

PG Forsta

MY 2025 CAHPS® MEDICAID ADULT 5.1H SURVEY

Community Health Plan of Imperial Valley



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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 Community Health Plan of Imperial Valley 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

167 (Completed)

1,350 (Sample) - 18 (Ineligible)

=

167

1,332

=

12.5%

COMPLETES - MODALITY BY LANGUAGE

	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	29	10	27	18	0	9	66
Spanish	48	24	29	27	0	2	101
Total	77	34	56	45	0	11	167

Total Number of Undeliverables: 95

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	--	--	167
Ineligible	Does not Meet Eligibility Criteria (01)	--	--	7
	Language Barrier (03)	--	--	6
	Mentally/Physically Incapacitated (04)	--	--	4
	Deceased (05)	--	--	1
	SUBTOTAL	--	--	18
Non-response	Break-off/Incomplete (02)	--	--	13
	Refusal (06)	--	--	8
	Maximum Attempts Made (07)	--	--	1,144
	Added to DNC List (08)	--	--	0
	SUBTOTAL	--	--	1,165
Total Sample		--	--	1,350
Oversampling		--	--	0.0%
Response Rate		--	--	12.5%
PG Response Rate		11.1%	11.7%	11.3%



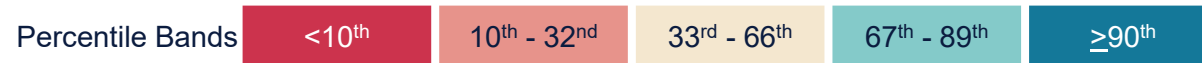
Executive Summary



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



167

Completed surveys

12.5%

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	64.8%	62 nd	--
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Rating of Health Care (NA)

Q8. Rating of Health Care	65.7%	91 st	Power
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Rating of Personal Doctor

Q18. Rating of Personal Doctor	78.4%	93 rd	Power
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Advised to Quit Smoking: 2YR

Q32. Advised to Quit Smoking: 2YR	58.8%	5 th	--
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Rating of Specialist

Q22. Rating of Specialist	80.5%	98 th	Power
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Coordination of Care

Q17. Coordination of Care	72.2%	1 st	Wait
---------------------------	-------	-----------------	------

Customer Service

Composite	89.6%	51st	--
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Q24. Provided information or help	83.8%	43 rd	Wait
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Q25. Treated with courtesy and respect	95.5%	57 th	Retain
--	-------	------------------	--------

Getting Needed Care (NA)

Composite	83.7%	57th	--
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Q9. Getting care, tests, or treatment	87.9%	64 th	Power
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Q20. Getting specialist appointment	79.5%	45 th	Opportunity
-------------------------------------	-------	------------------	-------------

Getting Care Quickly (NA)

Composite	82.8%	52nd	--
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Q4. Getting urgent care	83.3%	45 th	Opportunity
-------------------------	-------	------------------	-------------

Q6. Getting routine care	82.2%	51 st	Power
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Ease of Filling Out Forms

Q27. Ease of Filling Out Forms	91.2%	1 st	Wait
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How Well Doctors Communicate

Composite	91.5%	7th	--
------------------	--------------	-----------------------	----

Q12. Dr. explained things	89.9%	7 th	Opportunity
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Q13. Dr. listened carefully	94.0%	52 nd	Retain
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Q14. Dr. showed respect	97.0%	81 st	Retain
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Q15. Dr. spent enough time	85.0%	1 st	Wait
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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						NA
GETTING CARE						NA
Getting Needed Care	Usually or Always	91^	83.6%	84.5%	--	NA
Getting Care Quickly	Usually or Always	80^	82.7%	84.3%	--	NA
SATISFACTION WITH PLAN AND PLAN SERVICES						4
Rating of Health Plan	9 or 10	162	64.8%	64.3%	67 th	4
Rating of Health Care	9 or 10	99^	65.6%	59.7%	--	NA

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.

