
White	3,328	83	118	178	31	52	14	28	41	49	23	11	4	78	75	0	8	19	30	33	24	33	25
	57.5%	53.9%	46.8%	52.2%	49.2%	57.8%	53.8%	53.8%	53.9%	53.3%	57.5%	55.0%	80.0%	54.2%	100.0%	0.0%	44.4%	40.4%	58.8%	63.5%	54.5%	42.9%	80.6%
Black or African-American	1,642	64	112	152	26	37	10	22	32	39	14	10	0	60	0	61	3	27	17	17	20	37	6
	28.4%	41.6%	44.4%	44.6%	41.3%	41.1%	38.5%	42.3%	42.1%	42.4%	35.0%	50.0%	0.0%	41.7%	0.0%	100.0%	16.7%	57.4%	33.3%	32.7%	45.5%	48.1%	19.4%
Asian	396	1	10	6	1	0	0	1	0	0	1	0	0	1	0	0	1	0	1	0	0	1	0
	6.8%	0.6%	4.0%	1.8%	1.6%	0.0%	0.0%	1.9%	0.0%	0.0%	2.5%	0.0%	0.0%	0.7%	0.0%	0.0%	5.6%	0.0%	2.0%	0.0%	0.0%	1.3%	0.0%
Native Hawaiian or other Pacific Islander	60	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
American Indian or Alaska Native	185	5	7	16	2	3	2	1	2	3	0	2	0	5	0	0	5	2	2	1	2	2	1
	3.2%	3.2%	2.8%	4.7%	3.2%	3.3%	7.7%	1.9%	2.6%	3.3%	0.0%	10.0%	0.0%	3.5%	0.0%	0.0%	27.8%	4.3%	3.9%	1.9%	4.5%	2.6%	3.2%
Other	644	12	14	18	6	6	1	4	7	7	4	0	2	10	0	0	12	3	5	4	2	9	1
	11.1%	7.8%	5.6%	5.3%	9.5%	6.7%	3.8%	7.7%	9.2%	7.6%	10.0%	0.0%	40.0%	6.9%	0.0%	0.0%	66.7%	6.4%	9.8%	7.7%	4.5%	11.7%	3.2%

NA - Not applicable

Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

Aetna Better Health of Louisiana

4913000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 41

x458

When selecting your health provider(s), how often did you have a problem finding a physician you were comfortable with based on your cultural, personal, or religious beliefs?

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	---	160	---	---	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	---	5	---	---	2	1	0	1	2	3	0	0	0	3	0	2	1	1	0	2	1	4	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	155	---	---	63	90	26	54	74	89	40	22	5	144	75	59	17	48	52	51	46	75	32
	---	96.9%	---	---	96.9%	98.9%	100.0%	98.2%	97.4%	96.7%	100.0%	100.0%	100.0%	98.0%	100.0%	96.7%	94.4%	98.0%	100.0%	96.2%	97.9%	94.9%	100.0%
Always	---	22	---	---	8	14	0	6	16	15	6	0	0	21	10	10	2	6	8	8	7	9	6
	---	14.2%	---	---	12.7%	15.6%	0.0%	11.1%	21.6%	16.9%	15.0%	0.0%	0.0%	14.6%	13.3%	16.9%	11.8%	12.5%	15.4%	15.7%	15.2%	12.0%	18.8%
Usually	---	10	---	---	3	7	0	5	5	3	4	3	2	8	6	2	2	5	4	1	3	4	3
	---	6.5%	---	---	4.8%	7.8%	0.0%	9.3%	6.8%	3.4%	10.0%	13.6%	40.0%	5.6%	8.0%	3.4%	11.8%	10.4%	7.7%	2.0%	6.5%	5.3%	9.4%
Sometimes	---	17	---	---	8	9	5	6	6	10	3	3	0	16	6	5	6	0	7	9	1	13	2
	---	11.0%	---	---	12.7%	10.0%	19.2%	11.1%	8.1%	11.2%	7.5%	13.6%	0.0%	11.1%	8.0%	8.5%	35.3%	0.0%	13.5%	17.6%	2.2%	17.3%	6.3%
Never	---	106	---	---	44	60	21	37	47	61	27	16	3	99	53	42	7	37	33	33	35	49	21
	---	68.4%	---	---	69.8%	66.7%	80.8%	68.5%	63.5%	68.5%	67.5%	72.7%	60.0%	68.8%	70.7%	71.2%	41.2%	77.1%	63.5%	64.7%	76.1%	65.3%	65.6%
Significantly different from column:*															Q	Q	OP						
Never or Sometimes	---	123	---	---	52	69	26	43	53	71	30	19	3	115	59	47	13	37	40	42	36	62	23
	---	79.4%	---	---	82.5%	76.7%	100.0%	79.6%	71.6%	79.8%	75.0%	86.4%	60.0%	79.9%	78.7%	79.7%	76.5%	77.1%	76.9%	82.4%	78.3%	82.7%	71.9%
Significantly different from column:*							I		G														

