

PG Forsta

MY 2025 CAHPS® MEDICAID ADULT 5.1H SURVEY

Health Net - MCAL (Centene CA)



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- Methodology
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Project Manager

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Should you have any questions or comments regarding any aspect of the survey or reporting process, please feel free to email your Project Manager.

Overview

Press Ganey (PG), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by Health Net - MCAL (Centene CA) to conduct its MY 2025 CAHPS® 5.1H Medicaid Adult Survey.

Survey Objective

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

NCQA Updates

- NCQA made no significant changes to the survey or program this year.

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

Methodology



QUALIFIED RESPONDENTS

- Included beneficiaries who were...
- 18 years and older (as of December 31 of the measurement year)
 - Continuously enrolled in the plan for at least five of the last six months of the measurement year

RESPONSE RATE CALCULATION

284 (Completed)

2,943 (Sample) - 52 (Ineligible)

=

284

2,891

=

9.8%

COMPLETES - MODALITY BY LANGUAGE

	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	68	25	57	39	1	17	150
Spanish	70	41	23	22	0	1	134
Total	138	66	80	61	1	18	284

Total Number of Undeliverables: 265

Note: Respondents were given the option of completing the survey in Spanish. In place of the English survey, a Spanish survey was mailed to members who were identified by the plan as Spanish-speaking. A telephone number was also provided on the survey cover letter for all members to call if they would like to complete the survey in Spanish.

RESPONSE RATE TRENDING

		2024	2025	2026
Completed	SUBTOTAL	325	377	284
Ineligible	Does not Meet Eligibility Criteria (01)	36	41	32
	Language Barrier (03)	12	28	14
	Mentally/Physically Incapacitated (04)	5	6	2
	Deceased (05)	2	4	4
	SUBTOTAL	55	79	52
Non-response	Break-off/Incomplete (02)	37	30	17
	Refusal (06)	64	60	28
	Maximum Attempts Made (07)	3,704	3,639	2,562
	Added to DNC List (08)	0	0	0
	SUBTOTAL	3,805	3,729	2,607
Total Sample		4,185	4,185	2,943
Oversampling		210.0%	210.0%	118.0%
Response Rate		7.9%	9.2%	9.8%
PG Response Rate		11.1%	11.7%	11.3%



Executive Summary



Overview of Terms

Summary Rates (SRS) are defined by NCQA in its HEDIS MY 2025 CAHPS® 5.1H guidelines and generally represent the most favorable response percentages.

Percentile Rankings Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by Press Ganey using information derived from the NCQA 1-100 Benchmark.



PG Benchmark Information The source for data contained within the PG Book of Business is all submitting plans that contracted with PG for MY 2025. Submission occurred on May 26th, 2026.

NCQA Benchmark Information The source for data contained in this publication is Quality Compass® All Plans 2025. It is used with the permission of NCQA. Any analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass® is a registered trademark of NCQA.

Small Denominator Threshold NCQA will assign a measure result of NA to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100.

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

Significance Testing All significance testing is performed at the 95% confidence level using a t-test for mean scores and z-test for percentages. The following notation is used to highlight significant differences.

- Comparisons to previous year (↑/↓)
- Comparisons over 2 years (⌘/⌘)
- Comparisons to benchmarks (▲/▼)

2026 Dashboard

Medicaid Adult



284

Completed surveys

9.8%

Response Rate

Stars: PG **Estimated** NCQA Rating
NA = Denominator < 100

Scores: All scores displayed are Summary Rate Scores

- Rating: % 9 or 10
- Composites: % Usually or Always
- Smoking: % Always, Usually, or Sometimes

Significance Testing: Current score is significantly higher/lower than 2025 (↑/↓) or 2024 (≠/±).

Percentiles: Based on the 2026 PG Book of Business

Health Plan Key Driver Classification: Details can be found in the KDA section.

Rating of Health Plan			★★
Q28. Rating of Health Plan	59.3%	22 nd	--
Rating of Health Care			★★★★
Q8. Rating of Health Care	60.1%	64 th	Power
Rating of Personal Doctor			
Q18. Rating of Personal Doctor	68.2%	23 rd	Opportunity
Advised to Quit Smoking: 2YR			
Q32. Advised to Quit Smoking: 2YR	72.1%	35 th	--
Rating of Specialist			
Q22. Rating of Specialist	63.0%	16 th	Opportunity
Coordination of Care			
Q17. Coordination of Care	81.9%	11 th	Wait
Customer Service			
Composite	82.9%	2 nd	--
Q24. Provided information or help	76.5%	2 nd	Wait
Q25. Treated with courtesy and respect	89.3%	3 rd	Wait

Getting Needed Care			★★
Composite	79.8%	21 st	--
Q9. Getting care, tests, or treatment	82.4%	21 st	Opportunity
Q20. Getting specialist appointment	77.2%	26 th	Wait
Getting Care Quickly			★★
Composite	75.4%	8 th	--
Q4. Getting urgent care	77.9%	11 th	Opportunity
Q6. Getting routine care	72.9%	11 th	Opportunity
Ease of Filling Out Forms			
Q27. Ease of Filling Out Forms	90.7%	1 st	Wait
How Well Doctors Communicate			
Composite	90.6%	5 th	--
Q12. Dr. explained things	87.8%	1 st	Wait
Q13. Dr. listened carefully	93.2%	35 th	Opportunity
Q14. Dr. showed respect	93.8%	13 th	Wait
Q15. Dr. spent enough time	87.8%	6 th	Wait

Estimated NCQA Health Insurance Plan Ratings

Medicaid Adult

	Score Definition	Base	HPR Score*	HPR 4 Star Threshold	HPR Percentile Band	PG Estimated Rating
PATIENT EXPERIENCE						2.5
GETTING CARE						2
Getting Needed Care	Usually or Always	133	79.7%	84.5%	10 th	2
Getting Care Quickly	Usually or Always	116	75.4%	84.3%	10 th	2
SATISFACTION WITH PLAN AND PLAN SERVICES						3
Rating of Health Plan	9 or 10	270	59.2%	64.3%	10 th	2
Rating of Health Care	9 or 10	153	60.1%	59.7%	67 th	4

EXPLANATION

NCQA calculates health plan ratings (HPR) by evaluating plans in three categories: consumer satisfaction, clinical quality (includes prevention and treatment) and NCQA Accreditation Standards score.

The overall NCQA star rating is the weighted average of an organization’s HEDIS and CAHPS measure ratings, plus Accreditation bonus points (if the organization has NCQA Accreditation), rounded to the nearest half point.

The CAHPS measures are classified based on their national percentile (10th, 33rd, 67th and 90th) into scores ranging from 1 to 5 (in increments of 0.5), where 5 is the highest score and 1 is the lowest.

Results are summarized in the table to the left. **Percentiles and ratings are estimated by PG** based on the 2025 NCQA data and benchmarks.

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

Notes:

- NCQA will assign a measure result of NA to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100.
- Medicaid plans have the option to be scored on either Adult CAHPS or Child CAHPS data.

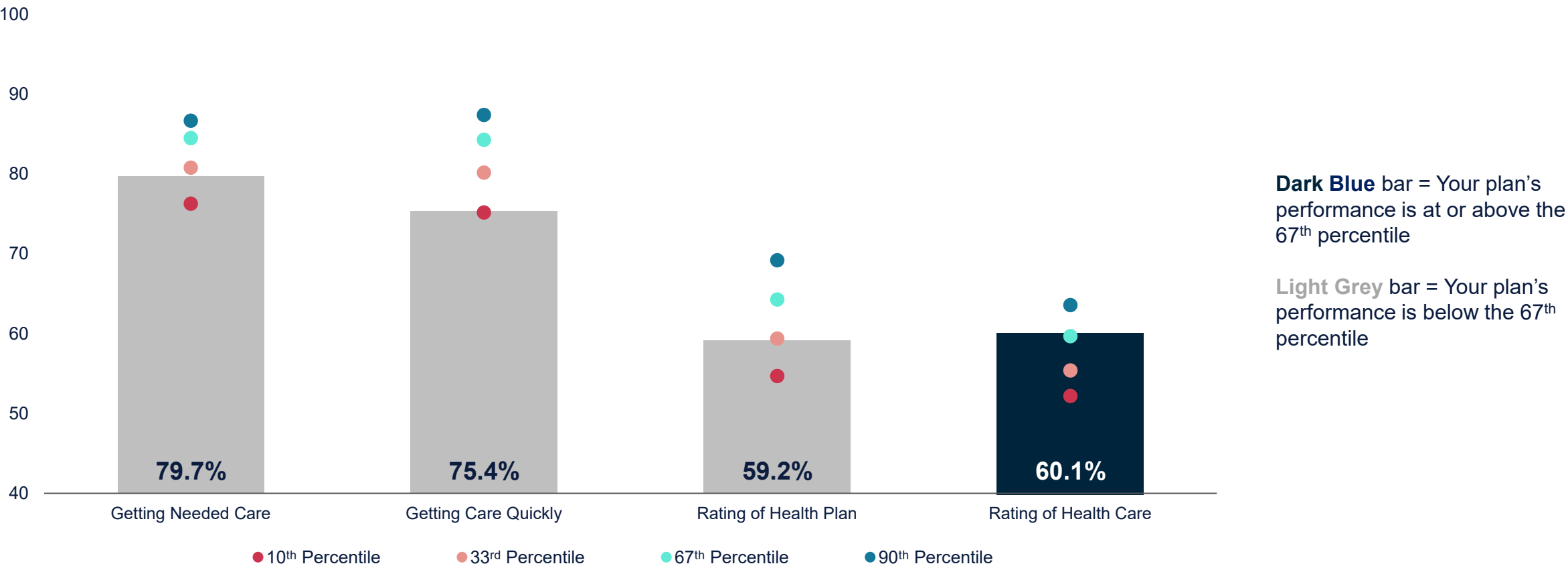
***HPR scores** are **truncated** to three digits (XX.X%) according to the NCQA calculation protocol for Health Plan Ratings. Please note that scores on this slide may differ slightly compared to scores found throughout the rest of the report.

Performance to Star Cut Points

Medicaid Adult

COMPARISON TO QUALITY COMPASS CUT POINTS

The graph shows how your plan's **Estimated Health Plan Rating (HPR) scores** used for accreditation ratings compare to the most recent Quality Compass thresholds published by NCQA (Fall 2025).



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

* Scores are % 9 or 10 and % Always or Usually.

Key Metric Performance

Medicaid Adult

Measure	Summary Rate Score			2026 Press Ganey BOB Benchmark						Plan Percentile Rank	PG BOB
	2025	2026	Change	0	20	40	60	80	100		
Health Plan Domain											
Q28. Rating of Health Plan	63.4%	59.3%	-4.2%	<							

* Scores are % 9 or 10 and % Always or Usually.

