



MY 2023 CAHPS® MEDICAID ADULT 5.1 SURVEY

CENTRAL CALIFORNIA ALLIANCE FOR HEALTH

OVERVIEW

Press Ganey (PG), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by Central CA Alliance for Health to conduct its MY 2023 CAHPS® 5.1 Medicaid Adult Survey. NCQA requires health plans to submit CAHPS survey results in compliance with HEDIS® accreditation requirements.

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.

2024 NCQA CHANGES NCQA made changes to the survey or program for 2024.

One question was deleted from the 2024 Commercial Adult Survey and the 2024 Medicaid Adult Survey:

- Have you had either a flu shot or flu spray in the nose since July 1, 20XX?

Your Project Manager is Carrie-Ann Rojas (Carrie.Rojas@pressganey.com). Should you have any questions or comments regarding any aspect of the survey or reporting process, please feel free to email your Project Manager.

METHODOLOGY

DATA COLLECTION

The MY 2023 Medicaid Adult version of the 5.1 CAHPS survey was administered via the following methodology:

First questionnaire
mailed
3/19/2024



Second questionnaire
mailed
4/23/2024



Third questionnaire
mailed
5/17/2024



Last day to accept
completed surveys
6/12/2024

QUALIFIED RESPONDENTS

Included beneficiaries who were...

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

2024 RESPONSE RATE CALCULATION

$$\frac{257 \text{ (Completed)}}{2012 \text{ (Sample)} - 12 \text{ (Ineligible)}} = \frac{257}{2000} = 12.9\%$$

COMPLETES - MODALITY BY LANGUAGE

Language	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	81	16	39	22	0	17	136
Spanish	90	15	16	14	0	2	121
Total	171	31	55	36	0	19	257

Total Number of Undeliverables: 178
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

		2022	2023	2024
Completed	SUBTOTAL	308	443	257
Ineligible	Does not Meet Eligibility Criteria (01)	8	26	7
	Language Barrier (03)	0	2	0
	Mentally/Physically Incapacitated (04)	2	6	5
	Deceased (05)	0	2	0
	SUBTOTAL	10	36	12
Non-response	Break-off/Incomplete (02)	14	19	10
	Refusal (06)	6	21	3
	Maximum Attempts Made (07)	1674	1493	1730
	Added to DNC List (08)	0	0	0
	SUBTOTAL	1694	1533	1743
Total Sample		2012	2012	2012
Oversampling %		49.0%	49.0%	49.0%
Response Rate		15.4%	22.4%	12.9%
PG Response Rate		12.2%	11.5%	11.1%

OVERVIEW OF TERMS

Summary Rates (SRS) are defined by NCQA in its HEDIS MY 2023 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 2023. Submission occurred on May 24th, 2024.

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.

Significance Testing All significance testing is performed at the 95% confidence level using a t-test.

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.

Non-Accreditation Notation Throughout the report you will see a notation of “+” which indicates that the given measure is not utilized for accreditation score calculation.

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

SUMMARY OF TREND AND BENCHMARKS

- Central CA Alliance for Health

SECTION INFORMATION

Trend and Benchmark Comparisons The CAHPS® 5.1 survey is designed to use composite scores to facilitate the aggregation of information and the communication of results. Questions are combined into composite categories comprising a particular service area managed by your plan. These composites, the questions that make up composites (attributes), additional measures, and rating questions are shown on the following pages.

Summary Rate Scores: Shows how your plan's composite and key question Summary Rates compare to trend data (if applicable) and benchmark scores. To help you identify how your plan's population compares to other plans and to previous data, statistically significant differences are highlighted.

Plan Percentile Rankings: Shows your plan's Summary Rates and percentile rankings in relation to the benchmarks.

Significance Testing

Green – Current year score is significantly higher than the 2023 score (↑), the 2022 score (⬆) or benchmark score (▲).

Red – Current year score is significantly lower than the 2023 score (↓), the 2022 score (⬆) or benchmark score (▼).

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

BENCHMARK INFORMATION

Available Benchmarks

The following benchmarks are used throughout the report.