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 42

Some people prefer a provider of a specific race, gender or ethnicity. Others prefer a provider who speaks a specific language. Have you been able to find providers that meet your preferences?

Base: All respondents

| | 2021 CSS Average | 2021 | 2020 | 2019 | Gender (Q37) | | Age (Q36) | | | Education (Q38) | | | Hispanic (Q39) | | Race (Q40) | | | Health Status (Q29) | | | Doctor Visits in Last 6 Months (Q7) | | |
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	---	160	---	---	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	---	10	---	---	3	4	1	3	3	4	1	2	0	7	0	4	2	3	1	3	3	5	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	150	---	---	62	87	25	52	73	88	39	20	5	140	75	57	16	46	51	50	44	74	31
	---	93.8%	---	---	95.4%	95.6%	96.2%	94.5%	96.1%	95.7%	97.5%	90.9%	100.0%	95.2%	100.0%	93.4%	88.9%	93.9%	98.1%	94.3%	93.6%	93.7%	96.9%
Yes		130			54	75	24	42	64	75	34	19	5	121	65	49	14	44	46	37	37	64	28
	---	86.7%	---	---	87.1%	86.2%	96.0%	80.8%	87.7%	85.2%	87.2%	95.0%	100.0%	86.4%	86.7%	86.0%	87.5%	95.7%	90.2%	74.0%	84.1%	86.5%	90.3%
No		20			8	12	1	10	9	13	5	1	0	19	10	8	2	2	5	13	7	10	3
	---	13.3%	---	---	12.9%	13.8%	4.0%	19.2%	12.3%	14.8%	12.8%	5.0%	0.0%	13.6%	13.3%	14.0%	12.5%	4.3%	9.8%	26.0%	15.9%	13.5%	9.7%
Significantly different from column:*																		T	T	RS			

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

4913000

Question 43

x460

In the last 6 months, if you had trouble getting an appointment to see a specialist, what type of specialist was it hard to get an appointment with? Mark one or more.

