PG Forsta

MY 2024 CAHPS® Medicaid Adult 5.1H Survey

Health Net - MCAL (Centene CA)

Contents

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.

PressGaney

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 2024 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

First questionnaire mailed		Second questionnaire mailed		Initiate follow-up calls to non-responders		Last day to accept completed surveys
3/7/2025	>	**4/11/2025**	>	**5/2/2025 - 5/16/2025**	>	**5/16/2025**

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

$$\frac{377 \text{ (Completed)}}{4{,}185 \text{ (Sample)} - 79 \text{ (Ineligible)}} = \frac{377}{4{,}106} = \textbf{9.2\%}$$

COMPLETES - MODALITY BY LANGUAGE

	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	88	43	70	34	4	32	**201**
Spanish	70	77	29	27	0	2	**176**
Total	**158**	**120**	**99**	**61**	**4**	**34**	**377**

Total Number of Undeliverables: 373

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

		2023	2024	2025
Completed	SUBTOTAL	**340**	**325**	**377**
Ineligible	Does not Meet Eligibility Criteria (01)	7	36	41
	Language Barrier (03)	0	12	28
	Mentally/Physically Incapacitated (04)	0	5	6
	Deceased (05)	0	2	4
	SUBTOTAL	**7**	**55**	**79**
Non-response	Break-off/Incomplete (02)	17	37	30
	Refusal (06)	1	64	60
	Maximum Attempts Made (07)	3,820	3,704	3,639
	Added to DNC List (08)	0	0	0
	SUBTOTAL	**3,838**	**3,805**	**3,729**
	Total Sample	**4,185**	**4,185**	**4,185**
	Oversampling	**210.0%**	**210.0%**	**210.0%**
	Response Rate	**8.1%**	**7.9%**	**9.2%**
	PG Response Rate	*11.5%*	*11.1%*	*11.7%*

PressGaney

Executive Summary

Overview of Terms

Summary Rates (SRS) are defined by NCQA in its HEDIS MY 2024 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.

Percentile Bands	<10th	10th - 32nd	33rd - 66th	67th - 89th	≥90th

PG Benchmark Information The source for data contained within the PG Book of Business is all submitting plans that contracted with PG for MY 2024. Submission occurred on May 23rd, 2025.

NCQA Benchmark Information The source for data contained in this publication is Quality Compass® All Plans 2024. 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 (▲/▼)

2025 Dashboard
Medicaid Adult

377
Completed surveys

9.2%
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 2024 (↑/↓) or 2023 (⇕/⇕).

Percentiles: Based on the 2025 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	63.4%	⇕	49th	--

Rating of Health Care			★★
Q8. Rating of Health Care	54.0%	19th	Opportunity

Rating of Personal Doctor				★★★★
Q18. Rating of Personal Doctor	71.7%	⇕	56th	Power

Advised to Quit Smoking: 2YR			
Q32. Advised to Quit Smoking: 2YR	62.3%	9th	--

Rating of Specialist			
Q22. Rating of Specialist	61.4%	12th	Opportunity

Coordination of Care			
Q17. Coordination of Care	80.7%	15th	Wait

Customer Service			
Composite	**86.4%**	**10th**	--
Q24. Provided information or help	80.6%	16th	Wait
Q25. Treated with courtesy and respect	92.2%	14th	Wait

Getting Needed Care			★★
Composite	**75.5%**	**6th**	--
Q9. Getting care, tests, or treatment	78.6%	8th	Opportunity
Q20. Getting specialist appointment	72.4%	13th	Opportunity

Getting Care Quickly			★★
Composite	**75.4%**	**10th**	--
Q4. Getting urgent care	80.5%	24th	Opportunity
Q6. Getting routine care	70.4%	6th	Opportunity

Ease of Filling Out Forms			
Q27. Ease of Filling Out Forms	93.9%	26th	Wait

How Well Doctors Communicate				
Composite	**91.9%**		**23rd**	--
Q12. Dr. explained things	91.5%	⇕	20th	Wait
Q13. Dr. listened carefully	91.1%		10th	Wait
Q14. Dr. showed respect	94.8%		41st	Wait
Q15. Dr. spent enough time	90.1%		32nd	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	191	75.5%	83.7%	10th	2
Getting Care Quickly	Usually or Always	169	75.4%	82.9%	10th	2
SATISFACTION WITH PLAN PHYSICIANS						**4**
Rating of Personal Doctor	9 or 10	258	71.7%	71.0%	67th	4
SATISFACTION WITH PLAN AND PLAN SERVICES						**2.5**
Rating of Health Plan	9 or 10	361	63.4%	64.0%	33rd	3
Rating of Health Care	9 or 10	215	53.9%	59.4%	10th	2

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 2024 NCQA data and benchmarks.