Key Metric Performance

Medicaid Adult

Measure	Summary Rate Score			2026 Press Ganey BOB Benchmark						Plan Percentile Rank	PG BOB
	2025	2026	Change	0	20	40	60	80	100		
Effectiveness of Care: 2YR											
Q32. Advised to Quit Smoking: 2YR	62.3%	72.1%	9.7%							35 th	75.3%
Q33. Discussing Cessation Meds: 2YR	43.5%	51.5%	8.0%							35 th	54.9%
Q34. Discussing Cessation Strategies: 2YR	45.6%	48.5%	2.9%							50 th	50.4%

* Scores are % Always, Usually, or Sometimes.

Measure Summary

Medicaid Adult

TOP 3 PERFORMING MEASURES

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

Measure	2026 Valid N	Plan			2025 Quality Compass			2026 Press Ganey BOB		
		2025	2026	Change	Score	Percentile	Gap	Score	Percentile	Gap
Q8. Rating of Health Care	153	54.0%	60.1%	6.2%	57.7%	70 th	2.4%	58.4%	64 th	1.7%
Q32. Advised to Quit Smoking: 2YR	68^	62.3%	72.1%	9.7%	73.4%	40 th	-1.4%	75.3%	35 th	-3.2%
Q18. Rating of Personal Doctor	195	71.7%	68.2%	-3.5%	70.7%	29 th	-2.5%	71.8%	23 rd	-3.6%

BOTTOM 3 PERFORMING MEASURES

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

Measure	2026 Valid N	Plan			2025 Quality Compass			2026 Press Ganey BOB		
		2025	2026	Change	Score	Percentile	Gap	Score	Percentile	Gap
Getting Care Quickly	116	75.4%	75.4%	0.0%	81.6%	▼ 11 th	-6.2%	82.5%	▼ 8 th	-7.1%
How Well Doctors Communicate	146	91.9%	90.6%	-1.2%	93.4%	10 th	-2.7%	93.8%	5 th	-3.1%
Customer Service	120	86.4%	82.9%	-3.6%	89.3%	▼ 1 st	-6.4%	89.6%	▼ 2 nd	-6.7%

Scores: All scores displayed are Summary Rate Scores

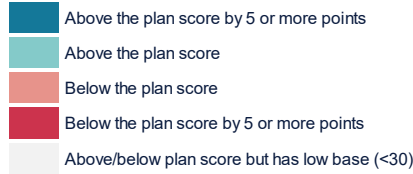
- Rating: % 9 or 10
- Composites: % Usually or Always
- Smoking: % Always, Usually, or Sometimes



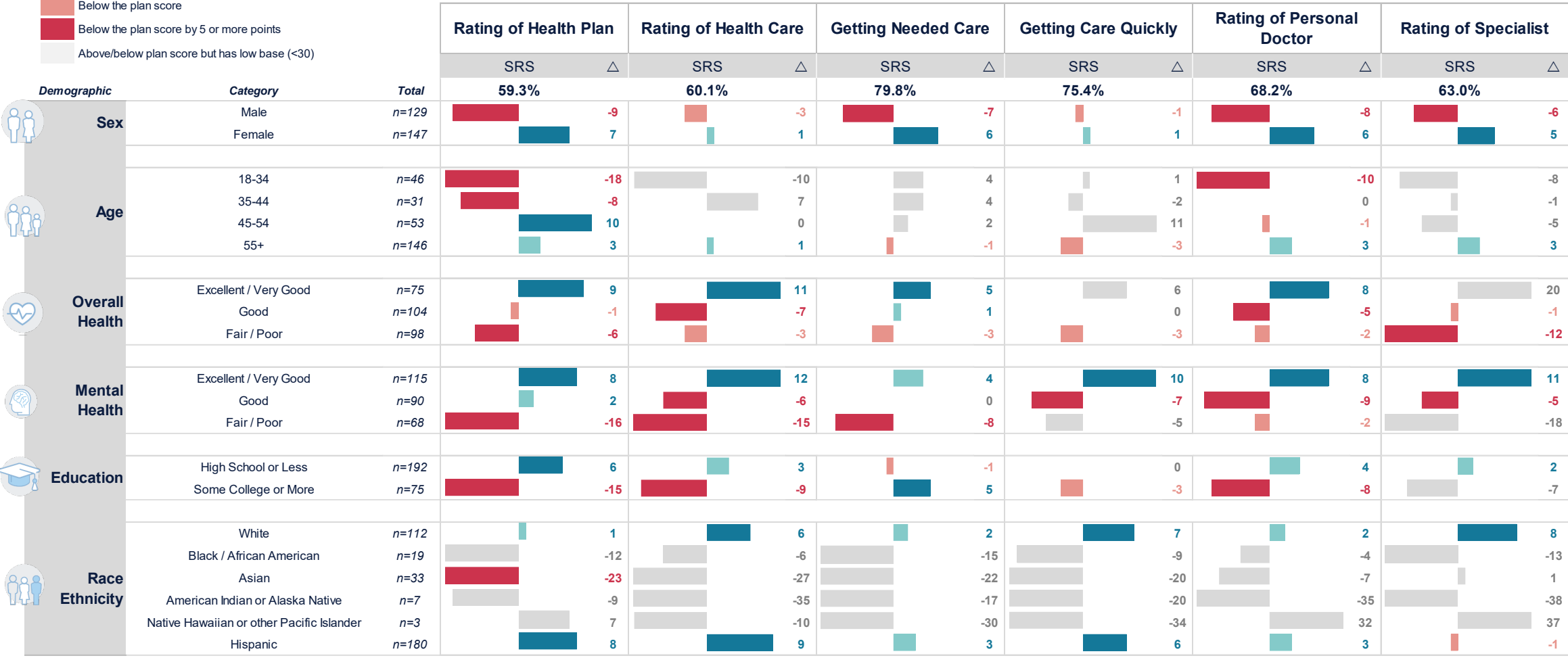
Health Equity

Medicaid Adult

Group is performing...



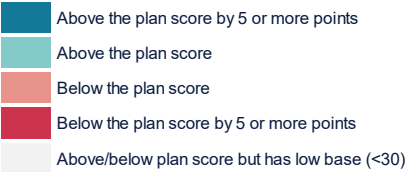
The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity.



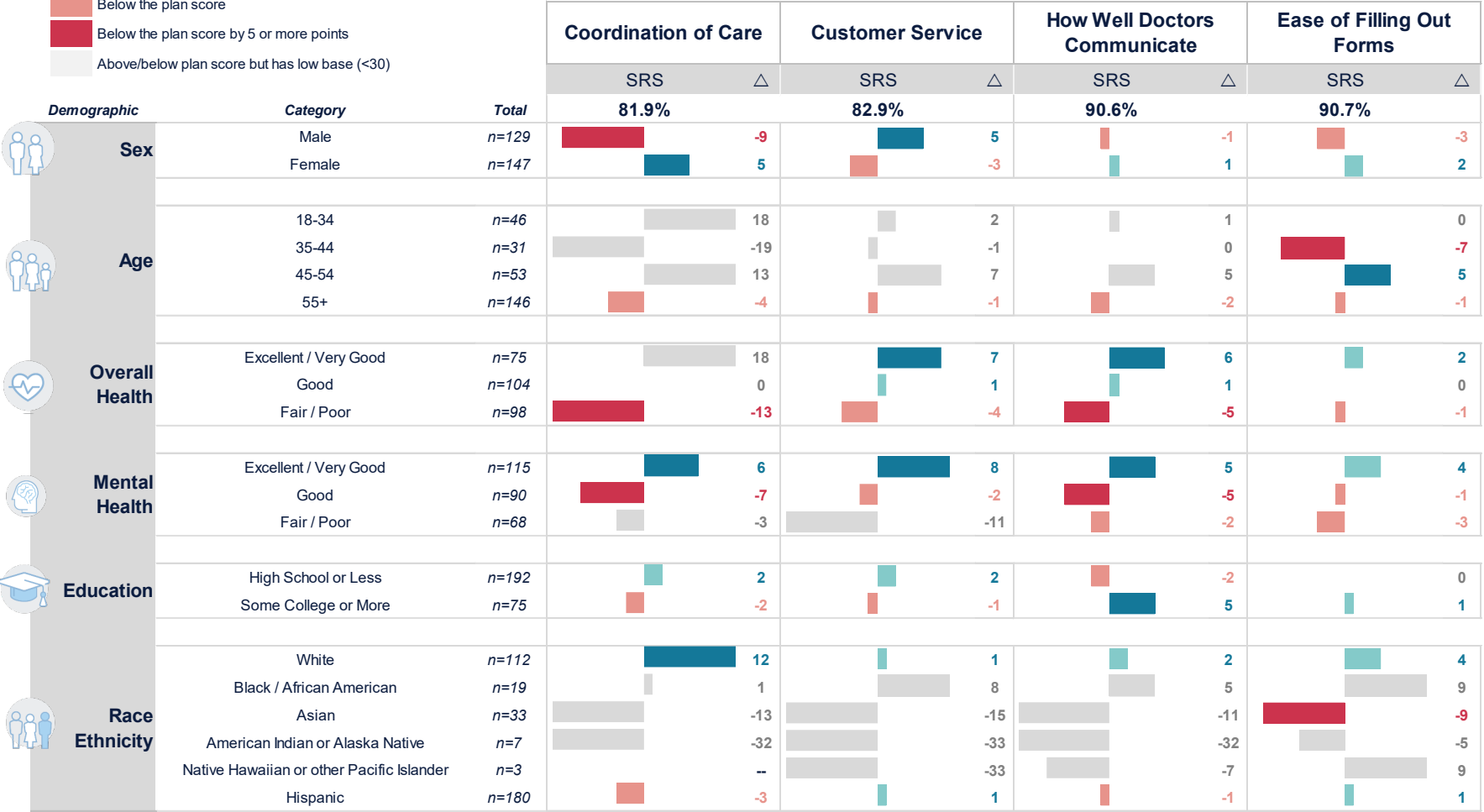
Health Equity

Medicaid Adult

Group is performing...