	2024 Quality Compass® All Plans	2024 NCQA 1-100 Benchmark	2024 Press Ganey Book of Business
	Includes all Medicaid Adult samples that submitted data to NCQA in 2024.	A percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid Adult data submitted to NCQA in 2024.	Includes all Medicaid samples that contracted with Press Ganey to administer the MY 2023 CAHPS 5.1H survey and submitted data to NCQA.
PROS	<ul style="list-style-type: none">Is presented in NCQA's The State of Health Care Quality	<ul style="list-style-type: none">Utilized by Press Ganey to calculate approximate percentile ranking of plan scores in relation to the Quality Compass® All Plans benchmark	<ul style="list-style-type: none">Provides a benchmark for each question from the surveyPermits precise percentile ranking of plan compared to benchmark
CONS	<ul style="list-style-type: none">Only contains benchmarks for certain key questions, composites, and rating questions	<ul style="list-style-type: none">Only contains benchmarks for certain key questions, composites, and rating questions	<ul style="list-style-type: none">Contains fewer plans than the Quality Compass® All Plans Benchmarks
SIZE	200 Plans	200 Plans	174 Plans / 43,077 Respondents

SUMMARY RATE SCORES

MEDICAID ADULT

	2024 Valid n	2022	2023	2024	2024 PG BoB	2024 QC
Rating Questions (% 9 or 10)						
★ Q28. Rating of Health Plan	246	57.2%	59.3%	63.8%	63.1%	61.5%
★ Q8. Rating of Health Care	147	51.3%	48.7%	60.5% ↑	57.3%	56.8%
★ Q18. Rating of Personal Doctor	169	68.4%	68.1%	72.2%	70.3%	69.2%
Q22. Rating of Specialist +	101	72.1%	64.0%	73.3%	68.5%	67.7%
Rating Questions (% 8, 9 or 10)						
Q28. Rating of Health Plan	246	76.8%	77.1%	78.5%	78.7%	77.7%
Q8. Rating of Health Care	147	75.6%	72.7%	78.2%	75.8%	75.8%
Q18. Rating of Personal Doctor	169	83.1%	80.4%	86.4%	83.9%	83.3%
Q22. Rating of Specialist +	101	85.7%	81.5%	84.2%	82.7%	82.5%
★ Getting Needed Care (% Usually or Always)	127	82.9%	78.9%	80.7%	82.1%	81.5%
Q9. Getting care, tests, or treatment	145	82.5%	82.6%	84.1%	85.1%	84.6%
Q20. Getting specialist appointment	110	83.2%	75.3%	77.3%	79.1%	78.8%
★ Getting Care Quickly (% Usually or Always)	117	73.4%	75.9%	82.4% ↓	81.2%	80.4%
Q4. Getting urgent care	89^	74.5%	82.4%	88.8% ‡	82.7%	82.8%
Q6. Getting routine care	146	72.2%	69.4%	76.0%	79.7%	78.7%
Effectiveness of Care (% Sometimes, Usually, or Always)						
★ Q32. Advised to Quit Smoking: 2YR	86^	69.6%	69.1%	69.8%	73.7%	73.5%
Q33. Discussing Cessation Meds: 2YR +	87^	52.2%	53.5%	51.7%	53.4%	52.8%
Q34. Discussing Cessation Strategies: 2YR +	86^	43.3%	42.1%	43.0%	47.1%	46.6%

Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (‡/§) or benchmark score (▲/▼).

^Denominator less than 100. NCQA will assign an NA to this measure.