Rating = 1	Rating = 2	Rating = 3	Rating = 4	Rating = 5
<10th Percentile	10th – 32nd Percentile	33rd – 66th Percentile	67th – 89th Percentile	≥90th 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 2024).
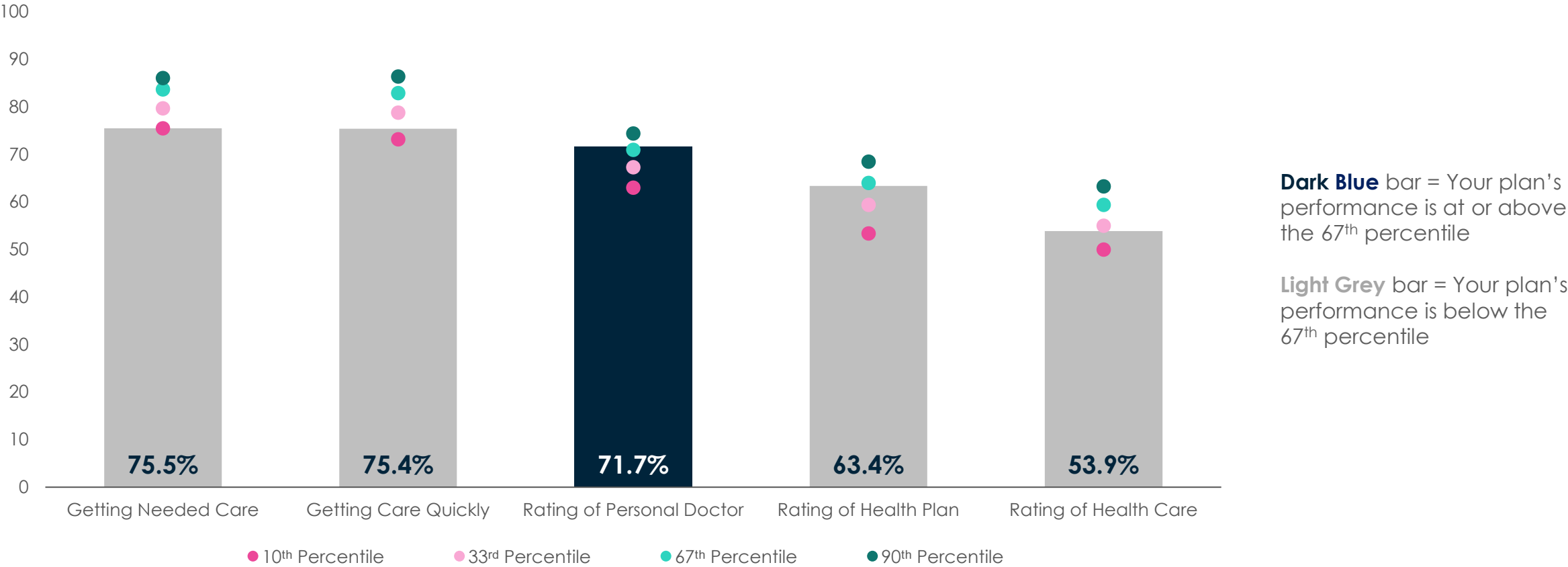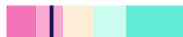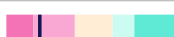
Dark Blue bar = Your plan's performance is at or above the 67th percentile

Light Grey bar = Your plan's performance is below the 67th percentile

75.5%	75.4%	71.7%	63.4%	53.9%
Getting Needed Care	Getting Care Quickly	Rating of Personal Doctor	Rating of Health Plan	Rating of Health Care

● 10th Percentile   ● 33rd Percentile   ● 67th Percentile   ● 90th Percentile

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

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

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Key Metric Performance
Medicaid Adult

Measure	Summary Rate Score			2025 Press Ganey BOB Benchmark Percentile Distribution	Plan Percentile Rank	PG BOB
	2024	2025	Change	0 20 40 60 80 100		
Health Plan Domain						
Q28. Rating of Health Plan	57.7%	**63.4%**	5.7%		49th	63.8%
Getting Needed Care	74.5%	**75.5%**	1.0%		6th	82.4% ▼
Customer Service	85.9%	**86.4%**	0.5%		10th	89.9%
Q27. Ease of Filling Out Forms	92.9%	**93.9%**	1.1%		26th	95.0%
Health Care Domain						
Q8. Rating of Health Care	54.7%	**54.0%**	-0.7%		19th	58.0%
Getting Care Quickly	77.5%	**75.4%**	-2.1%		10th	82.0% ▼
How Well Doctors Communicate	92.2%	**91.9%**	-0.4%		23rd	93.6%
Q17. Coordination of Care	78.9%	**80.7%**	1.8%		15th	86.3% ▼
Q18. Rating of Personal Doctor	65.8%	**71.7%**	6.0%		56th	71.4%
Q22. Rating of Specialist	67.2%	**61.4%**	-5.8%		12th	68.9% ▼

Key Metric Performance

Medicaid Adult

Measure	Summary Rate Score			2025 Press Ganey BOB Benchmark Percentile Distribution	Plan Percentile Rank	PG BOB
	2024	**2025**	**Change**	0 20 40 60 80 100		
Effectiveness of Care						
Q32. Advised to Quit Smoking: 2YR	64.1%	**62.3%**	-1.7%		9th	74.4% ▼
Q33. Discussing Cessation Meds: 2YR	36.9%	**43.5%**	6.6%		16th	55.1% ▼
Q34. Discussing Cessation Strategies: 2YR	32.8%	**45.6%**	12.8%		38th	48.5%

Health Equity
Medicaid Adult

Group is performing…
- Above the plan score by 5 or more points
- Above the plan score
- Below the plan score
- Below the plan score by 5 or more points
- Above/below plan score but has low base (<30)