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	---	160	---	---	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	---	97	---	---	40	54	17	30	48	54	23	15	5	87	47	36	9	33	33	26	34	44	17
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	63	---	---	25	37	9	25	28	38	17	7	0	60	28	25	9	16	19	27	13	35	15
	---	39.4%	---	---	38.5%	40.7%	34.6%	45.5%	36.8%	41.3%	42.5%	31.8%	0.0%	40.8%	37.3%	41.0%	50.0%	32.7%	36.5%	50.9%	27.7%	44.3%	46.9%
Neurologist (Brain Doctor)	---	10	---	---	4	6	0	6	4	6	2	2	0	9	5	3	2	2	3	5	3	5	2
	---	15.9%	---	---	16.0%	16.2%	0.0%	24.0%	14.3%	15.8%	11.8%	28.6%	---	15.0%	17.9%	12.0%	22.2%	12.5%	15.8%	18.5%	23.1%	14.3%	13.3%
Orthopedic Surgeon (Bone and Muscle Doctor)	---	13	---	---	5	8	1	5	7	8	2	3	0	13	9	3	1	2	1	10	2	7	4
	---	20.6%	---	---	20.0%	21.6%	11.1%	20.0%	25.0%	21.1%	11.8%	42.9%	---	21.7%	32.1%	12.0%	11.1%	12.5%	5.3%	37.0%	15.4%	20.0%	26.7%
Ophthalmologist (Eye Doctor)	---	9	---	---	5	4	1	2	6	8	0	1	0	9	4	4	1	1	3	5	1	5	3
	---	14.3%	---	---	20.0%	10.8%	11.1%	8.0%	21.4%	21.1%	0.0%	14.3%	---	15.0%	14.3%	16.0%	11.1%	6.3%	15.8%	18.5%	7.7%	14.3%	20.0%
Behavioral Health	---	7	---	---	1	6	3	3	1	2	3	2	0	7	5	1	1	2	0	5	1	2	4
	---	11.1%	---	---	4.0%	16.2%	33.3%	12.0%	3.6%	5.3%	17.6%	28.6%	---	11.7%	17.9%	4.0%	11.1%	12.5%	0.0%	18.5%	7.7%	5.7%	26.7%
Gastroenterologist (Stomach Doctor)	---	7	---	---	3	4	0	3	4	3	3	1	0	7	3	2	2	0	1	6	0	4	3
	---	11.1%	---	---	12.0%	10.8%	0.0%	12.0%	14.3%	7.9%	17.6%	14.3%	---	11.7%	10.7%	8.0%	22.2%	0.0%	5.3%	22.2%	0.0%	11.4%	20.0%
Obstetrics & Gynecology (Doctor for women)	---	7	---	---	0	7	2	1	4	5	1	1	0	7	2	3	2	2	4	1	1	5	1
	---	11.1%	---	---	0.0%	18.9%	22.2%	4.0%	14.3%	13.2%	5.9%	14.3%	---	11.7%	7.1%	12.0%	22.2%	12.5%	21.1%	3.7%	7.7%	14.3%	6.7%
Dermatologist (Skin Doctor)	---	5	---	---	1	4	2	2	1	3	2	0	0	5	2	1	2	1	3	1	1	4	0
	---	7.9%	---	---	4.0%	10.8%	22.2%	8.0%	3.6%	7.9%	11.8%	0.0%	---	8.3%	7.1%	4.0%	22.2%	6.3%	15.8%	3.7%	7.7%	11.4%	0.0%
Cardiologist (Heart Doctor)	---	7	---	---	2	5	0	3	4	7	0	0	0	7	3	3	1	1	1	5	2	4	1
	---	11.1%	---	---	8.0%	13.5%	0.0%	12.0%	14.3%	18.4%	0.0%	0.0%	---	11.7%	10.7%	12.0%	11.1%	6.3%	5.3%	18.5%	15.4%	11.4%	6.7%
Allergist (Doctor for allergies)	---	2	---	---	0	2	0	2	0	2	0	0	0	2	1	1	0	1	0	1	0	1	1
	---	3.2%	---	---	0.0%	5.4%	0.0%	8.0%	0.0%	5.3%	0.0%	0.0%	---	3.3%	3.6%	4.0%	0.0%	6.3%	0.0%	3.7%	0.0%	2.9%	6.7%
Oncologist (Cancer Doctor)	---	3	---	---	2	0	0	0	2	2	0	0	0	2	0	2	0	0	0	2	1	1	1
	---	4.8%	---	---	8.0%	0.0%	0.0%	0.0%	7.1%	5.3%	0.0%	0.0%	---	3.3%	0.0%	8.0%	0.0%	0.0%	0.0%	7.4%	7.7%	2.9%	6.7%
Otolaryngologist (Ear, Nose, Throat Doctor)	---	2	---	---	0	2	0	1	1	1	0	1	0	2	2	0	0	0	0	2	0	0	2
	---	3.2%	---	---	0.0%	5.4%	0.0%	4.0%	3.6%	2.6%	0.0%	14.3%	---	3.3%	7.1%	0.0%	0.0%	0.0%	0.0%	7.4%	0.0%	0.0%	13.3%
Other	---	21	---	---	10	11	2	9	10	11	7	3	0	20	7	10	4	7	7	7	4	12	5
	---	33.3%	---	---	40.0%	29.7%	22.2%	36.0%	35.7%	28.9%	41.2%	42.9%	---	33.3%	25.0%	40.0%	44.4%	43.8%	36.8%	25.9%	30.8%	34.3%	33.3%

NA - Not applicable

Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

Aetna Better Health of Louisiana

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded February - May 2021)

Question 44

x461

When your plan needs to share information with you, how do you prefer to receive this information? Mark one or more.