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





Key Driver Analysis

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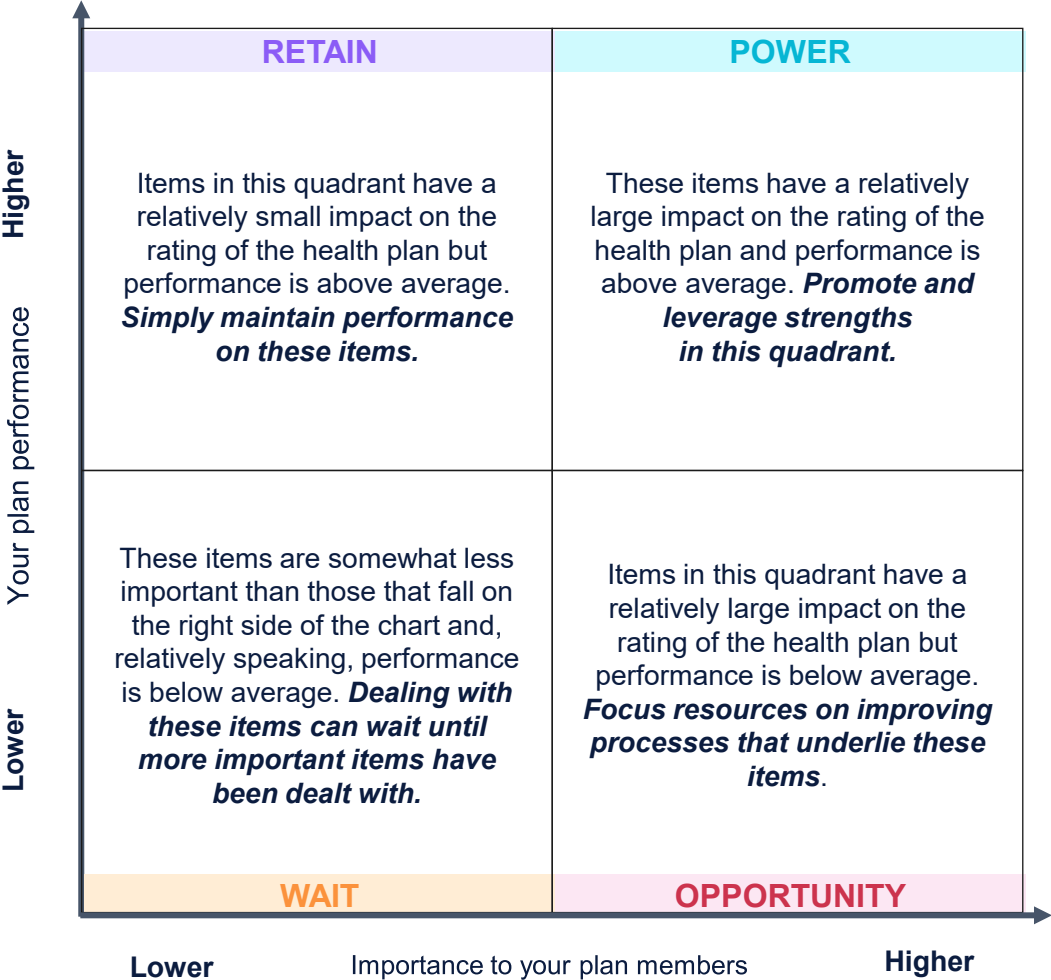
POWeR Chart

POWeR™ CHART CLASSIFICATION MATRIX

Overview. The SatisAction™ key driver statistical model is a powerful, proprietary statistical methodology used to identify the key drivers of the rating of the health plan and provide actionable direction for satisfaction improvement programs. This methodology is the result of a number of years of development and testing using health care satisfaction data.

The model provides the following:

- Identification of the elements that are important in driving of the rating of the health plan.
- Measurement of the relative importance of each of these elements.
- Measurement of how well members think the plan performed on those important elements.
- Presentation of the importance/performance results in a matrix that provides clear direction for member satisfaction improvement efforts by the plan.



POWeR Chart – Your Results

SURVEY MEASURE				2024	2025	2026	2026
				SRS	SRS	SRS	%tile
POWER							
RATING	Q8	Rating of Health Care		54.7%	54.0%	60.1%	64 th
OPPORTUNITY							
SQ	Q41	Rating of provided interpreter overall		67.7%	64.9%	61.2%	--
GCQ	Q4	Getting urgent care		80.0%	80.5%	77.9%	11 th
GCQ	Q6	Getting routine care		75.0%	70.4%	72.9%	11 th
RATING	Q22	Rating of Specialist		67.2%	61.4%	63.0%	16 th
RATING	Q18	Rating of Personal Doctor		65.8%	71.7%	68.2%	23 rd
SQ	Q44	Had to wait for an appointment due to provider's limited availability		78.2%	77.3%	76.3%	--
GNC	Q9	Getting care, tests, or treatment		79.8%	78.6%	82.4%	21 st
HWDC	Q13	Dr. listened carefully		92.3%	91.1%	93.2%	35 th
WAIT							
CC	Q17	Coordination of Care		78.9%	80.7%	81.9%	11 th
HWDC	Q12	Dr. explained things		92.2%	91.5%	87.8%	1 st
CS	Q25	Treated with courtesy and respect		93.6%	92.2%	89.3%	3 rd
HWDC	Q15	Dr. spent enough time		90.4%	90.1%	87.8%	6 th
CS	Q24	Provided information or help		78.3%	80.6%	76.5%	2 nd
HWDC	Q14	Dr. showed respect		94.0%	94.8%	93.8%	13 th
GNC	Q20	Getting specialist appointment		69.3%	72.4%	77.2%	26 th
SQ	Q43	Got appt. in a timely manner		57.8%	61.2%	63.8%	--
CS	Q27	Ease of Filling Out Forms		92.9%	93.9%	90.7%	1 st
RETAIN							
--		None		--	--	--	--

*Percentiles based on the Press Ganey BOB of the listed year.