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

Demographic	Category	Total	Rating of Health Plan SRS 63.4%	△	Rating of Health Care SRS 54.0%	△	Getting Needed Care SRS 75.5%	△	Getting Care Quickly SRS 75.4%	△	Rating of Personal Doctor SRS 71.7%	△	Rating of Specialist SRS 61.4%	△
Gender	Male	n=140		4		1		-2		-2		8		9
	Female	n=227		-3		-1		0		1		-4		-6
Age	18-34	n=69		-17		-17		-22		-10		-12		-30
	35-44	n=46		-1		7		4		1		-7		-3
	45-54	n=82		6		3		2		2		2		2
	55+	n=170		4		2		3		1		5		6
Overall Health	Excellent / Very Good	n=95		3		10		-6		-7		-4		4
	Good	n=134		-3		-3		4		-2		1		-5
	Fair / Poor	n=131		0		-5		-2		3		2		-1
Mental Health	Excellent / Very Good	n=137		8		3		5		3		3		3
	Good	n=123		0		-1		-3		-2		1		-2
	Fair / Poor	n=105		-11		-3		-4		-2		-5		-6
Education	High School or Less	n=236		5		3		-1		0		3		8
	Some College or More	n=105		-10		-1		0		0		-2		-13
Race Ethnicity	White	n=130		3		0		6		2		5		10
	Black / African American	n=41		5		9		0		-14		7		-6
	Asian	n=50		-14		-9		-8		-1		-5		-8
	American Indian or Alaska Native	n=7		-21		-14		4		0		3		-28
	Native Hawaiian or other Pacific Islander	n=2		37		46		24		25		28		-11
	Hispanic	n=225		3		2		-3		1		3		1

Health Equity
Medicaid Adult

Group is performing...

- Above the plan score by 5 or more points
- Above the plan score
- Below the plan score
- Below the plan score by 5 or more points
- Above/below plan score but has low base (<30)

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

Demographic	Category	Total	Coordination of Care SRS 80.7%	△	Customer Service SRS 86.4%	△	How Well Doctors Communicate SRS 91.9%	△	Ease of Filling Out Forms SRS 93.9%	△
Gender	Male	n=140		9		-1		3		2
	Female	n=227		-3		0		-2		-1
Age	18-34	n=69		19		-3		3		-3
	35-44	n=46		-14		7		-7		-3
	45-54	n=82		2		-3		-4		4
	55+	n=170		2		1		3		1
Overall Health	Excellent / Very Good	n=95		15		-2		0		1
	Good	n=134		4		0		1		-1
	Fair / Poor	n=131		-7		-1		-2		0
Mental Health	Excellent / Very Good	n=137		14		1		3		4
	Good	n=123		-1		-4		-1		0
	Fair / Poor	n=105		-10		2		-3		-5
Education	High School or Less	n=236		-3		0		0		0
	Some College or More	n=105		8		3		4		2
Race Ethnicity	White	n=130		10		7		3		3
	Black / African American	n=41		-9		6		1		-1
	Asian	n=50		12		-2		4		0
	American Indian or Alaska Native	n=7		-14		14		-17		6
	Native Hawaiian or other Pacific Islander	n=2		19		14		8		6
	Hispanic	n=225		2		-3		-2		0

PressGaney

PressGaney

Key Driver Analysis

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.

<table>
<tr><td></td><td align="center">**RETAIN**</td><td align="center">**POWER**</td></tr>
<tr><td>**Higher**

Your plan performance

Lower</td><td align="center">Items in this quadrant have a relatively small impact on the rating of the health plan but performance is above average. ***Simply maintain performance on these items.***</td><td align="center">These items have a relatively large impact on the rating of the health plan and performance is above average. ***Promote and leverage strengths in this quadrant.***</td></tr>
<tr><td></td><td align="center">These items are somewhat less important than those that fall on the right side of the chart and, relatively speaking, performance is below average. ***Dealing with these items can wait until more important items have been dealt with.***</td><td align="center">Items in this quadrant have a relatively large impact on the rating of the health plan but performance is below average. ***Focus resources on improving processes that underlie these items***.</td></tr>
<tr><td></td><td align="center">**WAIT**</td><td align="center">**OPPORTUNITY**</td></tr>
<tr><td></td><td>**Lower**</td><td align="right">Importance to your plan members   **Higher**</td></tr>
</table>

POWeR Chart – Your Results

		SURVEY MEASURE	2023 SRS	2024 SRS	2025 SRS	2025 %tile
		POWER				
■	RATING	Q18	Rating of Personal Doctor	59.9%	65.8%	**71.7%**	56th
		OPPORTUNITY				
■	RATING	Q22	Rating of Specialist	55.9%	67.2%	**61.4%**	12th
■	RATING	Q8	Rating of Health Care	49.5%	54.7%	**54.0%**	19th
◆	GCQ	Q4	Getting urgent care	79.2%	80.0%	**80.5%**	24th
●	GNC	Q9	Getting care, tests, or treatment	79.5%	79.8%	**78.6%**	8th
◆	GCQ	Q6	Getting routine care	71.4%	75.0%	**70.4%**	6th
■	SQ	Q44	Had to wait for an appt. due to limited hours or few available appts.	72.8%	78.2%	**77.3%**	--
●	GNC	Q20	Getting specialist appointment	71.2%	69.3%	**72.4%**	13th
■	SQ	Q43	Got appt. in a timely manner	63.3%	57.8%	**61.2%**	--
		WAIT				
■	SQ	Q41	Rating of provided interpreter overall	67.3%	67.7%	**64.9%**	--
◆	HWDC	Q14	Dr. showed respect	93.3%	94.0%	**94.8%**	41st
◆	HWDC	Q13	Dr. listened carefully	88.8%	92.3%	**91.1%**	10th
●	CS	Q27	Ease of Filling Out Forms	93.1%	92.9%	**93.9%**	26th
◆	HWDC	Q12	Dr. explained things	83.1%	92.2%	**91.5%**	20th
◆	HWDC	Q15	Dr. spent enough time	85.5%	90.4%	**90.1%**	32nd
●	CS	Q24	Provided information or help	84.0%	78.3%	**80.6%**	16th
■	CC	Q17	Coordination of Care	85.7%	78.9%	**80.7%**	15th
●	CS	Q25	Treated with courtesy and respect	92.2%	93.6%	**92.2%**	14th
		RETAIN				
--	--		None	--	--	**--**	--