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender (Q37) Male	Gender (Q37) Female	Age (Q36) 18 to 34	Age (Q36) 35 to 54	Age (Q36) 55 or more	Education (Q38) HS grad or less	Education (Q38) Some college	Education (Q38) College grad or more	Hispanic (Q39) Hispanic	Hispanic (Q39) Not Hispanic	Race (Q40) White	Race (Q40) African-American	Race (Q40) Other	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	Doctor Visits in Last 6 Months (Q7) 1 to 4	Doctor Visits in Last 6 Months (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	---	160	---	---	65	91	26	55	76	92	40	22	5	147	75	61	18	49	52	53	47	79	32
Number missing or multiple answer	---	8	---	---	4	2	2	3	1	6	0	0	0	6	3	2	1	3	2	2	1	6	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	152	---	---	61	89	24	52	75	86	40	22	5	141	72	59	17	46	50	51	46	73	31
	---	95.0%	---	---	93.8%	97.8%	92.3%	94.5%	98.7%	93.5%	100.0%	100.0%	100.0%	95.9%	96.0%	96.7%	94.4%	93.9%	96.2%	96.2%	97.9%	92.4%	96.9%
By postal mail	---	111	---	---	50	60	17	34	59	71	23	13	4	105	49	46	12	36	35	37	33	56	20
	---	73.0%	---	---	82.0%	67.4%	70.8%	65.4%	78.7%	82.6%	57.5%	59.1%	80.0%	74.5%	68.1%	78.0%	70.6%	78.3%	70.0%	72.5%	71.7%	76.7%	64.5%
A phone call from someone at the plan	---	50	---	---	15	34	9	18	23	36	8	5	0	49	18	26	6	14	13	22	16	24	10
	---	32.9%	---	---	24.6%	38.2%	37.5%	34.6%	30.7%	41.9%	20.0%	22.7%	0.0%	34.8%	25.0%	44.1%	35.3%	30.4%	26.0%	43.1%	34.8%	32.9%	32.3%
By text message	---	47	---	---	17	30	12	20	15	25	12	10	2	44	23	16	7	12	19	16	11	24	12
	---	30.9%	---	---	27.9%	33.7%	50.0%	38.5%	20.0%	29.1%	30.0%	45.5%	40.0%	31.2%	31.9%	27.1%	41.2%	26.1%	38.0%	31.4%	23.9%	32.9%	38.7%
By email	---	49	---	---	16	33	13	22	14	19	18	12	0	48	27	16	5	16	17	15	18	19	12
	---	32.2%	---	---	26.2%	37.1%	54.2%	42.3%	18.7%	22.1%	45.0%	54.5%	0.0%	34.0%	37.5%	27.1%	29.4%	34.8%	34.0%	29.4%	39.1%	26.0%	38.7%
Mobile phone app	---	13	---	---	5	8	3	5	5	9	2	2	0	12	5	6	2	3	3	6	2	10	1
	---	8.6%	---	---	8.2%	9.0%	12.5%	9.6%	6.7%	10.5%	5.0%	9.1%	0.0%	8.5%	6.9%	10.2%	11.8%	6.5%	6.0%	11.8%	4.3%	13.7%	3.2%
On the plan's website	---	12	---	---	3	9	3	6	3	5	5	2	0	12	4	5	3	3	4	4	5	5	2
	---	7.9%	---	---	4.9%	10.1%	12.5%	11.5%	4.0%	5.8%	12.5%	9.1%	0.0%	8.5%	5.6%	8.5%	17.6%	6.5%	8.0%	7.8%	10.9%	6.8%	6.5%

NA - Not applicable

Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

APPENDIX D. SURVEY MATERIALS

aetna™

CSS Processing
PO Box 10810
Herndon, VA 20172

RESPONSE NEEDED

AET-r

♥aetna™

AETLA3_1

How can Aetna Better Health® of Louisiana serve you better? How can people choose the health care plan that is best for them?