 **PressGaney**

Measure Analysis

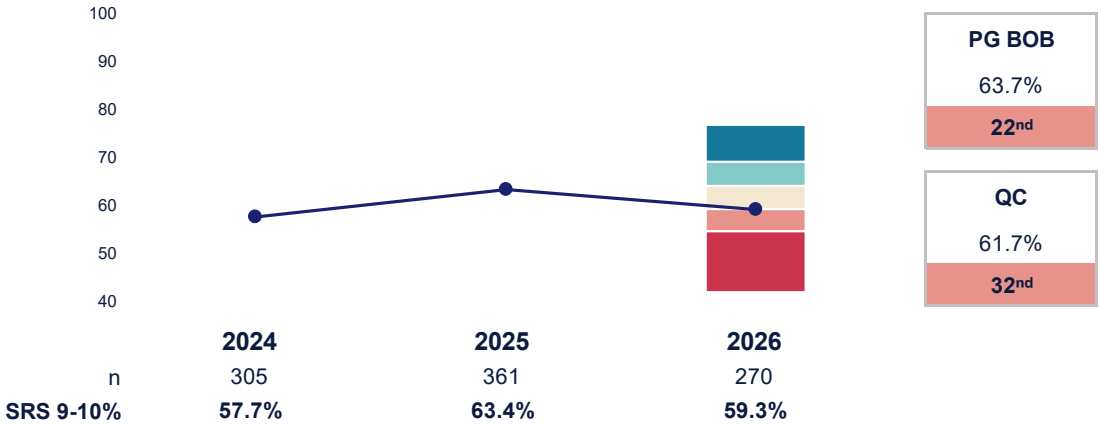
a  **PG Forsta** company



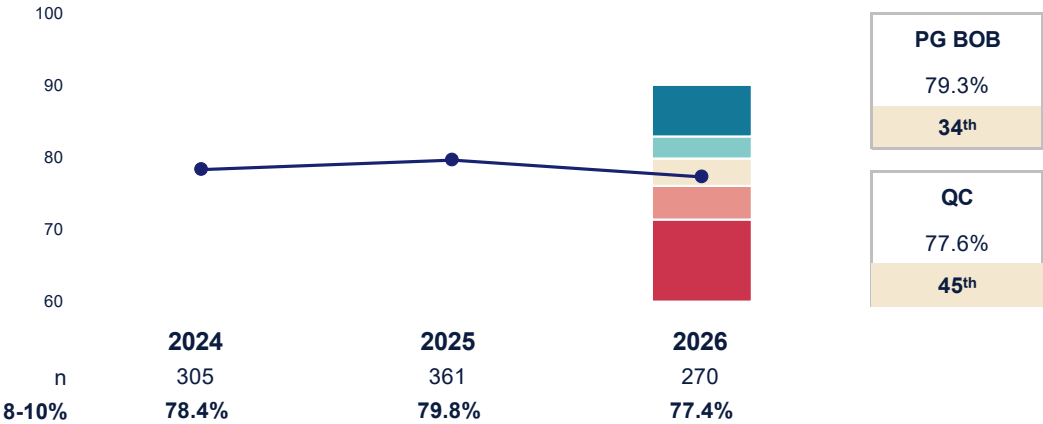
Ratings

Medicaid Adult

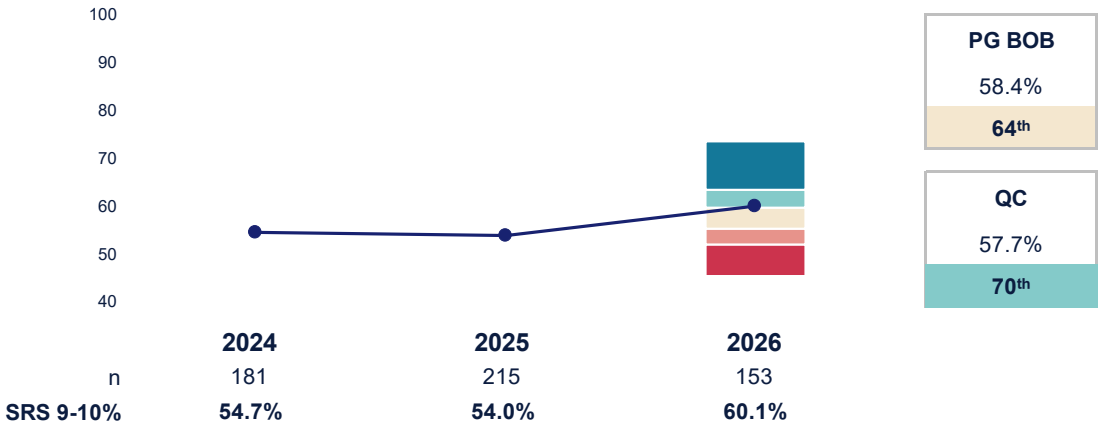
Q28. Rating of Health Plan 9-10%



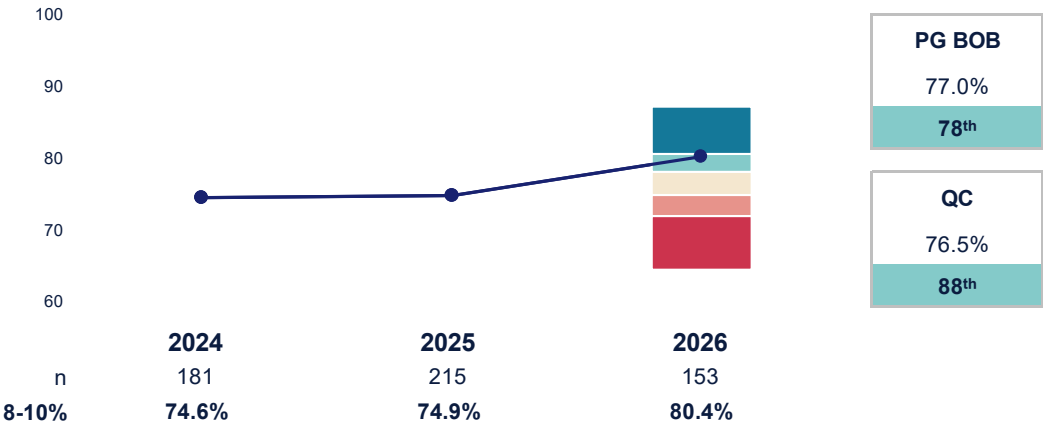
Q28. Rating of Health Plan 8-10%



Q8. Rating of Health Care 9-10%



Q8. Rating of Health Care 8-10%

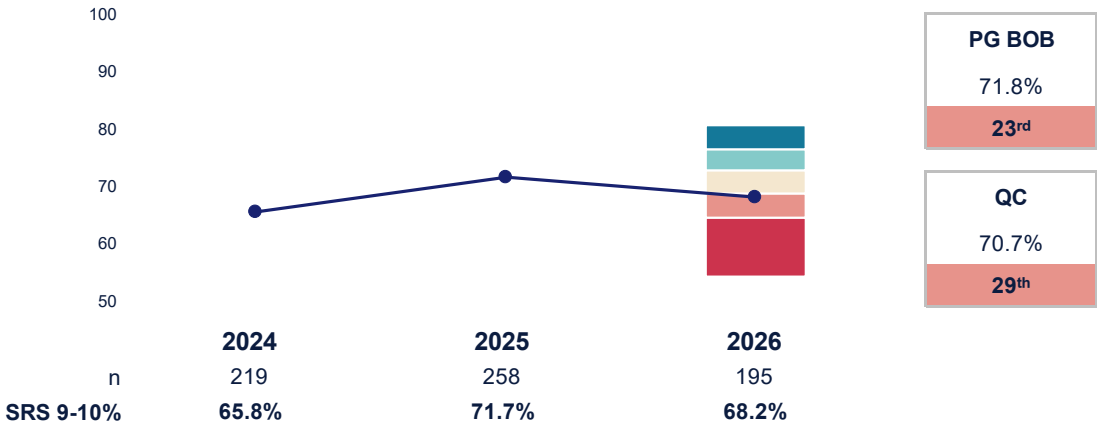


Percentile Bands are for QC benchmark.

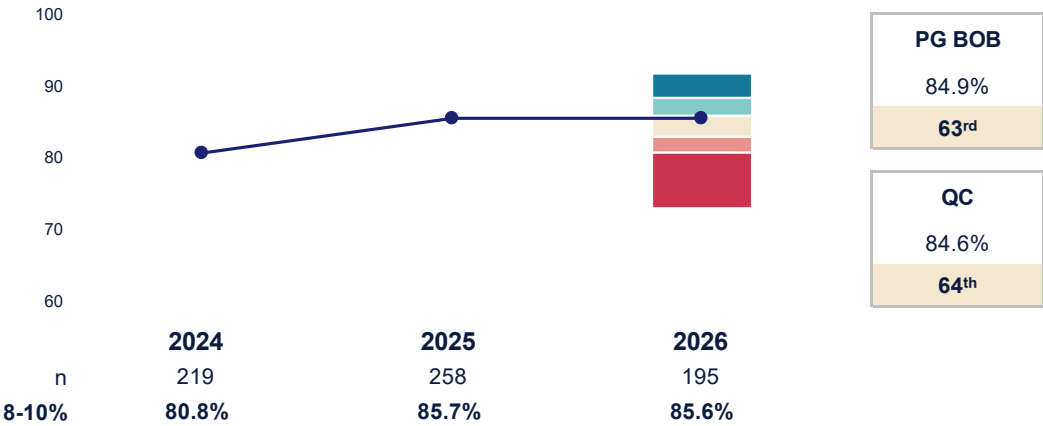
Ratings

Medicaid Adult

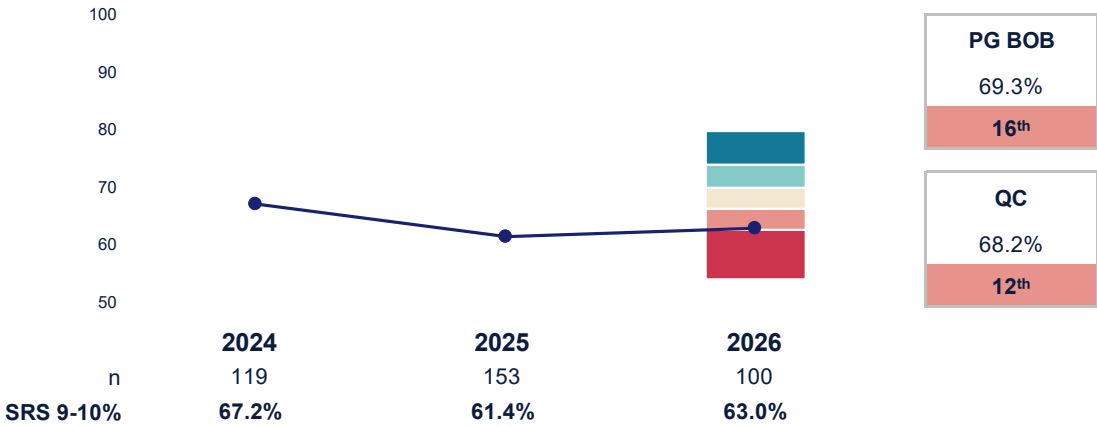
Q18. Rating of Personal Doctor 9-10%



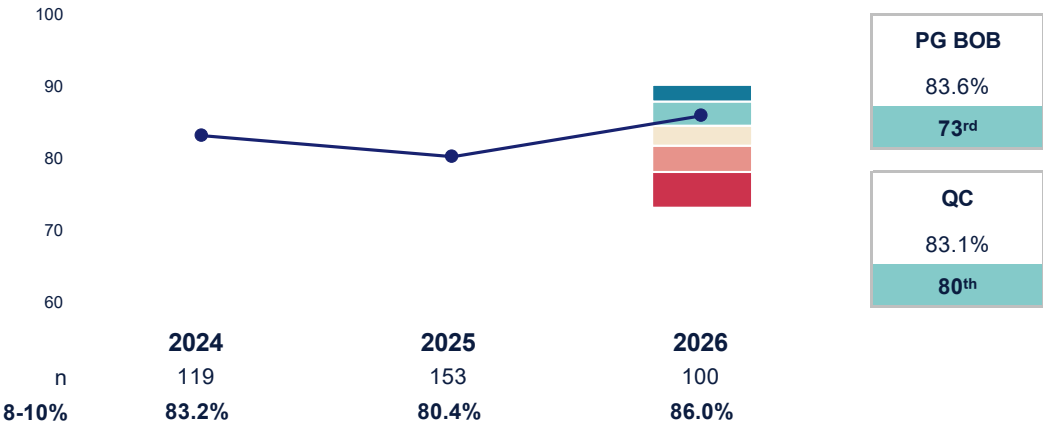
Q18. Rating of Personal Doctor 8-10%



Q22. Rating of Specialist 9-10%



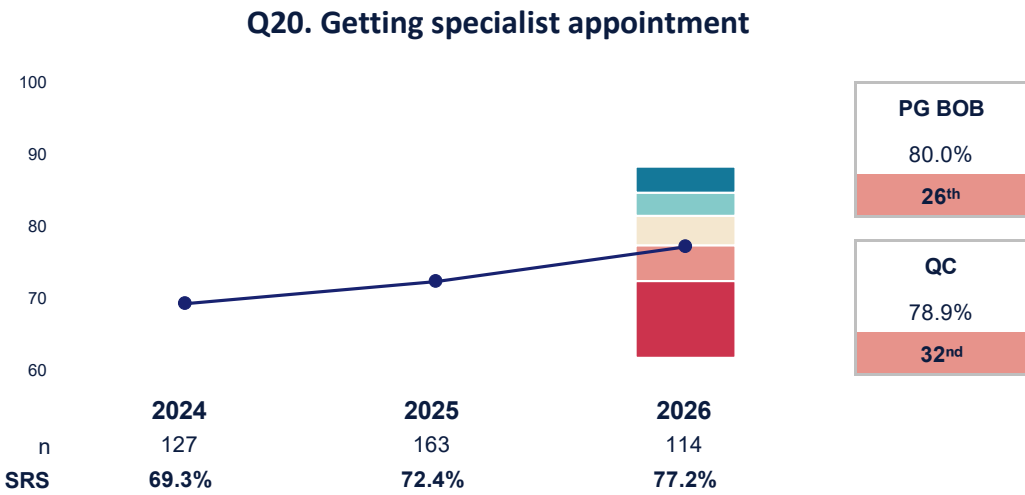
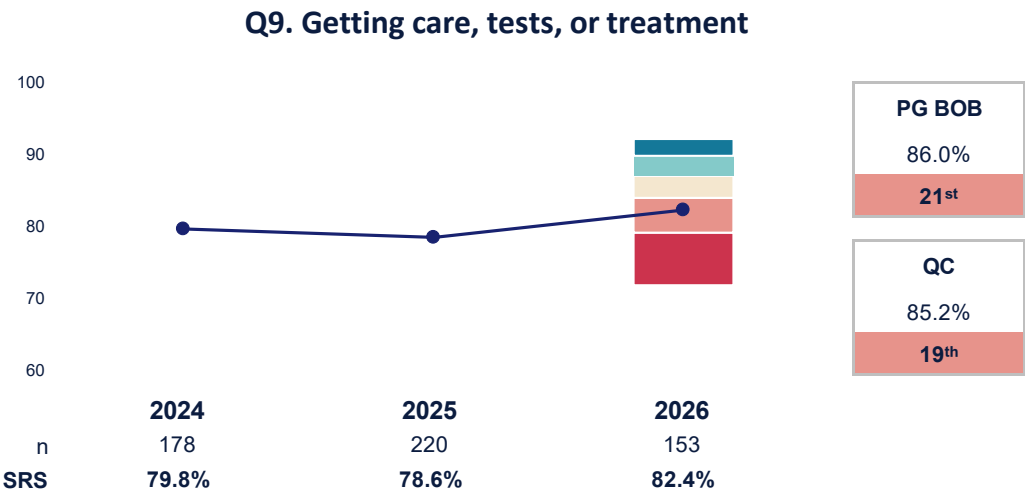
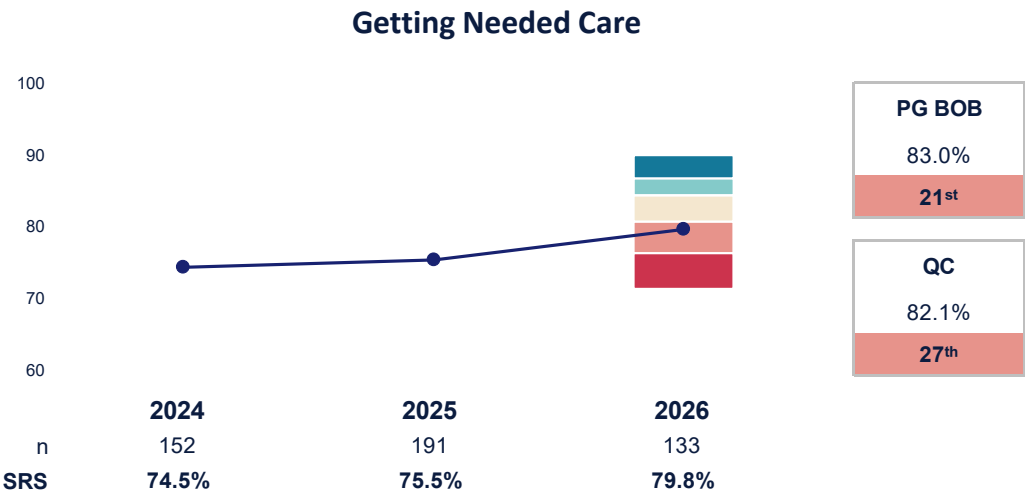
Q22. Rating of Specialist 8-10%



Percentile Bands are for QC benchmark.