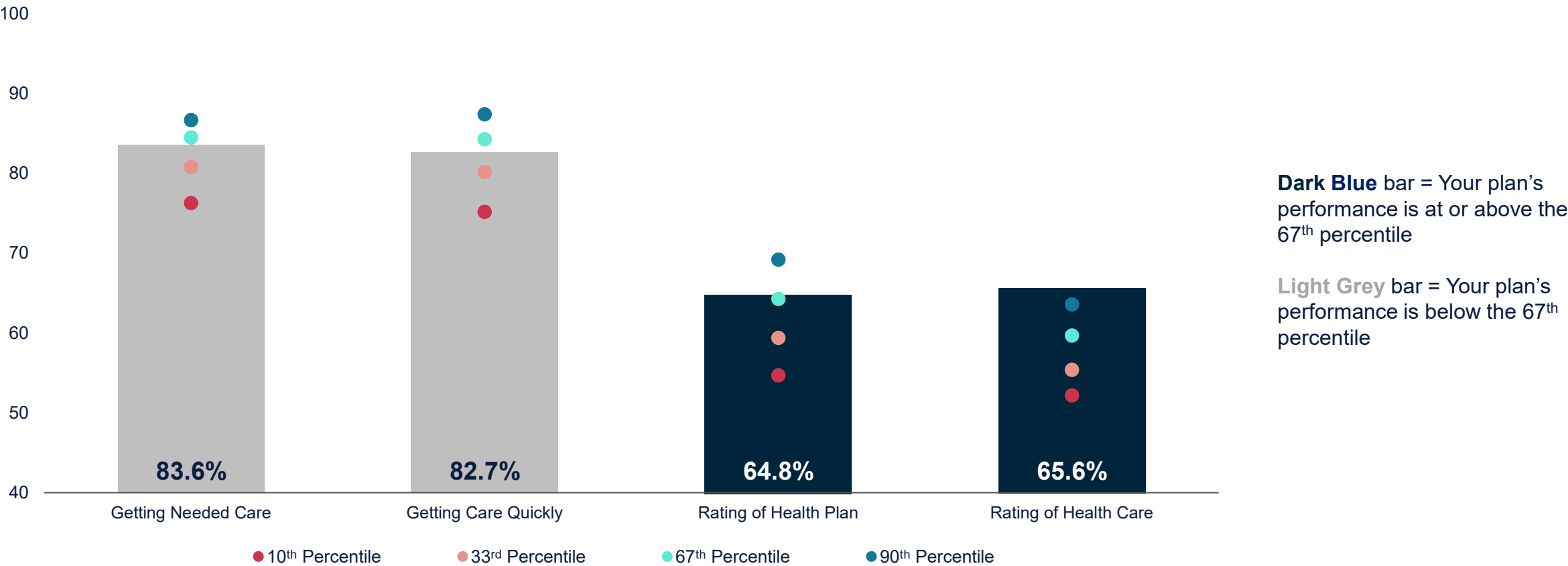
*HPR scores are **truncated** to three digits (XX.X%) according to the NCQA calculation protocol for Health Plan Ratings. Please note that scores on this slide may differ slightly compared to scores found throughout the rest of the report.

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		64.8%									62 nd	63.7%
Getting Needed Care		83.7%									57 th	83.0%
Customer Service		89.6%									51 st	89.6%
Q27. Ease of Filling Out Forms		91.2%									1 st	94.9% ▼
Health Care Domain												
Q8. Rating of Health Care		65.7%									91 st	58.4%
Getting Care Quickly		82.8%									52 nd	82.5%
How Well Doctors Communicate		91.5%									7 th	93.8%
Q17. Coordination of Care		72.2%									1 st	87.0% ▼
Q18. Rating of Personal Doctor		78.4%									93 rd	71.8% ▲
Q22. Rating of Specialist		80.5%									98 th	69.3% ▲

* 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		58.8%									5 th	75.3%
Q33. Discussing Cessation Meds: 2YR		23.5%									1 st	54.9%
Q34. Discussing Cessation Strategies: 2YR		23.5%									1 st	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		
Q22. Rating of Specialist	77^		80.5%		68.2%	▲	99 th	12.3%	69.3%	▲	98 th	11.2%
Q18. Rating of Personal Doctor	125		78.4%		70.7%	▲	97 th	7.7%	71.8%	▲	93 rd	6.6%
Q8. Rating of Health Care	99^		65.7%		57.7%		93 rd	7.9%	58.4%		91 st	7.3%

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
How Well Doctors Communicate	99^		91.5%		93.4%	21 st	-1.9%	93.8%	7 th	-2.3%
Q32. Advised to Quit Smoking: 2YR	17^		58.8%		73.4%	1 st	-14.6%	75.3%	5 th	-16.5%
Q17. Coordination of Care	72^		72.2%		85.9% ▼	1 st	-13.7%	87.0% ▼	1 st	-14.7%

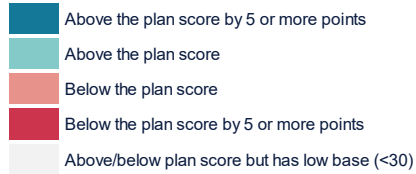
Scores: All scores displayed are Summary Rate Scores

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

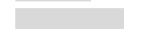
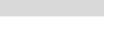
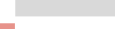
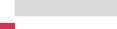
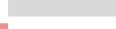
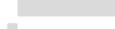
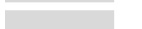
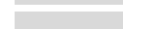
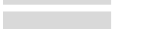
Health Equity

Medicaid Adult

Group is performing...