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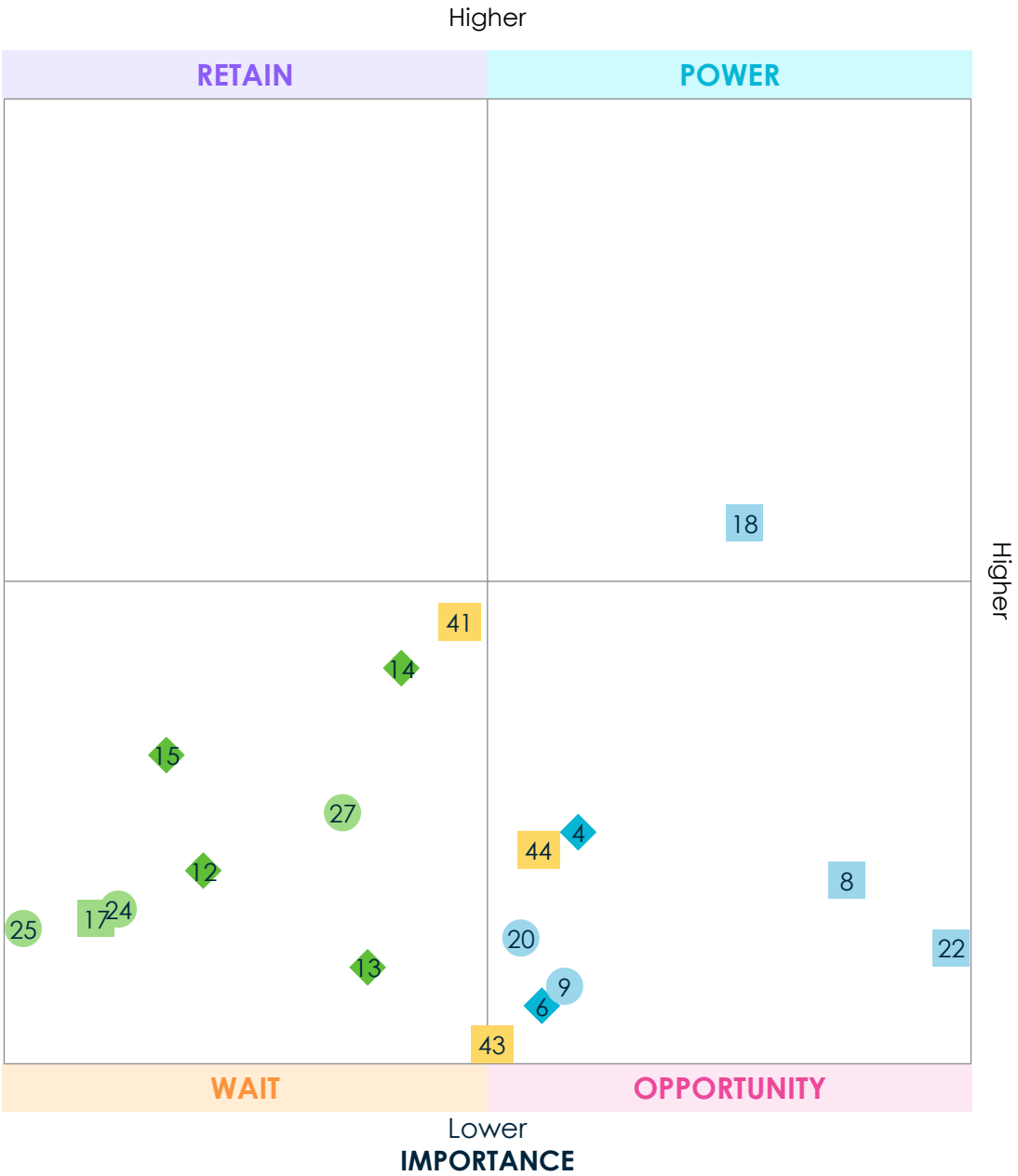
PressGaney