Getting Needed Care

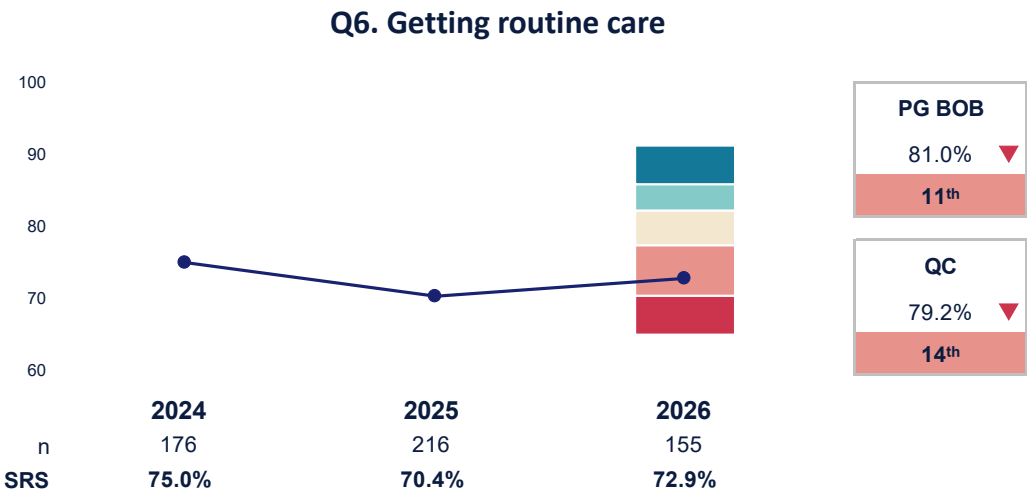
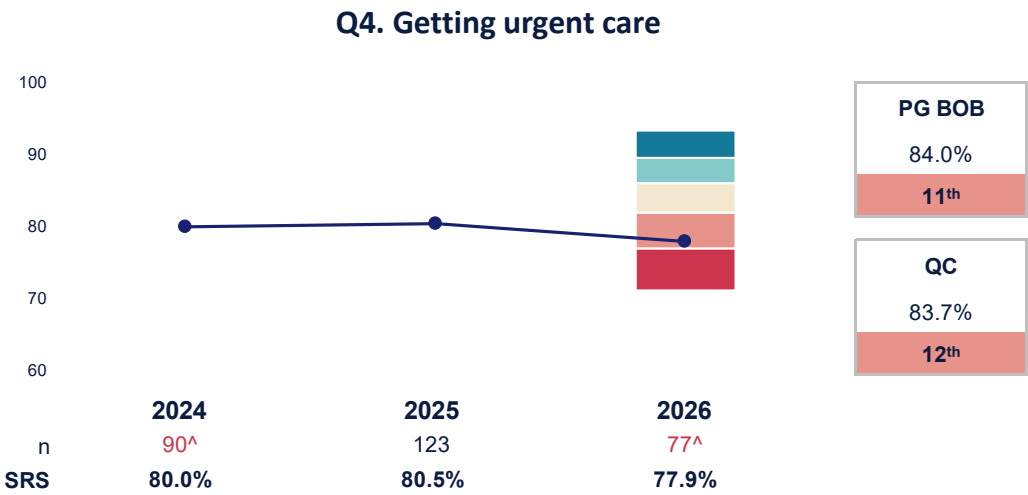
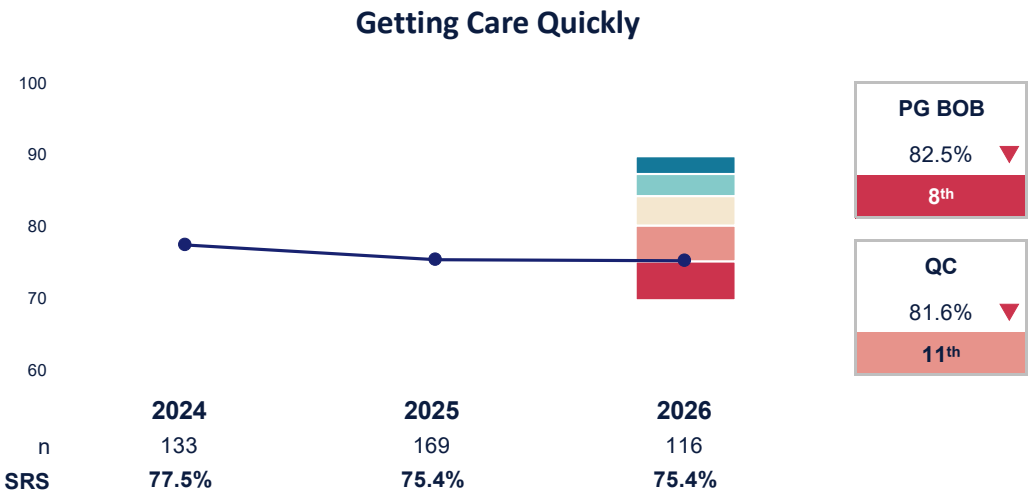
Medicaid Adult



Percentile Bands are for QC benchmark.

Getting Care Quickly

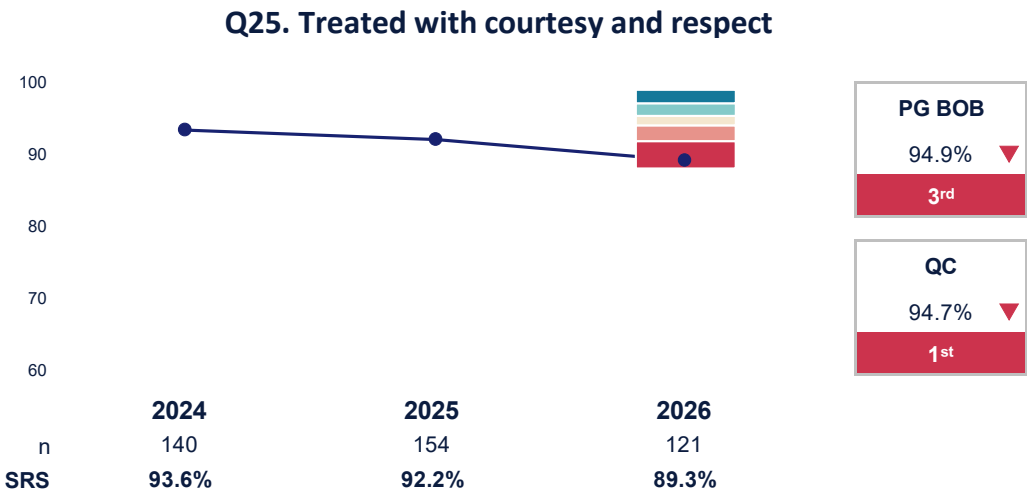
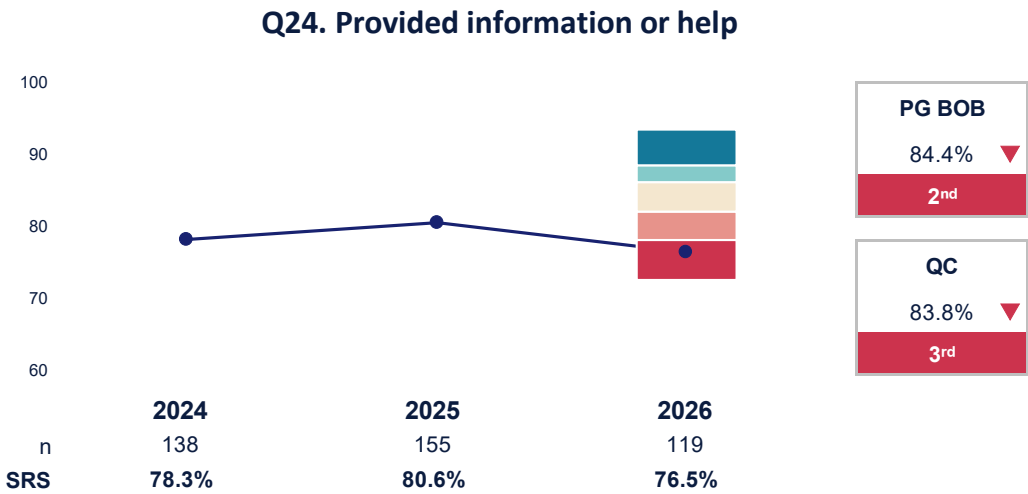
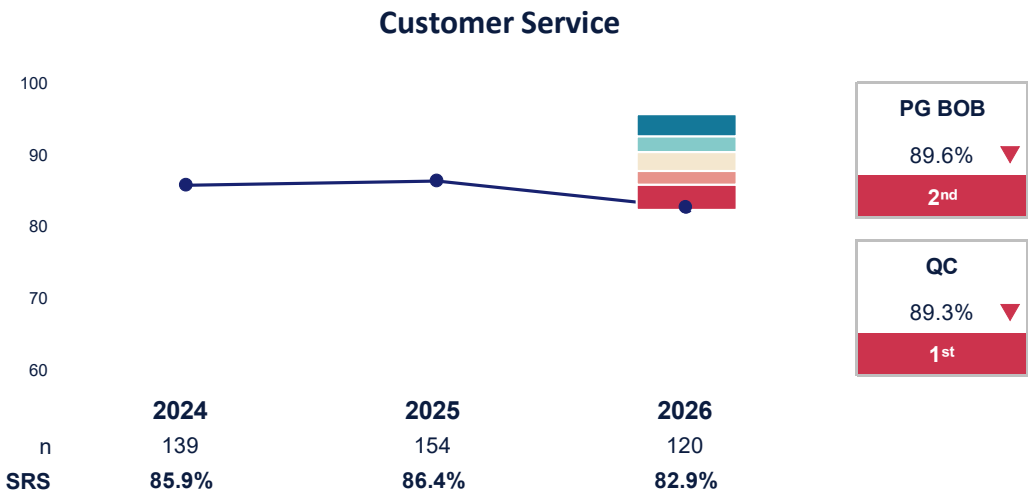
Medicaid Adult



Percentile Bands are for QC benchmark.