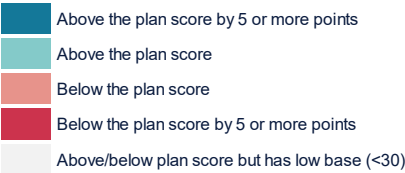
The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity.

Demographic	Category	Total	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	△
			64.8%		65.7%		83.7%		82.8%		78.4%		80.5%	
	Sex													
	Male	n=59		-3		-2		2		-4		2		-4
	Female	n=103		2		0		-1		3		-1		2
	Age													
	18-34	n=47		-1		-10		-7		-14		4		-10
	35-44	n=23		0		14		7		-6		3		8
	45-54	n=17		0		-9		16		10		-15		-9
	55+	n=75		1		3		-2		7		-1		3
	Overall Health													
	Excellent / Very Good	n=45		15		15		12		12		10		12
	Good	n=69		-7		-7		-4		-8		-3		-1
	Fair / Poor	n=47		-4		-7		-1		3		-4		-6
	Mental Health													
	Excellent / Very Good	n=74		4		3		-3		5		-4		11
	Good	n=53		-4		-1		-2		-5		0		1
	Fair / Poor	n=36		-2		-6		7		-3		5		-14
	Education													
	High School or Less	n=110		4		3		0		-3		-2		1
	Some College or More	n=52		-7		-8		2		5		4		-3
	Race Ethnicity													
	White	n=97		2		-3		-1		-1		3		-7
	Black / African American	n=2		-15		-66		16		17		-28		19
	Asian	n=2		-65		-		-84		17		-28		-81
	American Indian or Alaska Native	n=5		-5		34		4		17		2		19
	Native Hawaiian or other Pacific Islander	n=1		-65		-66		-84		-83		-		-81
	Hispanic	n=143		4		4		1		-2		0		0