SUMMARY RATE SCORES

MEDICAID ADULT

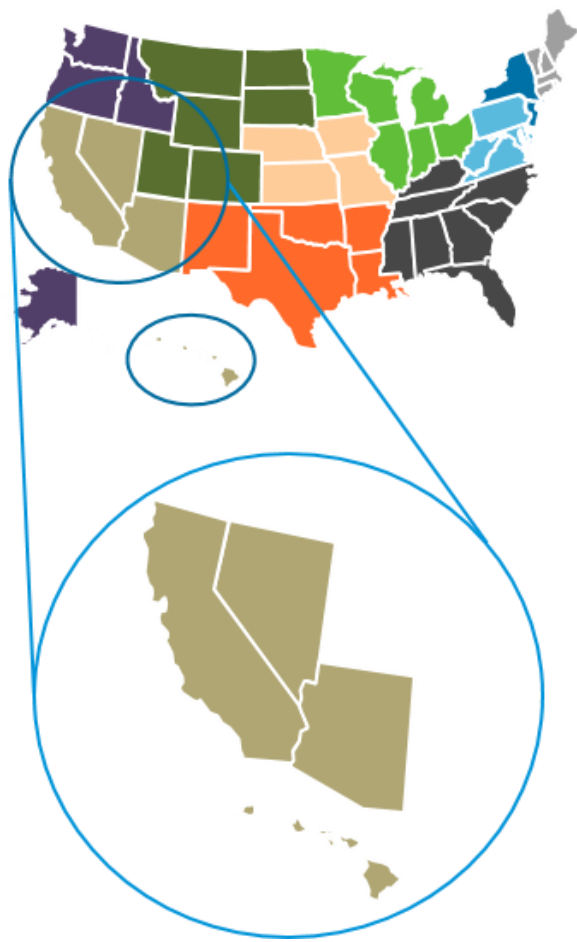
	2024 Valid n	2022	2023	2024	2024 PG BoB	2024 QC
Customer Service + (% Usually or Always)	77^	91.1%	87.5%	87.8%	89.8%	89.1%
Q24. Provided information or help	78^	86.9%	80.3%	80.8%	84.7%	83.8%
Q25. Treated with courtesy and respect	77^	95.3%	94.7%	94.8%	94.8%	94.3%
How Well Doctors Communicate + (% Usually or Always)	134	91.5%	91.6%	91.8%	93.2%	93.0%
Q12. Dr. explained things	136	90.5%	92.2%	92.6%	93.2%	92.7%
Q13. Dr. listened carefully	134	92.7%	92.3%	93.3%	93.3%	93.2%
Q14. Dr. showed respect	135	92.7%	94.3%	94.8%	94.9%	94.8%
Q15. Dr. spent enough time	134	89.9%	87.8%	86.6%	91.4%	91.0%
Q17. Coordination of Care +	93^	83.7%	79.6%	82.8%	86.0%	85.6%
Q27. Ease of Filling Out Forms + (% Usually or Always)	233	93.1%	95.6%	93.6%	94.8%	94.8%

REGIONAL PERFORMANCE

MEDICAID ADULT

	SUMMARY RATE	2024 PG BoB REGION
Rating Questions (% 9 or 10)		
★ Q28. Rating of Health Plan	63.8%	60.4%
★ Q8. Rating of Health Care	60.5%	53.4%
★ Q18. Rating of Personal Doctor	72.2%	66.8%
Q22. Rating of Specialist +	73.3%	67.0%
Rating Questions (% 8, 9 or 10)		
Q28. Rating of Health Plan	78.5%	76.4%
Q8. Rating of Health Care	78.2%	72.4%
Q18. Rating of Personal Doctor	86.4%	82.4%
Q22. Rating of Specialist +	84.2%	81.5%
★ Getting Needed Care (% Usually or Always)	80.7%	77.1%
Q9. Getting care, tests, or treatment	84.1%	80.2%
Q20. Getting specialist appointment	77.3%	74.0%
★ Getting Care Quickly (% Usually or Always)	82.4%	74.9% 
Q4. Getting urgent care	88.8%	76.6% 
Q6. Getting routine care	76.0%	73.2%
Effectiveness of Care (% Sometimes, Usually, or Always)		
★ Q32. Advised to Quit Smoking: 2YR	69.8%	66.7%
Q33. Discussing Cessation Meds: 2YR +	51.7%	47.0%
Q34. Discussing Cessation Strategies: 2YR +	43.0%	40.2%



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

Significance Testing

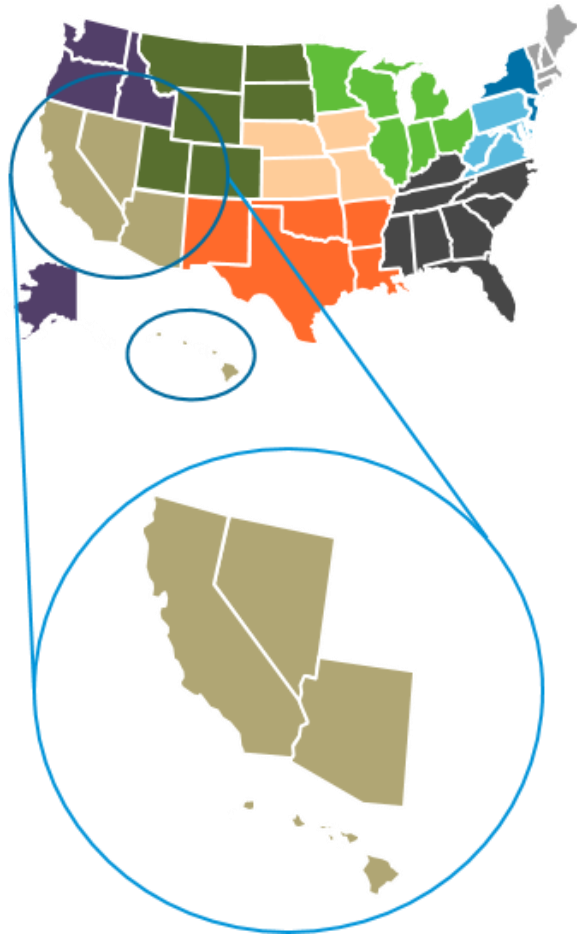
Current year score is significantly higher/lower ( / ) than the 2024 PG BoB Region score.