Customer Service

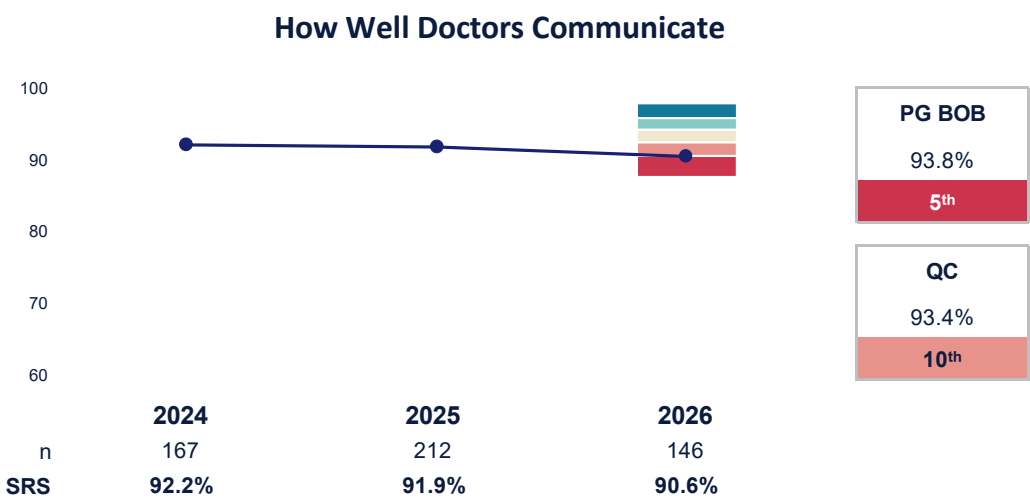
Medicaid Adult



Percentile Bands are for QC benchmark.

How Well Doctors Communicate

Medicaid Adult

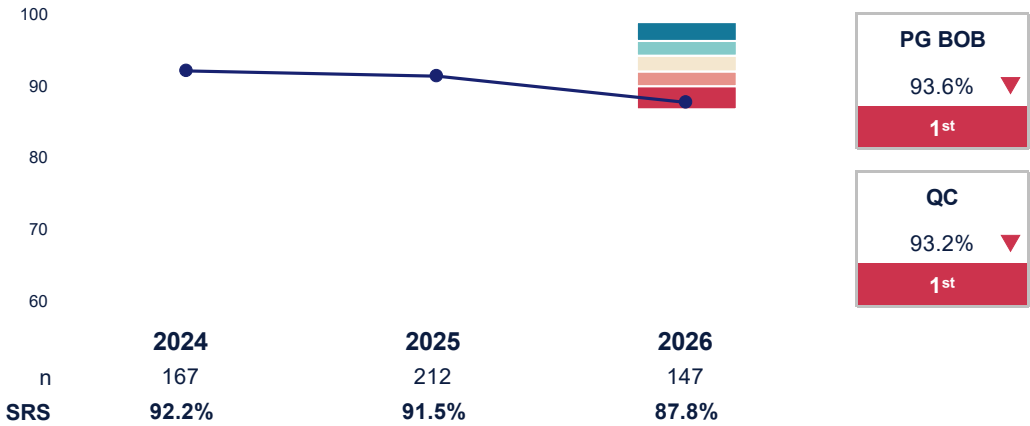


Percentile Bands are for QC benchmark.

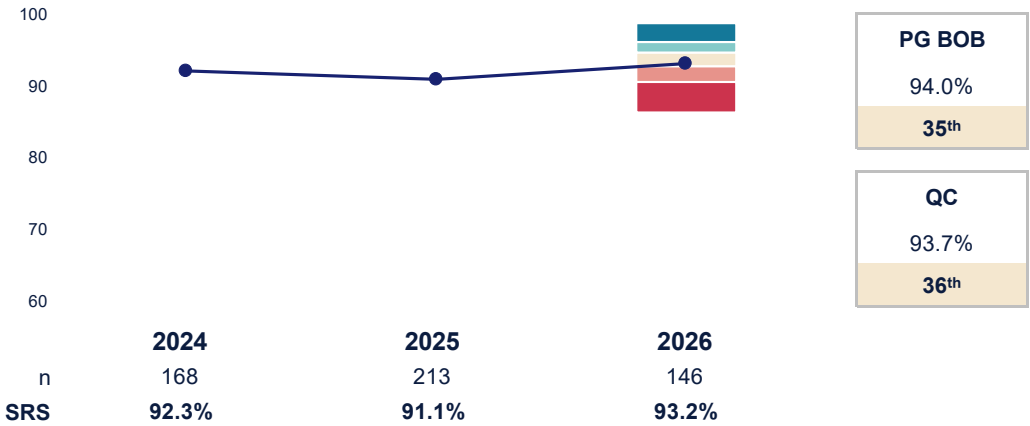
How Well Doctors Communicate

Medicaid Adult

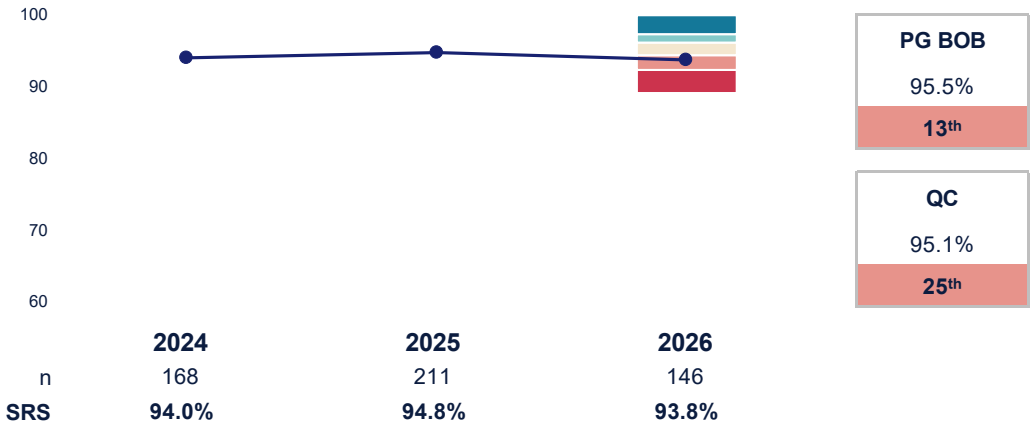
Q12. Dr. explained things



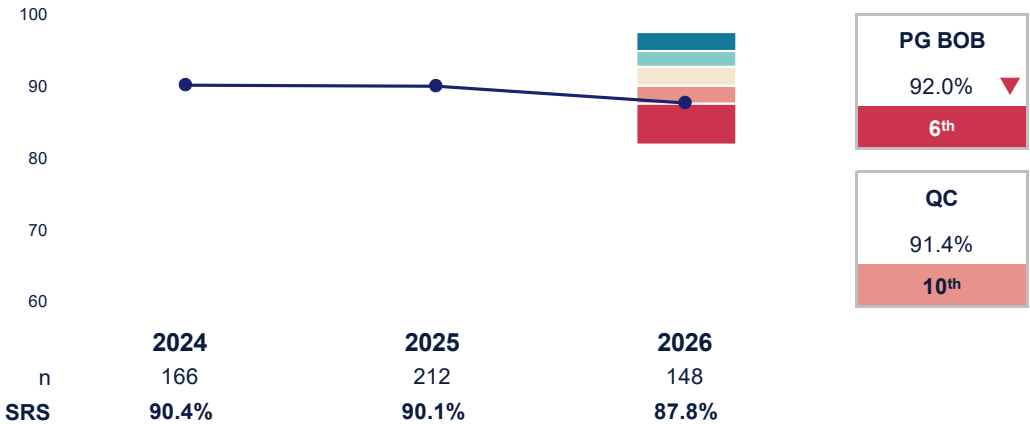
Q13. Dr. listened carefully



Q14. Dr. showed respect



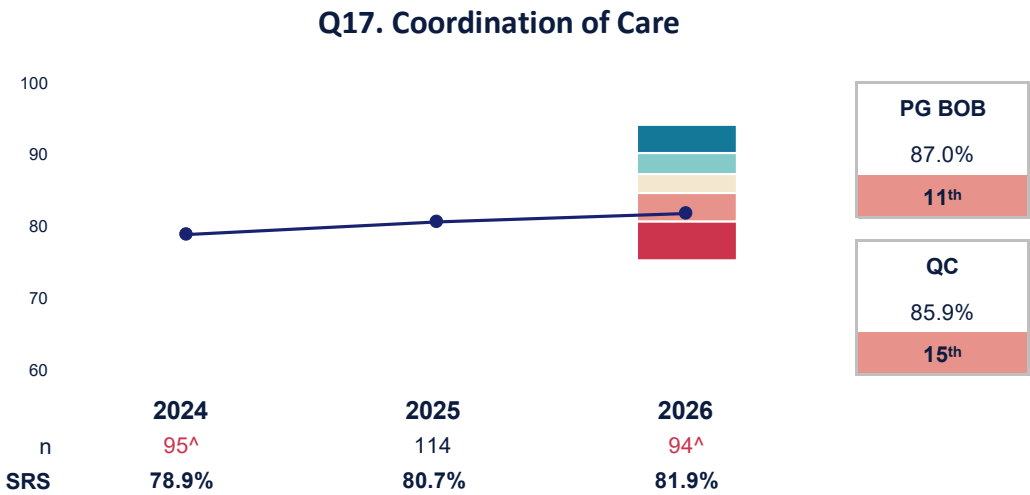
Q15. Dr. spent enough time



Percentile Bands are for QC benchmark.

Coordination of Care

Medicaid Adult



Percentile Bands are for QC benchmark.