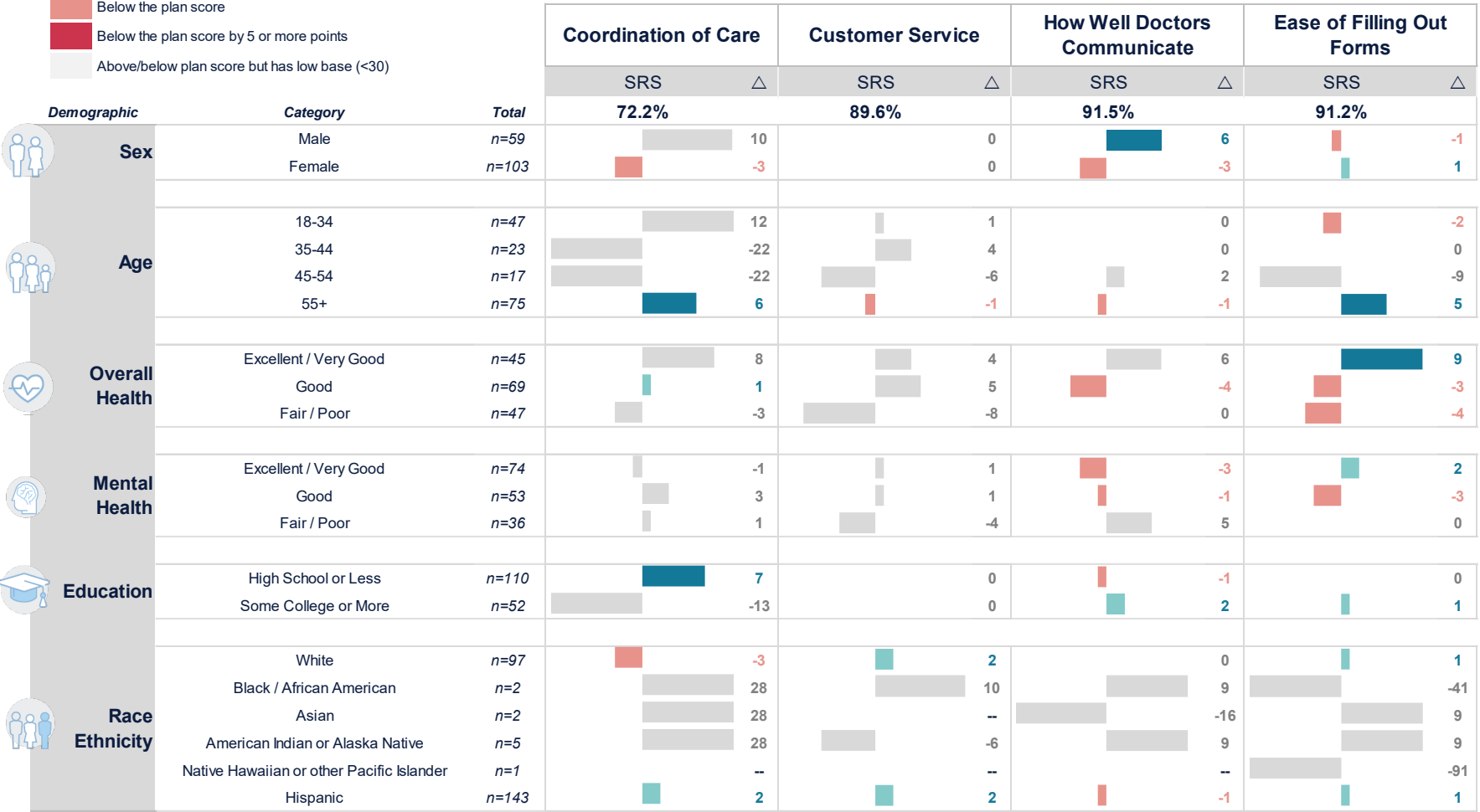
Health Equity

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



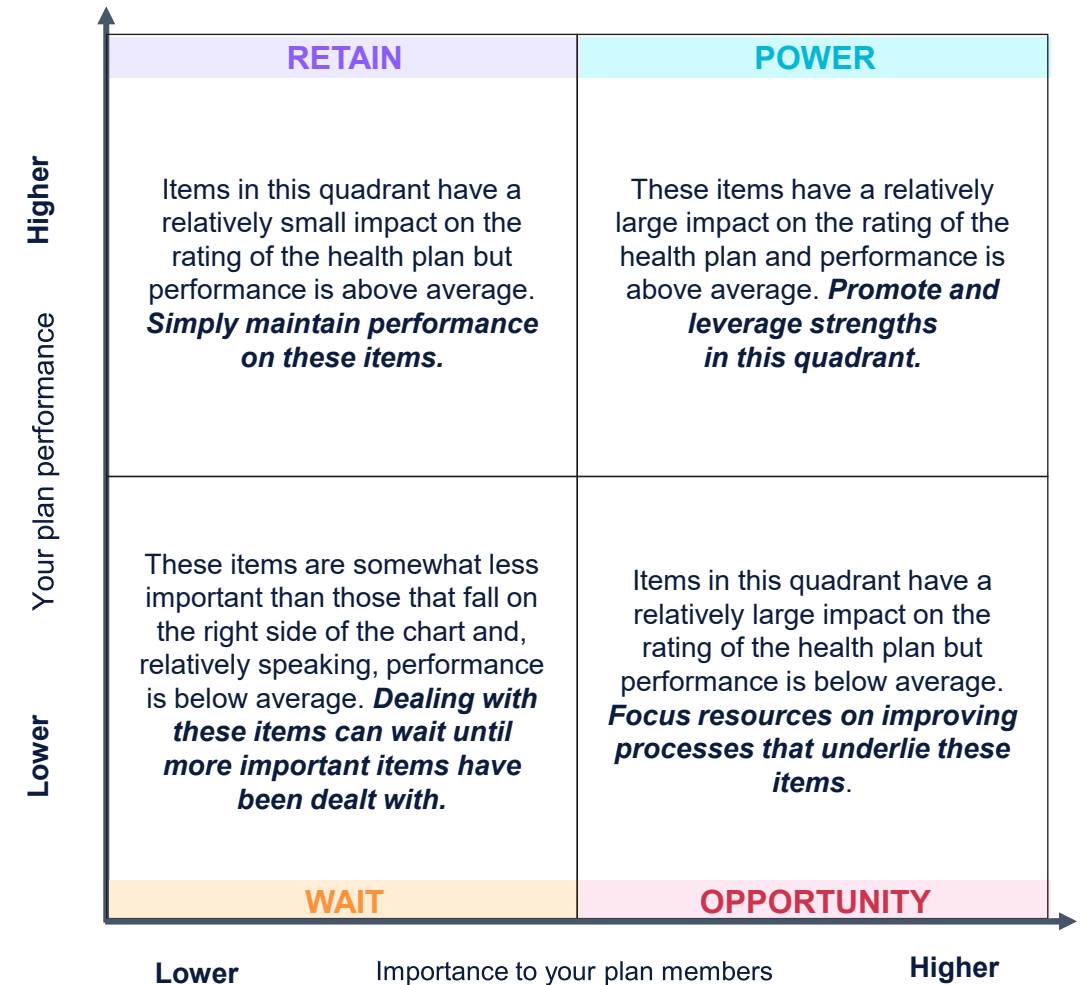
POWeR Chart

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	Q18	Rating of Personal Doctor	--	--	78.4%	93 rd
■	RATING	Q8	Rating of Health Care	--	--	65.7%	91 st
■	RATING	Q22	Rating of Specialist	--	--	80.5%	98 th
◆	GCQ	Q6	Getting routine care	--	--	82.2%	51 st
●	GNC	Q9	Getting care, tests, or treatment	--	--	87.9%	64 th
OPPORTUNITY							
●	GNC	Q20	Getting specialist appointment	--	--	79.5%	45 th
◆	GCQ	Q4	Getting urgent care	--	--	83.3%	45 th
◆	HWDC	Q12	Dr. explained things	--	--	89.9%	7 th
WAIT							