REGIONAL PERFORMANCE

MEDICAID ADULT

	SUMMARY RATE	2024 PG BoB REGION
Customer Service + (% Usually or Always)	87.8%	88.4%
Q24. Provided information or help	80.8%	83.4%
Q25. Treated with courtesy and respect	94.8%	93.3%
How Well Doctors Communicate + (% Usually or Always)	91.8%	91.9%
Q12. Dr. explained things	92.6%	91.9%
Q13. Dr. listened carefully	93.3%	92.2%
Q14. Dr. showed respect	94.8%	93.8%
Q15. Dr. spent enough time	86.6%	89.5%
Q17. Coordination of Care +	82.8%	81.4%
Q27. Ease of Filling Out Forms + (% Usually or Always)	93.6%	93.6%

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

Significance Testing

Current year score is significantly higher/lower (🍀/🍁) than the 2024 PG BoB Region score.

PERCENTILE RANKINGS

MEDICAID ADULT

		2024 Plan Score	QC %tile	National Percentiles from 2024 Quality Compass								PG %tile	National Percentiles from 2024 PG Book of Business									
				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	63.8%	65 th	50.4	53.4	58.2	59.4	61.7	64.1	65.5	68.5	70.8	57 th	53.0	55.5	59.5	60.3	63.2	65.1	66.7	69.8	71.4
★	Q8. Rating of Health Care	60.5%	74 th	47.7	50.0	53.4	55.1	56.6	59.5	60.5	63.4	64.5	72 nd	46.1	49.0	54.1	55.3	57.7	59.6	60.6	63.0	64.8
★	Q18. Rating of Personal Doctor	72.2%	74 th	61.0	63.0	66.0	67.3	69.3	71.1	72.4	74.4	76.5	67 th	59.9	62.4	66.8	67.5	69.8	72.1	73.3	76.1	77.7
	Q22. Rating of Specialist +	73.3%	88 th	61.0	62.2	64.4	65.1	67.3	69.8	70.9	74.0	75.2	83 rd	60.4	62.2	64.8	66.3	68.5	70.9	72.0	74.7	76.3
Rating Questions (% 8, 9 or 10)																						
	Q28. Rating of Health Plan	78.5%	54 th	69.5	71.9	74.8	76.0	78.0	79.7	80.5	83.2	85.1	48 th	69.7	72.9	75.5	76.9	78.6	80.2	81.7	83.8	86.5
	Q8. Rating of Health Care	78.2%	71 st	68.3	70.5	72.6	73.5	75.9	77.6	78.7	81.8	82.6	67 th	67.0	68.3	72.2	73.5	76.0	78.1	79.1	81.6	82.9
	Q18. Rating of Personal Doctor	86.4%	83 rd	77.1	78.2	80.9	81.9	83.7	85.0	85.4	87.6	89.8	78 th	77.1	78.6	80.9	81.8	83.9	85.3	86.0	88.3	89.9
	Q22. Rating of Specialist +	84.2%	62 nd	76.1	77.5	79.5	81.2	83.5	84.4	85.0	87.0	87.6	59 th	75.8	77.1	79.4	80.9	83.2	84.6	85.4	87.3	88.5
★	Getting Needed Care (% U/A)	80.7%	42 nd	74.5	75.5	78.6	79.8	82.0	83.7	84.9	86.1	87.1	36 th	73.7	75.6	78.7	80.0	82.5	84.4	85.2	86.6	87.3
	Q9. Getting care, tests, or treatment	84.1%	43 rd	77.7	79.3	81.9	82.9	84.8	86.9	87.7	89.6	91.5	40 th	77.5	79.2	82.3	83.6	85.2	87.0	87.7	89.7	91.1
	Q20. Getting specialist appointment	77.3%	34 th	69.3	71.3	75.5	76.5	79.6	82.1	82.8	85.0	85.7	34 th	68.3	70.7	75.0	77.1	79.6	81.9	82.7	85.1	86.8
★	Getting Care Quickly (% U/A)	82.4%	62 nd	70.7	73.3	77.4	78.8	81.1	83.0	83.8	86.4	87.9	57 th	71.3	74.7	78.0	79.2	81.9	83.1	83.7	87.0	88.2
	Q4. Getting urgent care	88.8%	93 rd	75.6	77.5	81.3	81.8	83.5	84.7	85.2	88.2	89.0	89 th	72.0	75.6	79.7	80.6	83.3	85.0	85.9	88.9	90.7
	Q6. Getting routine care	76.0%	29 th	67.5	69.9	74.8	76.7	79.5	82.2	83.3	86.3	87.8	25 th	68.6	71.2	75.9	77.3	80.4	82.3	83.6	86.7	87.8
Effectiveness of Care (% S/U/A)																						
★	Q32. Advised to Quit Smoking: 2YR	69.8%	26 th	63.5	66.3	69.5	71.3	74.4	76.0	77.1	80.5	83.2	34 th	57.4	61.0	66.7	69.4	73.1	76.6	78.9	84.5	88.9
	Q33. Discussing Cessation Meds: 2YR +	51.7%	43 rd	41.3	44.0	47.5	48.7	52.9	55.4	56.6	62.6	64.8	44 th	33.3	38.2	45.7	48.1	53.6	57.5	59.9	64.8	68.6
	Q34. Discussing Cessation Strategies: 2YR +	43.0%	31 st	37.0	40.0	42.4	43.2	46.3	48.3	50.1	55.0	58.6	38 th	30.6	34.1	40.0	41.5	46.2	50.0	52.4	58.8	65.9