Summary of Trend and Benchmark

a PG Forsta company

Summary Rate Scores

Medicaid Adult

	2025 Valid n	2023	2024	2025	2025 Press Ganey BOB	2024 Quality Compass
Rating Questions (% 9 or 10)						
Q28. Rating of Health Plan	361	55.8%	57.7%	**63.4%** ⬍	63.8%	61.5%
Q8. Rating of Health Care	215	49.5%	54.7%	**54.0%**	58.0%	56.8%
Q18. Rating of Personal Doctor	258	59.9%	65.8%	**71.7%** ⬍	71.4%	69.2%
Q22. Rating of Specialist	153	55.9%	67.2%	**61.4%**	68.9% ▼	67.7% ▼
Rating Questions (% 8, 9 or 10)						
Q28. Rating of Health Plan	361	71.0%	78.4%	**79.8%** ⬍	79.1%	77.7%
Q8. Rating of Health Care	215	67.9%	74.6%	**74.9%**	76.7%	75.8%
Q18. Rating of Personal Doctor	258	78.0%	80.8%	**85.7%** ⬍	84.9%	83.3%
Q22. Rating of Specialist	153	75.6%	83.2%	**80.4%**	83.5%	82.5%
Getting Needed Care (% Usually or Always)	191	75.3%	74.5%	**75.5%**	82.4% ▼	81.5% ▼
Q9. Getting care, tests, or treatment	220	79.5%	79.8%	**78.6%**	85.5% ▼	84.6% ▼
Q20. Getting specialist appointment	163	71.2%	69.3%	**72.4%**	79.4% ▼	78.8% ▼
Getting Care Quickly (% Usually or Always)	169	75.3%	77.5%	**75.4%**	82.0% ▼	80.4% ▼
Q4. Getting urgent care	123	79.2%	80.0%	**80.5%**	83.9%	82.8%
Q6. Getting routine care	216	71.4%	75.0%	**70.4%**	80.1% ▼	78.7% ▼
Effectiveness of Care (% Sometimes, Usually, or Always)						
Q32. Advised to Quit Smoking: 2YR	69^	61.0%	64.1%	**62.3%**	74.4% ▼	73.5% ▼
Q33. Discussing Cessation Meds: 2YR	69^	37.2%	36.9%	**43.5%**	55.1% ▼	52.8%
Q34. Discussing Cessation Strategies: 2YR	68^	28.6%	32.8%	**45.6%** ⬍	48.5%	46.6%

Summary Rate Scores

Medicaid Adult

	2025 Valid n	2023	2024	2025	2025 Press Ganey BOB	2024 Quality Compass
Customer Service (% Usually or Always)	154	88.1%	85.9%	**86.4%**	89.9%	89.1%
Q24. Provided information or help	155	84.0%	78.3%	**80.6%**	84.7%	83.8%
Q25. Treated with courtesy and respect	154	92.2%	93.6%	**92.2%**	95.0%	94.3%
How Well Doctors Communicate (% Usually or Always)	212	87.7%	92.2%	**91.9%**	93.6%	93.0%
Q12. Dr. explained things	212	83.1%	92.2%	**91.5%** ⇕	93.5%	92.7%
Q13. Dr. listened carefully	213	88.8%	92.3%	**91.1%**	93.8% ▼	93.2%
Q14. Dr. showed respect	211	93.3%	94.0%	**94.8%**	95.3%	94.8%
Q15. Dr. spent enough time	212	85.5%	90.4%	**90.1%**	91.8%	91.0%
Q17. Coordination of Care	114	85.7%	78.9%	**80.7%**	86.3% ▼	85.6%
Q27. Ease of Filling Out Forms (% Usually or Always)	347	93.1%	92.9%	**93.9%**	95.0%	94.8%

Regional Performance
Medicaid Adult

	2025	2025 PG BOB Region
Rating Questions (% 9 or 10)		
Q28. Rating of Health Plan	**63.4%**	62.1%
Q8. Rating of Health Care	**54.0%**	55.2%
Q18. Rating of Personal Doctor	**71.7%**	68.4%
Q22. Rating of Specialist	**61.4%**	66.9%
Rating Questions (% 8, 9 or 10)		
Q28. Rating of Health Plan	**79.8%**	78.0%
Q8. Rating of Health Care	**74.9%**	74.5%
Q18. Rating of Personal Doctor	**85.7%**	82.8%
Q22. Rating of Specialist	**80.4%**	82.1%
Getting Needed Care (% Usually or Always)	**75.5%**	77.7%
Q9. Getting care, tests, or treatment	**78.6%**	81.0%
Q20. Getting specialist appointment	**72.4%**	74.5%
Getting Care Quickly (% Usually or Always)	**75.4%**	76.3%
Q4. Getting urgent care	**80.5%**	79.2%
Q6. Getting routine care	**70.4%**	73.3%
Effectiveness of Care (% Sometimes, Usually, or Always)		
Q32. Advised to Quit Smoking: 2YR	**62.3%**	69.4%
Q33. Discussing Cessation Meds: 2YR	**43.5%**	47.4%
Q34. Discussing Cessation Strategies: 2YR	**45.6%**	42.4%