◆	HWDC	Q15	Dr. spent enough time	--	--	85.0%	1 st
■	SQ	Q43	Got appt. in a timely manner	--	--	75.0%	--
■	CC	Q17	Coordination of Care	--	--	72.2%	1 st
●	CS	Q27	Ease of Filling Out Forms	--	--	91.2%	1 st
●	CS	Q24	Provided information or help	--	--	83.8%	43 rd
RETAIN							
◆	HWDC	Q13	Dr. listened carefully	--	--	94.0%	52 nd
●	CS	Q25	Treated with courtesy and respect	--	--	95.5%	57 th
◆	HWDC	Q14	Dr. showed respect	--	--	97.0%	81 st

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



 PressGaney

Measure Analysis

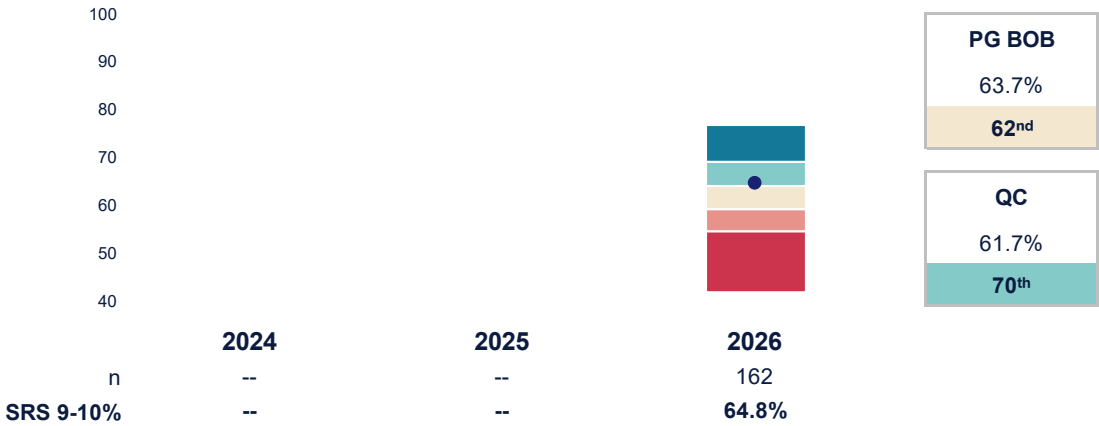
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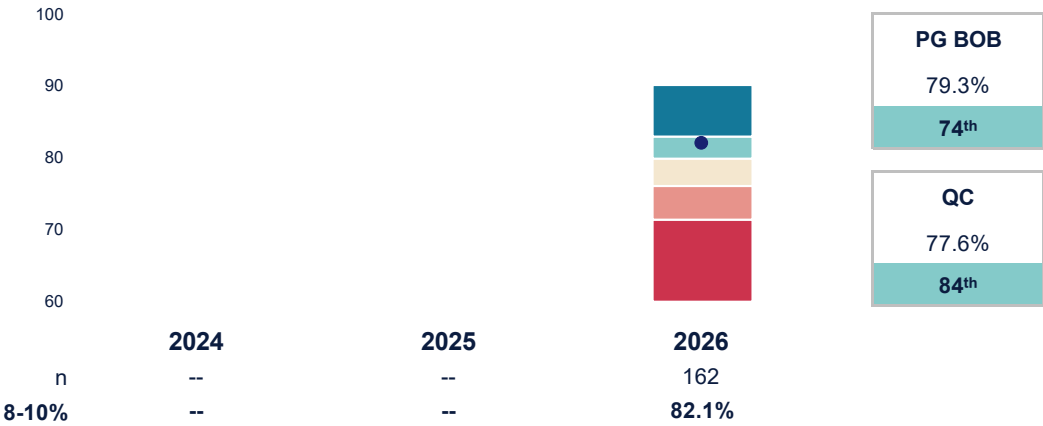
Ratings