This survey gives you the chance to tell us what you think about the services we provide at Aetna Better Health® of Louisiana. It will take less than 20 minutes to complete.

The survey is part of a national project by the National Committee for Quality Assurance (NCQA), a non-profit group that helps people learn more about health care plans.

The Center for the Study of Services (CSS) is an independent research firm that is helping us conduct the survey. No one but the staff at CSS and NCQA will see your answers. Your answers will not have your name on them and will be part of a pool of information from others like you. Please call CSS at the toll-free number 1-800-874-5561 or e-mail them at questions@cssresearch.org if you have any questions.

Because we are asking only a few people to take the survey, **it is very important that you fill out the survey and return it right away**. Please use the pre-paid envelope to return the survey.

Thank you for helping to make health care better.

Sincerely,

Richard C Born

Richard C. Born
VP, Medicaid Health Plan/CEO

♥aetna™

About three weeks ago, we sent you a survey about the services we provide at Aetna Better Health® of Louisiana. If you sent your survey back, thank you for your help! You can ignore this letter.

We sent you another survey, just in case you misplaced the first one. Please take a little time to complete it. It will take less than 20 minutes to complete.

The survey is part of a national project by the National Committee for Quality Assurance (NCQA), a non-profit group that helps people learn more about health care plans.

The Center for the Study of Services (CSS) is an independent research firm that is helping us conduct the survey. No one but the staff at CSS and NCQA will see your answers. Your answers will not have your name on them and will be part of a pool of information from others like you. Please call CSS at the toll-free number 1-800-874-5561 or e-mail them at questions@cssresearch.org if you have any questions.

Because we asked only a few people to take the survey, **it is very important that you fill out the survey and return it right away**. Please use the pre-paid envelope to return the survey.

Thank you for helping to make health care better.

Sincerely,

Richard C. Born
VP, Medicaid Health Plan/CEO

   Si quiere que CSS le envíe un cuestionario en español, por favor llámenos al 1-800-874-5561.

We need your help! Recently, we sent you a short survey about your health care. Your answers will help us improve the services we provide. The survey will also help other people learn more about health care plans, but it will help only if everyone who gets the survey sends it back.

After you finish the survey, please return it in the pre-paid envelope to the Center for the Study of Services (CSS), a research firm working with us on this survey.

If you did not get the survey, or if you misplaced it, please call CSS at the toll-free number 1-800-874-5561 or e-mail them at questions@cssresearch.org. They will mail you another one. You can also call that number if you have any questions.

If you have already sent in your survey, thank you! You can ignore this reminder.

Thanks again for your help!

♥aetna™

CSS Processing
PO Box 10810
Herndon, VA 20172

AET13

aetna™

SURVEY INSTRUCTIONS

Answer each question by marking the box to the left of your answer.

You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

☑₁ Yes → *If Yes, Go to Question 1*
☐₂ No

Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations.

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 returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-800-874-5561.

1. Our records show that you are now in Aetna Better Health® of Louisiana. Is that right?
   ☐₁ Yes → *If Yes, Go to Question 3*
   ☐₂ No

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 from a clinic, emergency room, or doctor's office. This includes care you got in person, by phone, or by video. 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?
   ☐₁ Yes   ☐₂ No → *If 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 needed?

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

5. In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care?
   ☐₁ Yes   ☐₂ No → *If No, Go to Question 7*

6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?

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

7. In the last 6 months, not counting the times you went to an emergency room, how many times did you get health care for yourself in person, by phone, or by video?
   ☐₀ None → *If None, Go to Question 10*
   ☐₁ 1 time
   ☐₂ 2
   ☐₃ 3
   ☐₄ 4
   ☐₅ 5 to 9
   ☐₆ 10 or more times

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

9. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

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

YOUR PERSONAL DOCTOR

10. A personal doctor is the one you would talk to 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   ☐₂ No → *If No, Go to Question 19*

Please continue inside →

11. In the last 6 months, how many times did you have an in person, phone, or video visit with your personal doctor about your health?