Summary of Trend and Benchmark



Summary Rate Scores

Medicaid Adult

	2026 Valid n	2024	2025	2026	2026 Press Ganey BOB	2025 Quality Compass
Rating Questions (% 9 or 10)						
Q28. Rating of Health Plan	270	57.7%	63.4%	59.3%	63.7%	61.7%
Q8. Rating of Health Care	153	54.7%	54.0%	60.1%	58.4%	57.7%
Q18. Rating of Personal Doctor	195	65.8%	71.7%	68.2%	71.8%	70.7%
Q22. Rating of Specialist	100	67.2%	61.4%	63.0%	69.3%	68.2%
Rating Questions (% 8, 9 or 10)						
Q28. Rating of Health Plan	270	78.4%	79.8%	77.4%	79.3%	77.6%
Q8. Rating of Health Care	153	74.6%	74.9%	80.4%	77.0%	76.5%
Q18. Rating of Personal Doctor	195	80.8%	85.7%	85.6%	84.9%	84.6%
Q22. Rating of Specialist	100	83.2%	80.4%	86.0%	83.6%	83.1%
Getting Needed Care (% Usually or Always)						
Q9. Getting care, tests, or treatment	153	79.8%	78.6%	82.4%	86.0%	85.2%
Q20. Getting specialist appointment	114	69.3%	72.4%	77.2%	80.0%	78.9%
Getting Care Quickly (% Usually or Always)						
Q4. Getting urgent care	77^	80.0%	80.5%	77.9%	84.0%	83.7%
Q6. Getting routine care	155	75.0%	70.4%	72.9%	81.0% ▼	79.2% ▼
Effectiveness of Care: 2YR (% Sometimes, Usually, or Always)						
Q32. Advised to Quit Smoking: 2YR	68^	64.1%	62.3%	72.1%	75.3%	73.4%
Q33. Discussing Cessation Meds: 2YR	68^	36.9%	43.5%	51.5%	54.9%	53.2%
Q34. Discussing Cessation Strategies: 2YR	68^	32.8%	45.6%	48.5%	50.4%	47.2%

Summary Rate Scores

Medicaid Adult

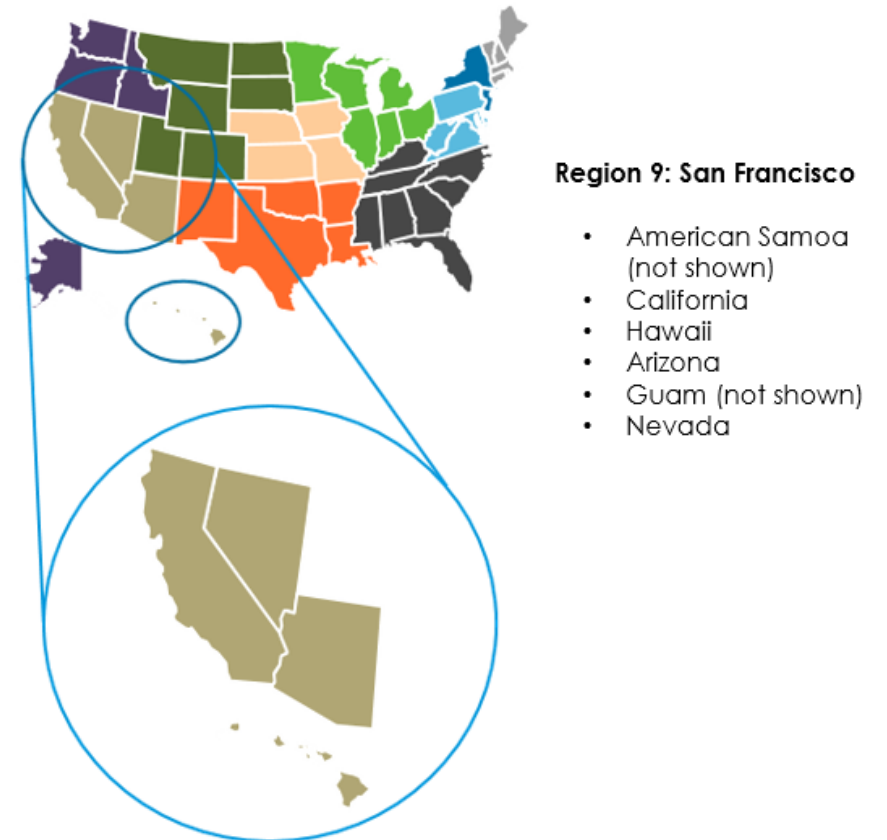
	2026 Valid n	2024	2025	2026	2026 Press Ganey BOB	2025 Quality Compass
Customer Service (% Usually or Always)	120	85.9%	86.4%	82.9%	89.6% ▼	89.3% ▼
Q24. Provided information or help	119	78.3%	80.6%	76.5%	84.4% ▼	83.8% ▼
Q25. Treated with courtesy and respect	121	93.6%	92.2%	89.3%	94.9% ▼	94.7% ▼
How Well Doctors Communicate (% Usually or Always)	146	92.2%	91.9%	90.6%	93.8%	93.4%
Q12. Dr. explained things	147	92.2%	91.5%	87.8%	93.6% ▼	93.2% ▼
Q13. Dr. listened carefully	146	92.3%	91.1%	93.2%	94.0%	93.7%
Q14. Dr. showed respect	146	94.0%	94.8%	93.8%	95.5%	95.1%
Q15. Dr. spent enough time	148	90.4%	90.1%	87.8%	92.0% ▼	91.4%
Q17. Coordination of Care (% Usually or Always)	94^	78.9%	80.7%	81.9%	87.0%	85.9%
Q27. Ease of Filling Out Forms (% Usually or Always)	268	92.9%	93.9%	90.7%	94.9% ▼	95.0% ▼

Regional Performance

Medicaid Adult

	2026	2026 PG BOB Region
Rating Questions (% 9 or 10)		
Q28. Rating of Health Plan	59.3%	64.8%
Q8. Rating of Health Care	60.1%	58.3%
Q18. Rating of Personal Doctor	68.2%	70.2%
Q22. Rating of Specialist	63.0%	68.9%
Rating Questions (% 8, 9 or 10)		
Q28. Rating of Health Plan	77.4%	80.6%
Q8. Rating of Health Care	80.4%	77.1%
Q18. Rating of Personal Doctor	85.6%	84.1%
Q22. Rating of Specialist	86.0%	83.8%
Getting Needed Care (% Usually or Always)		
Q9. Getting care, tests, or treatment	82.4%	83.8%
Q20. Getting specialist appointment	77.2%	77.6%
Getting Care Quickly (% Usually or Always)		
Q4. Getting urgent care	77.9%	81.1%
Q6. Getting routine care	72.9%	75.5%
Effectiveness of Care: 2YR (% Sometimes, Usually, or Always)		
Q32. Advised to Quit Smoking: 2YR	72.1%	69.2%
Q33. Discussing Cessation Meds: 2YR	51.5%	50.3%
Q34. Discussing Cessation Strategies: 2YR	48.5%	46.4%

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

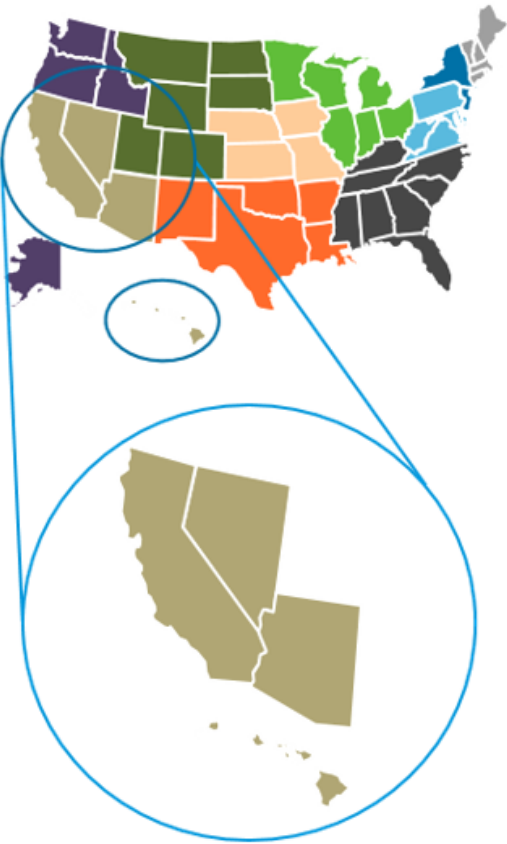


Regional Performance

Medicaid Adult

	2026	2026 PG BOB Region
Customer Service (% Usually or Always)	82.9%	89.0% ▼
Q24. Provided information or help	76.5%	83.9% ▼
Q25. Treated with courtesy and respect	89.3%	94.2% ▼
How Well Doctors Communicate (% Usually or Always)	90.6%	92.4%
Q12. Dr. explained things	87.8%	91.7%
Q13. Dr. listened carefully	93.2%	93.4%
Q14. Dr. showed respect	93.8%	94.9%
Q15. Dr. spent enough time	87.8%	89.5%
Q17. Coordination of Care (% Usually or Always)	81.9%	84.0%
Q27. Ease of Filling Out Forms (% Usually or Always)	90.7%	93.9% ▼

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



Region 9: San Francisco

- American Samoa (not shown)
- California
- Hawaii
- Arizona
- Guam (not shown)
- Nevada

Percentile Rankings

Medicaid Adult

	Plan Score	QC %tile	2025 Quality Compass - Percentile Ranks										PG %tile	2026 Press Ganey BOB - Percentile Ranks									
			5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th		5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th		
Rating Questions (% 9 or 10)																							
Q28. Rating of Health Plan	59.3%	32 nd	52.2	54.8	58.3	59.4	62.2	64.3	65.3	69.2	71.2	22 nd	53.4	56.3	59.6	60.6	63.6	65.2	66.7	70.2	72.7		
Q8. Rating of Health Care	60.1%	70 th	50.6	52.2	54.7	55.4	57.4	59.7	60.5	63.6	66.0	64 th	46.9	50.6	54.6	55.8	58.4	60.3	62.3	65.0	66.5		
Q18. Rating of Personal Doctor	68.2%	29 th	63.7	64.7	67.8	68.9	70.9	72.9	74.1	76.6	77.3	23 rd	62.6	65.0	68.6	69.6	72.1	73.8	74.8	77.8	79.1		
Q22. Rating of Specialist	63.0%	12 th	59.9	62.7	65.7	66.3	67.8	70.0	71.5	74.0	75.6	16 th	57.9	61.4	65.6	66.9	69.2	71.6	73.1	75.8	77.8		
Rating Questions (% 8, 9 or 10)																							
Q28. Rating of Health Plan	77.4%	45 th	69.4	71.5	75.0	76.1	78.1	80.0	81.0	83.0	84.2	34 th	71.3	73.2	76.3	77.2	78.8	81.0	82.5	84.8	86.1		
Q8. Rating of Health Care	80.4%	88 th	70.3	72.0	74.0	75.0	76.5	78.2	79.0	80.7	82.6	78 th	68.6	71.5	74.6	75.2	77.2	78.9	79.9	82.0	84.1		
Q18. Rating of Personal Doctor	85.6%	64 th	79.4	80.9	82.6	83.0	84.7	85.9	86.7	88.4	89.4	63 rd	79.1	81.4	83.1	83.9	84.9	85.9	86.9	88.4	89.6		
Q22. Rating of Specialist	86.0%	80 th	76.2	78.2	80.8	81.8	83.2	84.7	85.7	88.0	89.1	73 rd	75.2	77.6	81.5	82.0	83.8	85.5	86.4	89.3	90.3		
Getting Needed Care (% U/A)	79.8%	27 th	75.5	76.4	79.4	80.8	82.2	84.5	85.1	86.8	87.4	21 st	75.1	77.5	80.5	81.3	82.9	84.8	85.4	87.2	88.4		
Q9. Getting care, tests, or treatment	82.4%	19 th	77.9	79.2	83.0	84.0	85.8	87.1	87.8	89.9	90.7	21 st	78.8	80.5	83.1	84.4	86.3	88.0	88.7	90.8	91.5		
Q20. Getting specialist appointment	77.2%	32 nd	71.2	72.4	75.4	77.4	79.2	81.5	82.8	84.7	85.5	26 th	70.2	72.6	76.8	78.0	80.1	82.3	83.0	85.2	86.4		
Getting Care Quickly (% U/A)	75.4%	11 th	73.9	75.3	78.9	80.2	81.8	84.4	84.9	87.5	87.9	8 th	73.8	75.9	78.9	80.3	82.5	84.5	85.3	87.2	88.5		
Q4. Getting urgent care	77.9%	12 th	75.2	77.1	80.6	82.0	84.0	86.2	86.7	89.6	91.9	11 th	74.1	77.4	80.0	81.7	83.9	85.9	86.9	89.3	90.7		
Q6. Getting routine care	72.9%	14 th	68.4	70.5	76.1	77.5	79.7	82.4	83.3	85.9	87.3	11 th	70.2	71.9	76.7	78.8	81.7	83.5	84.6	86.8	87.3		
Effectiveness of Care: 2YR (% S/U/A)																							
Q32. Advised to Quit Smoking: 2YR	72.1%	40 th	63.7	66.5	70.1	71.0	73.5	75.7	76.8	80.2	82.4	35 th	57.7	62.6	69.5	71.8	74.3	76.7	78.3	82.4	84.6		
Q33. Discussing Cessation Meds: 2YR	51.5%	38 th	42.7	44.8	49.2	50.6	53.6	55.6	56.9	62.5	65.0	35 th	34.1	39.7	48.8	50.9	54.8	57.7	59.4	63.3	65.7		
Q34. Discussing Cessation Strategies: 2YR	48.5%	59 th	37.5	39.3	43.6	44.4	46.8	49.7	50.2	56.0	58.0	50 th	31.5	34.9	44.2	46.3	48.5	52.3	54.1	57.0	59.8		