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

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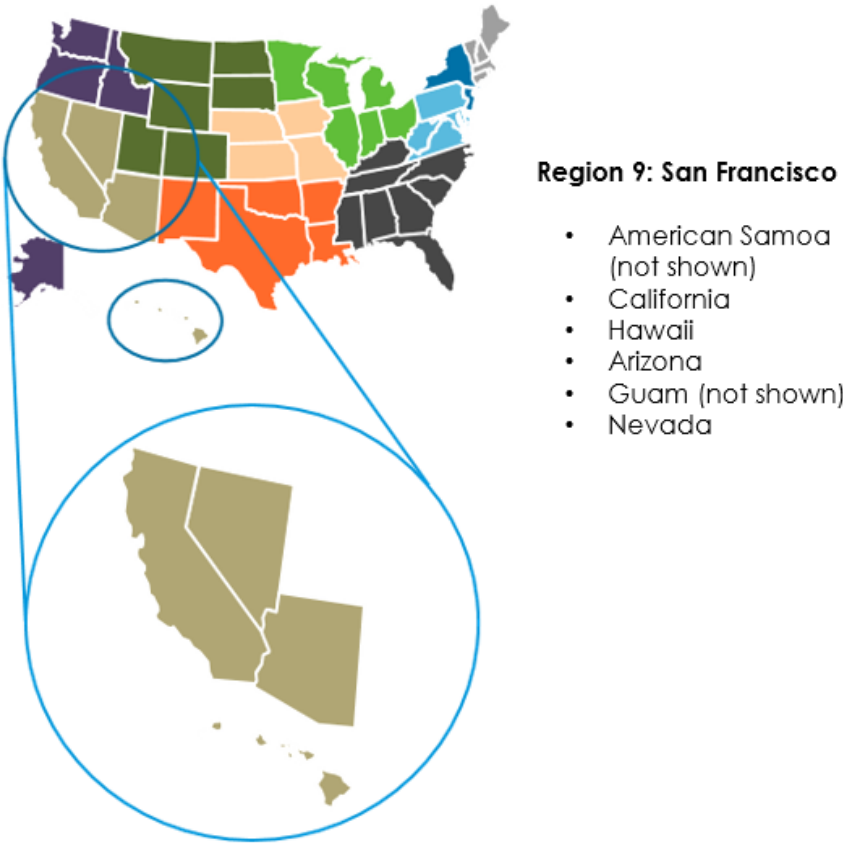
Regional Performance
Medicaid Adult

	2025	2025 PG BOB Region
Customer Service (% Usually or Always)	**86.4%**	88.1%
Q24. Provided information or help	**80.6%**	82.7%
Q25. Treated with courtesy and respect	**92.2%**	93.4%
How Well Doctors Communicate (% Usually or Always)	**91.9%**	91.4%
Q12. Dr. explained things	**91.5%**	91.2%
Q13. Dr. listened carefully	**91.1%**	92.3%
Q14. Dr. showed respect	**94.8%**	94.0%
Q15. Dr. spent enough time	**90.1%**	88.3%
Q17. Coordination of Care	**80.7%**	82.2%
Q27. Ease of Filling Out Forms (% Usually or Always)	**93.9%**	94.0%

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	2024 Quality Compass - Percentile Ranks									PG %tile	2025 Press Ganey BOB - Percentile Ranks								
			5th	10th	25th	33rd	50th	67th	75th	90th	95th		5th	10th	25th	33rd	50th	67th	75th	90th	95th
Rating Questions (% 9 or 10)																					
Q28. Rating of Health Plan	**63.4%**	63rd	50.4	53.4	58.2	59.4	61.7	64.1	65.5	68.5	70.8	49th	54.4	55.7	60.1	61.3	63.5	65.2	66.2	71.1	72.7
Q8. Rating of Health Care	**54.0%**	26th	47.7	50.0	53.4	55.1	56.6	59.5	60.5	63.4	64.5	19th	50.5	52.1	54.9	55.8	57.6	59.8	60.9	64.3	66.7
Q18. Rating of Personal Doctor	**71.7%**	70th	61.0	63.0	66.0	67.3	69.3	71.1	72.4	74.4	76.5	56th	63.8	64.7	68.2	69.6	71.0	73.4	74.4	77.1	78.4
Q22. Rating of Specialist	**61.4%**	6th	61.0	62.2	64.4	65.1	67.3	69.8	70.9	74.0	75.2	12th	58.2	60.8	65.1	66.4	69.1	71.5	72.7	74.5	75.9
Rating Questions (% 8, 9 or 10)																					
Q28. Rating of Health Plan	**79.8%**	68th	69.5	71.9	74.8	76.0	78.0	79.7	80.5	83.2	85.1	55th	70.8	72.1	76.2	77.2	79.3	81.0	81.9	83.8	84.8
Q8. Rating of Health Care	**74.9%**	43rd	68.3	70.5	72.6	73.5	75.9	77.6	78.7	81.8	82.6	33rd	69.8	71.1	74.0	74.8	76.7	78.7	79.3	81.2	83.9
Q18. Rating of Personal Doctor	**85.7%**	78th	77.1	78.2	80.9	81.9	83.7	85.0	85.4	87.6	89.8	64th	79.0	80.7	82.6	83.0	84.9	86.1	86.9	88.9	89.7
Q22. Rating of Specialist	**80.4%**	27th	76.1	77.5	79.5	81.2	83.5	84.4	85.0	87.0	87.6	21st	75.2	77.3	80.7	82.2	83.4	85.4	86.0	88.7	89.3
Getting Needed Care (% U/A)	**75.5%**	9th	74.5	75.5	78.6	79.8	82.0	83.7	84.9	86.1	87.1	6th	75.0	76.0	78.7	80.5	82.4	84.6	85.4	87.0	87.5
Q9. Getting care, tests, or treatment	**78.6%**	9th	77.7	79.3	81.9	82.9	84.8	86.9	87.7	89.6	91.5	8th	77.4	78.9	82.5	84.0	85.9	87.4	88.3	90.1	91.3
Q20. Getting specialist appointment	**72.4%**	14th	69.3	71.3	75.5	76.5	79.6	82.1	82.8	85.0	85.7	13th	69.3	71.8	75.0	77.2	79.2	82.1	82.9	84.8	85.9
Getting Care Quickly (% U/A)	**75.4%**	15th	70.7	73.3	77.4	78.8	81.1	83.0	83.8	86.4	87.9	10th	74.0	75.3	79.1	80.3	82.3	84.2	85.0	87.5	88.3
Q4. Getting urgent care	**80.5%**	24th	75.6	77.5	81.3	81.8	83.5	84.7	85.2	88.2	89.0	24th	74.4	77.0	80.6	82.0	83.8	86.3	87.1	90.2	92.3
Q6. Getting routine care	**70.4%**	10th	67.5	69.9	74.8	76.7	79.5	82.2	83.3	86.3	87.8	6th	69.0	72.5	76.8	78.0	80.2	82.6	83.6	85.5	87.8
Effectiveness of Care (%S/U/A)																					
Q32. Advised to Quit Smoking: 2YR	**62.3%**	3rd	63.5	66.3	69.5	71.3	74.4	76.0	77.1	80.5	83.2	9th	56.4	62.6	68.4	70.1	73.8	76.7	77.8	82.4	84.8
Q33. Discussing Cessation Meds: 2YR	**43.5%**	6th	41.3	44.0	47.5	48.7	52.9	55.4	56.6	62.6	64.8	16th	35.8	42.2	46.7	49.8	53.9	56.6	59.1	64.5	67.7
Q34. Discussing Cessation Strategies: 2YR	**45.6%**	42nd	37.0	40.0	42.4	43.2	46.3	48.3	50.1	55.0	58.6	38th	30.1	35.0	42.9	44.3	47.3	50.0	51.9	57.4	60.1