☐0 None → *If None, Go to Question 18*
☐1 1 time
☐2 2
☐3 3
☐4 4
☐5 5 to 9
☐6 10 or more times

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

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

13. In the last 6 months, how often did your personal doctor listen carefully to you?

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

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

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

15. In the last 6 months, how often did your personal doctor spend enough time with you?

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

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

☐1 Yes ☐2 No → *If No, Go to Question 18*

17. 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 ☐1 Sometimes ☐2 Usually ☐3 Always ☐4

18. 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?

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

GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, include the care you got in person, by phone, or by video.
Do not include dental visits or care you got when you stayed overnight in a hospital.

19. 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 make any appointments with a specialist?

☐1 Yes ☐2 No → *If No, Go to Question 23*

20. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?

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

21. How many specialists have you talked to in the last 6 months?

☐0 None → *If None, Go to Question 23*
☐1 1 specialist
☐2 2
☐3 3
☐4 4
☐5 5 or more specialists

22. We want to know your rating of the specialist you talked to 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 ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐
Worst specialist possible   Best specialist possible

YOUR HEALTH PLAN

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

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

☐1 Yes ☐2 No → *If No, Go to Question 26*

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

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

25. 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
☐₁	☐₂	☐₃	☐₄

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

☐₁ Yes   ☐₂ No → *If No, Go to Question 28*

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

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

28. 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	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Worst health plan possible   Best health plan possible

ABOUT YOU

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

30. In general, how would you rate your overall <u>mental or emotional</u> health?
- ☐₁ Excellent
- ☐₂ Very good
- ☐₃ Good
- ☐₄ Fair
- ☐₅ Poor

31. Have you had either a flu shot or flu spray in the nose since July 1, 2020?
- ☐₁ Yes
- ☐₂ No
- ☐₃ Don't know

32. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?
- ☐₁ Every day
- ☐₂ Some days
- ☐₃ Not at all → *If Not at all, Go to Question 36*
- ☐₄ Don't know → *If Don't know, Go to Question 36*

33. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

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

34. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

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

35. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

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

36. 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

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

38. 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

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

40. What is your race? Mark one or more.
- ☐ₐ White
- ☐ᵦ Black or African-American
- ☐𝒸 Asian
- ☐𝒹 Native Hawaiian or other Pacific Islander
- ☐ₑ American Indian or Alaska Native
- ☐𝒻 Other

Please continue on back →

Now we would like to ask a few more questions about the services your health plan provides.

41. When selecting your health provider(s), how often did you have a problem finding a physician you were comfortable with based on your cultural, personal, or religious beliefs?

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

42. Some people prefer a provider of a specific race, gender or ethnicity. Others prefer a provider who speaks a specific language. Have you been able to find providers that meet your preferences?

☐₁ Yes   ☐₂ No

43. In the last 6 months, if you had trouble getting an appointment to see a specialist, what type of specialist was it hard to get an appointment with? Mark one or more.

☐ₐ Neurologist (Brain Doctor)
☐ᵦ Orthopedic Surgeon (Bone and Muscle Doctor)
☐𝒸 Ophthalmologist (Eye Doctor)
☐𝒹 Behavioral Health
☐ₑ Gastroenterologist (Stomach Doctor)
☐_f Obstetrics & Gynecology (Doctor for women)
☐_g Dermatologist (Skin Doctor)
☐ₕ Cardiologist (Heart Doctor)
☐ᵢ Allergist (Doctor for allergies)
☐ⱼ Oncologist (Cancer Doctor)
☐ₖ Otolaryngologist (Ear, Nose, Throat Doctor)
☐ₗ Other

44. When your plan needs to share information with you, how do you prefer to receive this information? Mark one or more.

☐ₐ By postal mail
☐ᵦ A phone call from someone at the plan
☐𝒸 By text message
☐𝒹 By email
☐ₑ Mobile phone app
☐_f On the plan's website

THANK YOU

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

Center for the Study of Services
PO Box 10810
Herndon, VA 20172

Please do not include any other correspondence.