Percentile Rankings

Medicaid Adult

	Plan Score	QC %tile	2025 Quality Compass - Percentile Ranks										PG %tile	2026 Press Ganey BOB - Percentile Ranks									
			5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th		5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th		
Customer Service (% U/A)	82.9%	1 st	84.6	86.0	87.2	87.9	89.5	90.5	91.4	92.8	94.0	2 nd	84.7	86.1	87.8	88.5	89.6	90.7	91.3	93.2	93.7		
Q24. Provided information or help	76.5%	3 rd	77.0	78.2	81.0	82.2	83.7	86.3	87.1	88.6	90.2	2 nd	78.1	79.4	82.0	82.8	84.6	86.0	87.0	88.9	90.2		
Q25. Treated with courtesy and respect	89.3%	1 st	90.7	91.9	93.7	94.2	95.0	95.5	96.1	97.3	97.4	3 rd	90.6	91.2	93.0	94.2	95.2	95.9	96.5	97.7	98.5		
How Well Doctors Communicate (% U/A)	90.6%	10 th	90.3	90.6	91.9	92.6	93.6	94.4	94.9	96.0	96.5	5 th	90.6	91.6	92.6	92.9	93.7	94.4	94.7	96.1	96.8		
Q12. Dr. explained things	87.8%	1 st	89.0	90.1	91.5	92.1	93.3	94.3	94.9	96.4	97.1	1 st	89.2	90.3	91.9	92.5	93.7	94.8	95.4	96.6	97.3		
Q13. Dr. listened carefully	93.2%	36 th	89.5	90.7	92.4	92.9	93.9	94.8	95.3	96.2	97.0	35 th	90.4	91.3	92.7	93.1	93.8	94.8	95.4	96.5	97.3		
Q14. Dr. showed respect	93.8%	25 th	91.8	92.5	93.8	94.4	95.3	96.2	96.6	97.5	98.1	13 th	92.8	93.6	94.3	94.7	95.6	96.2	96.6	97.6	98.0		
Q15. Dr. spent enough time	87.8%	10 th	86.3	87.7	89.7	90.2	91.6	92.9	93.4	95.0	95.6	6 th	87.3	88.6	90.3	91.1	92.1	93.1	93.7	94.8	95.5		
Q17. Coordination of Care (% U/A)	81.9%	15 th	80.3	80.9	84.1	84.8	85.8	87.5	88.6	90.3	91.1	11 th	79.2	81.6	84.2	85.1	86.6	88.5	89.3	91.7	92.3		
Q27. Ease of Filling Out Forms (% U/A)	90.7%	1 st	91.9	92.9	93.8	94.2	95.1	96.0	96.3	97.3	97.9	1 st	92.3	92.7	94.0	94.5	95.3	95.9	96.2	96.6	97.2		



Appendix

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Appendix A: Correlations

Highest Correlations

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

With Rating Of Health Care		
Q28	Rating of Health Plan	0.8341
Q18	Rating of Personal Doctor	0.7697
Q4	Getting urgent care	0.6537
Q17	Coordination of Care	0.5535
Q13	Dr. listened carefully	0.5527
Q6	Getting routine care	0.5437
Q12	Dr. explained things	0.5297
Q9	Getting care, tests, or treatment	0.5136
Q24	Provided information or help	0.4927
Q15	Dr. spent enough time	0.4702

With Rating Of Personal Doctor		
Q8	Rating of Health Care	0.7697
Q17	Coordination of Care	0.6742
Q13	Dr. listened carefully	0.6637
Q12	Dr. explained things	0.5820
Q15	Dr. spent enough time	0.5774
Q28	Rating of Health Plan	0.5547
Q14	Dr. showed respect	0.5366
Q9	Getting care, tests, or treatment	0.5151
Q4	Getting urgent care	0.4783
Q6	Getting routine care	0.4452

With Rating Of Specialist		
Q41	Rating of provided interpreter overall	0.5913
Q8	Rating of Health Care	0.4068
Q24	Provided information or help	0.3577
Q28	Rating of Health Plan	0.3390
Q18	Rating of Personal Doctor	0.2976
Q44	Had to wait for an appointment due to provider's limited availability	0.2860
Q17	Coordination of Care	0.2762
Q4	Getting urgent care	0.2696
Q14	Dr. showed respect	0.2578
Q13	Dr. listened carefully	0.2559

Supplemental Questions

Medicaid Adult

	2024	2025	2026
Q40. Got interpreter			
Base (n)	307	354	273
Yes	30.9%	39.3%	36.6%
No	69.1%	60.7%	63.4%
Summary Rate Score (%Yes)	30.9%	39.3%	36.6%
Q41. Rating of provided interpreter overall			
Base (n)	164	225	188
10 Best interpreter possible	51.8%	48.4%	51.1%
9	15.9%	16.4%	10.1%
8	13.4%	11.6%	13.3%
7	3.7%	4.9%	6.4%
6	4.3%	5.8%	3.2%
5	4.9%	4.9%	7.4%
4	0.0%	0.4%	1.1%
3	0.0%	0.4%	0.5%
2	0.6%	0.9%	0.5%
1	1.2%	0.9%	0.0%
0 Worst interpreter possible	4.3%	5.3%	6.4%
Summary Rate Score (%9 or 10 Best interpreter possible)	67.7%	64.9%	61.2%

Supplemental Questions

Medicaid Adult

	2024	2025	2026
Q42. Wait time to see Dr. for set appt. after arrival			
Opt-out / Exclusion (n)			
Does not apply, I did not have any appointments in the last 6 months	51	53	32
Base (n)	253	292	236
15 minutes or less	43.9%	41.1%	44.5%
16-30 minutes	34.4%	32.9%	32.6%
31-45 minutes	9.5%	13.4%	13.6%
46 minutes to 1 hour	6.7%	5.1%	5.1%
Over 1 hour	5.5%	7.5%	4.2%
Mean Score	22.5	24.1	21.9
Q43. Got appt. in a timely manner			
Opt-out / Exclusion			
Not Applicable	52	65	47
Base (n)	249	276	218
Always	32.9%	34.8%	34.9%
Usually	24.9%	26.4%	28.9%
Sometimes	26.1%	23.6%	22.0%
Never	16.1%	15.2%	14.2%
Summary Rate Score (%Usually or Always)	57.8%	61.2%	63.8%
Q44. Had to wait for an appointment due to provider's limited availability			
Opt-out / Exclusion			
Not Applicable	64	69	52
Base (n)	239	269	207
Never	43.5%	37.9%	49.3% ↑
Sometimes	34.7%	39.4%	27.1% ↓
Usually	10.0%	11.9%	16.4% ↕
Always	11.7%	10.8%	7.2%
Summary Rate Score (%Never or Sometimes)	78.2%	77.3%	76.3%

Supplemental Questions

Medicaid Adult

	2024	2025	2026
Q45. Which CS center have contacted most recently			
Opt-out / Exclusion (n)			
I did not contact customer service	127	150	99
Base (n)	153	163	142
Health Plan's Customer Service (Phone number on ID Card)	29.4%	38.0%	25.4% ↓
Provider and/or Doctors Office	49.7%	46.0%	49.3%
Retail Pharmacy Services	17.6%	12.9%	23.2% ↑
Other (Please Specify)	3.3%	3.1%	2.1%
Q46. Info. not received when contacting CS			
Opt-out / Exclusion			
I received the information I wanted	81	107	94
I did not contact customer service	132	149	118
Base (n)	65	53	44
Benefits and covered services	46.2%	49.1%	38.6%
Provider information	21.5%	34.0%	25.0%
Co-payment, co-insurance, and deductible information	7.7%	5.7%	2.3%
Claims information	7.7%	9.4%	4.5%
Membership	13.8%	13.2%	11.4%
Prescription drug information	41.5%	24.5%	20.5% ↓
Other (Please Specify)	16.9%	9.4%	18.2%

Supplemental Questions

Medicaid Adult

	2024	2025	2026
Q47. Reasons it was difficult to get appt. with specialist			
Opt-out / Exclusion (n)			
I did not have difficulty getting an appointment with a specialist	119	125	105
I did not make an appointment with a specialist	79	79	51
Base (n)	67	93	73
Your doctor did not think you needed to see a specialist	17.9%	24.7%	17.8%
Your health plan approval or authorization was delayed	23.9%	16.1%	26.0%
You could not get a referral	7.5%	8.6%	12.3%
You weren't sure where to find a list of specialists in your health plan or network	13.4%	12.9%	13.7%
The specialists you had to choose from were too far away	22.4%	11.8%	20.5%
You did not have enough specialists to choose from	14.9%	12.9%	13.7%
The specialist you wanted did not belong to your health plan or network	26.9%	26.9%	24.7%
You could not get an appointment at a time that was convenient	31.3%	37.6%	24.7%
Other (Please Specify)	28.4%	23.7%	34.2%