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Percentile Rankings
Medicaid Adult

	Plan Score	QC %tile	2024 Quality Compass - Percentile Ranks									PG %tile	2025 Press Ganey BOB - Percentile Ranks								
			5th	10th	25th	33rd	50th	67th	75th	90th	95th		5th	10th	25th	33rd	50th	67th	75th	90th	95th
Customer Service (% U/A)	**86.4%**	8th	85.8	86.5	87.2	87.9	89.2	90.2	90.7	92.0	92.3	10th	84.6	86.4	87.8	88.8	89.8	91.2	91.7	93.3	94.7
Q24. Provided information or help	**80.6%**	17th	79.2	80.0	80.9	82.2	83.8	85.9	86.3	87.7	88.1	16th	77.2	79.0	82.0	82.9	84.6	86.7	87.6	90.1	92.3
Q25. Treated with courtesy and respect	**92.2%**	15th	91.4	91.7	93.0	93.6	94.6	95.3	95.7	96.5	97.0	14th	90.7	91.7	93.8	94.2	95.2	96.2	96.7	98.0	98.5
How Well Doctors Communicate (% U/A)	**91.9%**	27th	89.4	90.7	91.8	92.2	92.8	93.8	94.3	95.6	96.2	23rd	90.0	90.8	92.1	92.7	93.7	94.6	95.0	96.0	96.5
Q12. Dr. explained things	**91.5%**	33rd	89.0	89.7	91.0	91.4	92.8	93.9	94.5	95.9	96.2	20th	88.9	90.1	91.7	92.5	93.8	94.7	95.3	96.5	97.0
Q13. Dr. listened carefully	**91.1%**	17th	89.6	90.7	91.7	92.4	93.2	94.0	94.7	95.8	96.5	10th	89.5	91.1	92.3	92.9	94.1	94.8	95.4	96.5	97.2
Q14. Dr. showed respect	**94.8%**	47th	91.0	92.3	93.6	94.0	95.0	95.8	96.2	97.3	97.7	41st	91.6	92.6	93.8	94.4	95.5	96.4	96.8	97.6	98.3
Q15. Dr. spent enough time	**90.1%**	37th	86.2	88.0	89.2	89.6	91.2	92.4	92.9	94.7	96.0	32nd	86.1	87.5	89.5	90.1	91.8	93.1	93.9	95.1	95.8
Q17. Coordination of Care	**80.7%**	8th	79.5	81.4	83.0	83.6	85.1	86.7	88.5	90.6	91.9	15th	77.4	79.6	83.0	84.3	86.0	88.2	89.4	91.1	92.4
Q27. Ease of Filling Out Forms (% U/A)	**93.9%**	31st	91.3	92.5	93.6	94.1	94.8	95.9	96.2	97.1	97.5	26th	91.9	92.9	93.9	94.2	95.2	96.0	96.3	97.4	98.0

Appendix

Appendix A: Correlations

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

With Rating Of Health Care		
Q4	Getting urgent care	0.6446
Q18	Rating of Personal Doctor	0.6428
Q22	Rating of Specialist	0.5311
Q9	Getting care, tests, or treatment	0.5248
Q14	Dr. showed respect	0.4838
Q20	Getting specialist appointment	0.4715
Q13	Dr. listened carefully	0.4693
Q25	Treated with courtesy and respect	0.4460
Q12	Dr. explained things	0.4408
Q24	Provided information or help	0.4223