PERCENTILE RANKINGS

MEDICAID ADULT

	2024 Plan Score	QC %tile	National Percentiles from 2024 Quality Compass									PG %tile	National Percentiles from 2024 PG Book of Business								
			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)	87.8%	32 nd	85.8	86.5	87.2	87.9	89.2	90.2	90.7	92.0	92.3	25 th	84.5	85.6	87.7	88.7	90.1	91.3	91.9	92.9	93.8
Q24. Provided information or help	80.8%	24 th	79.2	80.0	80.9	82.2	83.8	85.9	86.3	87.7	88.1	17 th	76.8	79.0	82.2	83.2	85.2	86.9	87.5	89.4	90.9
Q25. Treated with courtesy and respect	94.8%	53 rd	91.4	91.7	93.0	93.6	94.6	95.3	95.7	96.5	97.0	44 th	90.6	91.5	93.3	93.9	95.0	96.0	96.5	97.6	98.2
How Well Doctors Communicate + (% U/A)	91.8%	26 th	89.4	90.7	91.8	92.2	92.8	93.8	94.3	95.6	96.2	24 th	89.4	90.4	91.8	92.3	93.0	93.9	94.6	95.6	96.1
Q12. Dr. explained things	92.6%	45 th	89.0	89.7	91.0	91.4	92.8	93.9	94.5	95.9	96.2	39 th	89.1	89.7	91.1	92.0	93.3	94.5	95.0	96.0	96.2
Q13. Dr. listened carefully	93.3%	51 st	89.6	90.7	91.7	92.4	93.2	94.0	94.7	95.8	96.5	48 th	88.8	90.2	92.0	92.5	93.4	94.2	94.7	95.9	96.4
Q14. Dr. showed respect	94.8%	47 th	91.0	92.3	93.6	94.0	95.0	95.8	96.2	97.3	97.7	47 th	91.1	92.1	93.5	93.8	95.0	95.8	96.2	97.4	98.0
Q15. Dr. spent enough time	86.6%	6 th	86.2	88.0	89.2	89.6	91.2	92.4	92.9	94.7	96.0	6 th	86.1	87.5	89.2	90.0	91.5	92.6	93.3	95.3	95.8
Q17. Coordination of Care +	82.8%	22 nd	79.5	81.4	83.0	83.6	85.1	86.7	88.5	90.6	91.9	29 th	76.5	78.9	82.3	83.6	86.3	88.4	89.3	91.0	92.7
Q27. Ease of Filling Out Forms + (% U/A)	93.6%	25 th	91.3	92.5	93.6	94.1	94.8	95.9	96.2	97.1	97.5	24 th	91.2	92.4	93.7	94.1	94.7	95.9	96.2	97.0	97.3

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.

Accreditation Measure

Other Measure

			Rating of Health Plan		Rating of Health Care		Getting Needed Care		Getting Care Quickly		Rating of Personal Doctor		Rating of Specialist +	
			SRS	△	SRS	△	SRS	△	SRS	△	SRS	△	SRS	△
Demographic	Category	Total	63.8%		60.5%		80.7%		82.4%		72.2%		73.3%	
 Gender	Male	n = 91	<div></div>	-7%	<div></div>	4%	<div></div>	-3%	<div></div>	-1%	<div></div>	-4%	<div></div>	-8%
	Female	n = 164	<div></div>	4%	<div></div>	-2%	<div></div>	2%	<div></div>	1%	<div></div>	2%	<div></div>	4%
 Age	18 – 34	n = 53	<div></div>	-6%	<div></div>	4%	<div></div>	-4%	<div></div>	-6%	<div></div>	-6%	<div></div>	-23%
	35 – 44	n = 40	<div></div>	-11%	<div></div>	-7%	<div></div>	-10%	<div></div>	0%	<div></div>	-4%	<div></div>	-5%
	45 – 54	n = 44	<div></div>	-6%	<div></div>	-9%	<div></div>	-3%	<div></div>	-13%	<div></div>	4%	<div></div>	-5%
	55 or older	n = 114	<div></div>	9%	<div></div>	7%	<div></div>	7%	<div></div>	8%	<div></div>	1%	<div></div>	10%
 Overall Health	Excellent/Very Good	n = 76	<div></div>	6%	<div></div>	8%	<div></div>	11%	<div></div>	9%	<div></div>	11%	<div></div>	18%
	Good	n = 70	<div></div>	-4%	<div></div>	-5%	<div></div>	1%	<div></div>	-2%	<div></div>	-3%	<div></div>	-3%
	Fair/Poor	n = 106	<div></div>	-3%	<div></div>	1%	<div></div>	-4%	<div></div>	-2%	<div></div>	-6%	<div></div>	-6%
 Mental Health	Excellent/Very Good	n = 87	<div></div>	11%	<div></div>	5%	<div></div>	6%	<div></div>	3%	<div></div>	12%	<div></div>	10%
	Good	n = 84	<div></div>	-5%	<div></div>	-3%	<div></div>	-6%	<div></div>	-2%	<div></div>	-8%	<div></div>	-5%
	Fair/Poor	n = 79	<div></div>	-6%	<div></div>	0%	<div></div>	3%	<div></div>	-1%	<div></div>	-3%	<div></div>	-3%
 Education	HS Grad or less	n = 165	<div></div>	9%	<div></div>	4%	<div></div>	0%	<div></div>	6%	<div></div>	0%	<div></div>	1%
	Some college or more	n = 78	<div></div>	-20%	<div></div>	-10%	<div></div>	-1%	<div></div>	-9%	<div></div>	-1%	<div></div>	-5%
 Race/ Ethnicity	White	n = 134	<div></div>	-3%	<div></div>	-3%	<div></div>	3%	<div></div>	4%	<div></div>	-4%	<div></div>	-3%
	Black/African-American	n = 8	<div></div>	-21%	<div></div>	-11%	<div></div>	-18%	<div></div>	5%	<div></div>	3%	<div></div>	-7%
	Asian	n = 19	<div></div>	-11%	<div></div>	11%	<div></div>	0%	<div></div>	5%	<div></div>	-3%	<div></div>	7%
	Native Hawaiian/Pacific Islander	n = 5	<div></div>	-24%	<div></div>	6%	<div></div>	-31%	<div></div>	-16%	<div></div>	-22%	<div></div>	-7%
	American Indian or Alaska Native	n = 11	<div></div>	-18%	<div></div>	-11%	<div></div>	-30%	<div></div>	-5%	<div></div>	-10%	<div></div>	-16%
	Other	n = 77	<div></div>	3%	<div></div>	5%	<div></div>	0%	<div></div>	-9%	<div></div>	5%	<div></div>	2%
	Hispanic/Latino	n = 167	<div></div>	9%	<div></div>	9%	<div></div>	4%	<div></div>	2%	<div></div>	3%	<div></div>	9%

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.