With Rating Of Personal Doctor		
Q14	Dr. showed respect	0.6722
Q8	Rating of Health Care	0.6428
Q13	Dr. listened carefully	0.6301
Q15	Dr. spent enough time	0.5936
Q22	Rating of Specialist	0.5486
Q17	Coordination of Care	0.5393
Q12	Dr. explained things	0.5096
Q4	Getting urgent care	0.4348
Q20	Getting specialist appointment	0.3767
Q41	Rating of provided interpreter overall	0.3614

With Rating Of Specialist		
Q18	Rating of Personal Doctor	0.5486
Q8	Rating of Health Care	0.5311
Q20	Getting specialist appointment	0.4280
Q15	Dr. spent enough time	0.4152
Q14	Dr. showed respect	0.4051
Q4	Getting urgent care	0.3594
Q24	Provided information or help	0.3221
Q17	Coordination of Care	0.3187
Q13	Dr. listened carefully	0.3183
Q12	Dr. explained things	0.2835

Supplemental Questions
Medicaid Adult

	2023	2024	2025
Q40. Got interpreter			
Base (n)	**331**	**307**	**354**
Yes	28.7%	30.9%	39.3%
No	71.3%	69.1%	60.7%
Summary Rate Score (%Yes)	**28.7%**	**30.9%**	**39.3% ⬆⬌**
Q41. Rating of provided interpreter overall			
Base (n)	**162**	**164**	**225**
10 Best interpreter possible	53.7%	51.8%	48.4%
9	13.6%	15.9%	16.4%
8	11.7%	13.4%	11.6%
7	7.4%	3.7%	4.9%
6	1.9%	4.3%	5.8%
5	5.6%	4.9%	4.9%
4	1.2%	0.0%	0.4%
3	0.0%	0.0%	0.4%
2	0.0%	0.6%	0.9%
1	0.6%	1.2%	0.9%
0 Worst interpreter possible	4.3%	4.3%	5.3%
Summary Rate Score (%9 or 10 Best interpreter possible)	**67.3%**	**67.7%**	**64.9%**

Supplemental Questions
Medicaid Adult

	2023	2024	2025
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	63	51	53
Base (n)	**264**	**253**	**292**
15 minutes or less	38.6%	43.9%	41.1%
16-30 minutes	37.1%	34.4%	32.9%
31-45 minutes	12.5%	9.5%	13.4%
46 minutes to 1 hour	6.4%	6.7%	5.1%
Over 1 hour	5.3%	5.5%	7.5%
Q43. Got appt. in a timely manner			
Opt-out / Exclusion			
Not Applicable	70	52	65
Base (n)	**256**	**249**	**276**
Always	33.2%	32.9%	34.8%
Usually	30.1%	24.9%	26.4%
Sometimes	20.3%	26.1%	23.6%
Never	16.4%	16.1%	15.2%
Summary Rate Score (%Usually or Always)	**63.3%**	**57.8%**	**61.2%**
Q44. Had to wait for an appt. due to limited hours or few available appts.			
Opt-out / Exclusion			
Not Applicable	76	64	69
Base (n)	**246**	**239**	**269**
Never	41.1%	43.5%	37.9%
Sometimes	31.7%	34.7%	39.4%
Usually	14.2%	10.0%	11.9%
Always	13.0%	11.7%	10.8%
Summary Rate Score (%Never or Sometimes)	**72.8%**	**78.2%**	**77.3%**

Supplemental Questions
Medicaid Adult

	2023	2024	2025
Q45. Which CS center have contacted most recently			
Opt-out / Exclusion (n)			
I did not contact customer service	145	127	150
Base (n)	**155**	**153**	**163**
Health Plan's Customer Service (Phone number on ID Card)	32.9%	29.4%	38.0%
Provider and/or Doctors Office	54.8%	49.7%	46.0%
Retail Pharmacy Services	9.0%	17.6%	12.9%
Other (Please Specify):	3.2%	3.3%	3.1%
Q46. Info. not received when contacting CS			
Opt-out / Exclusion			
I received the information I wanted	83	81	107
I did not contact customer service	166	132	149
Base (n)	**60**	**65**	**53**
Benefits and covered services	36.7%	46.2%	49.1%
Provider information	30.0%	21.5%	34.0%
Co-payment, co-insurance, and deductible information	8.3%	7.7%	5.7%
Claims information	8.3%	7.7%	9.4%
Membership	10.0%	13.8%	13.2%
Prescription drug information	16.7%	41.5%	24.5%
Other (Please Specify):	31.7%	16.9%	9.4%

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Supplemental Questions
Medicaid Adult

	2023	2024	2025
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	117	119	125
I did not make an appointment with a specialist	76	79	79
Base (n)	**86**	**67**	**93**
Your doctor did not think you needed to see a specialist	11.6%	17.9%	24.7%
Your health plan approval or authorization was delayed	20.9%	23.9%	16.1%
You could not get a referral	9.3%	7.5%	8.6%
You weren't sure where to find a list of specialists in your health plan or network	19.8%	13.4%	12.9%
The specialists you had to choose from were too far away	17.4%	22.4%	11.8%
You did not have enough specialists to choose from	16.3%	14.9%	12.9%
The specialist you wanted did not belong to your health plan or network	18.6%	26.9%	26.9%
You could not get an appointment at a time that was convenient	16.3%	31.3%	37.6%
Other (please specify):	25.6%	28.4%	23.7%