Accreditation Measure

Other Measure

			Coordination of Care +	Customer Service +	How Well Doctors Communicate +	Ease of Filling Out Forms +
			SRS	SRS	SRS	SRS
			82.8%	87.8%	91.8%	93.6%
<div>Gender</div>	Male	n = 91	<div></div> 3%	<div></div> 8%	<div></div> 1%	<div></div> -2%
	Female	n = 164	<div></div> 0%	<div></div> -3%	<div></div> 0%	<div></div> 1%
<div>Age</div>	18 – 34	n = 53	<div></div> 6%	<div></div> 4%	<div></div> -4%	<div></div> 4%
	35 – 44	n = 40	<div></div> -8%	<div></div> -5%	<div></div> 1%	<div></div> -7%
	45 – 54	n = 44	<div></div> 1%	<div></div> 0%	<div></div> -2%	<div></div> -3%
	55 or older	n = 114	<div></div> 2%	<div></div> 2%	<div></div> 2%	<div></div> 3%
<div>Overall Health</div>	Excellent/Very Good	n = 76	<div></div> 0%	<div></div> 8%	<div></div> 1%	<div></div> 3%
	Good	n = 70	<div></div> -3%	<div></div> -3%	<div></div> 3%	<div></div> 3%
	Fair/Poor	n = 106	<div></div> 2%	<div></div> -3%	<div></div> -1%	<div></div> -5%
<div>Mental Health</div>	Excellent/Very Good	n = 87	<div></div> 2%	<div></div> 4%	<div></div> 3%	<div></div> 3%
	Good	n = 84	<div></div> -5%	<div></div> -1%	<div></div> 0%	<div></div> 1%
	Fair/Poor	n = 79	<div></div> 4%	<div></div> -2%	<div></div> -2%	<div></div> -5%
<div>Education</div>	HS Grad or less	n = 165	<div></div> -4%	<div></div> 2%	<div></div> 0%	<div></div> 1%
	Some college or more	n = 78	<div></div> 8%	<div></div> 3%	<div></div> 4%	<div></div> 1%
<div>Race/ Ethnicity</div>	White	n = 134	<div></div> 1%	<div></div> 2%	<div></div> 1%	<div></div> 0%
	Black/African-American	n = 8	<div></div> -16%	<div></div> 2%	<div></div> 2%	<div></div> -8%
	Asian	n = 19	<div></div> 17%	<div></div> 2%	<div></div> 6%	<div></div> -5%
	Native Hawaiian/Pacific Islander	n = 5	<div></div> -16%	<div></div> -13%	<div></div> 0%	<div></div> -14%
	American Indian or Alaska Native	n = 11	<div></div> -26%	<div></div> -25%	<div></div> -4%	<div></div> -12%
	Other	n = 77	<div></div> 1%	<div></div> -7%	<div></div> 0%	<div></div> -1%
		n = 167	<div></div> 5%	<div></div> 3%	<div></div> -1%	<div></div> 1%

SUPPLEMENTAL QUESTIONS

- Central CA Alliance for Health

SUPPLEMENTAL QUESTIONS

MEDICAID ADULT

	Category Responses Based on Valid Responses Per Question				Summary Rate Score			2024 PG BoB
					2022	2023	2024	
Q40. Treated unfairly at Drs. office due to language barrier (% Never or Sometimes)	Valid Responses = 247							
	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>	(n=293)	(n=413)	(n=247)	---
	1.6%	0.8%	4.9%	92.7%	95.6%	97.3%	97.6%	
Q41. Treated unfairly at Drs. office due to cultural differences (% Never or Sometimes)	Valid Responses = 251							
	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>	(n=299)	(n=416)	(n=251)	---
	1.6%	2.0%	4.0%	92.4%	98.0%	97.6%	96.4%	
Q42. Misunderstanding of culture by Dr./staff (% Never or Sometimes)	Valid Responses = 251							
	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>	(n=302)	(n=416)	(n=251)	---
	1.2%	0.4%	5.6%	92.8%	97.4%	98.1%	98.4%	

Significance Testing: Current year score is significantly higher/lower than 2023 score (↑/↓), the 2022 score (↕/↔) or benchmark score (▲/▼). **Low Base:** ^Indicates a base size smaller than 20. Interpret results with caution.