Medicaid Adult

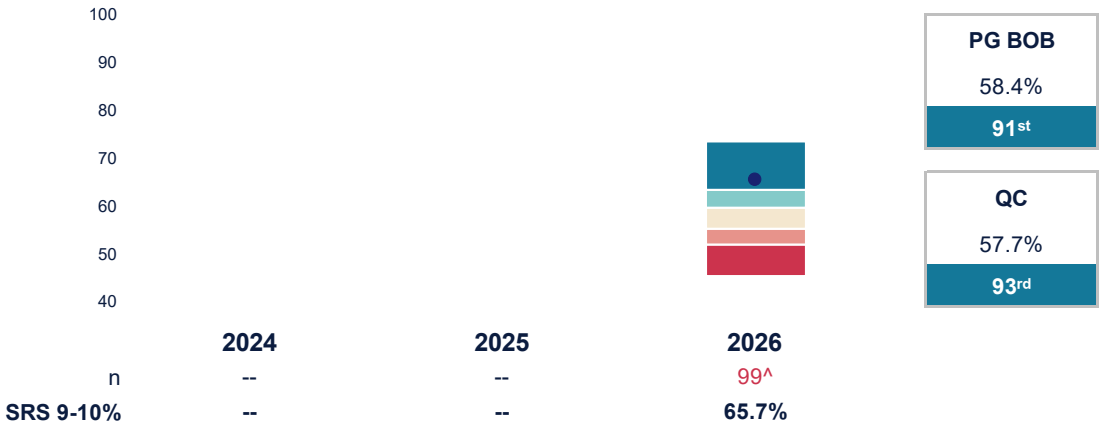
Q28. Rating of Health Plan 9-10%



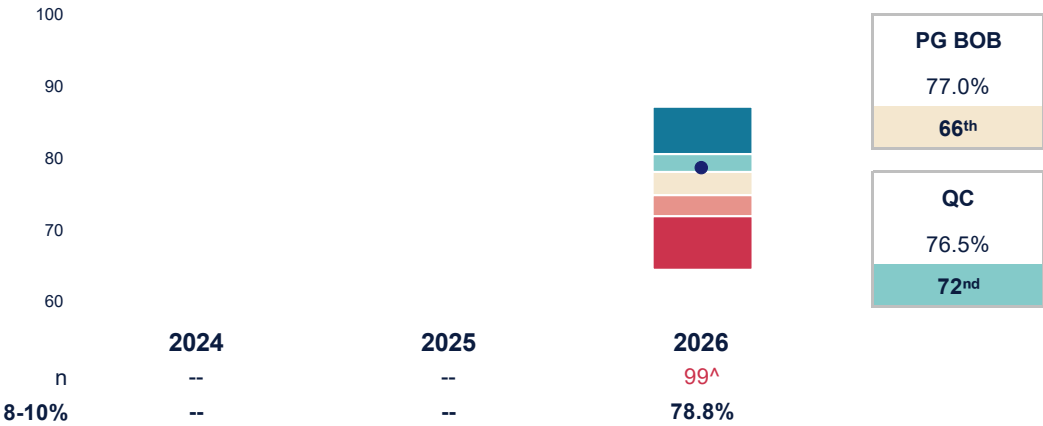
Q28. Rating of Health Plan 8-10%



Q8. Rating of Health Care 9-10%



Q8. Rating of Health Care 8-10%

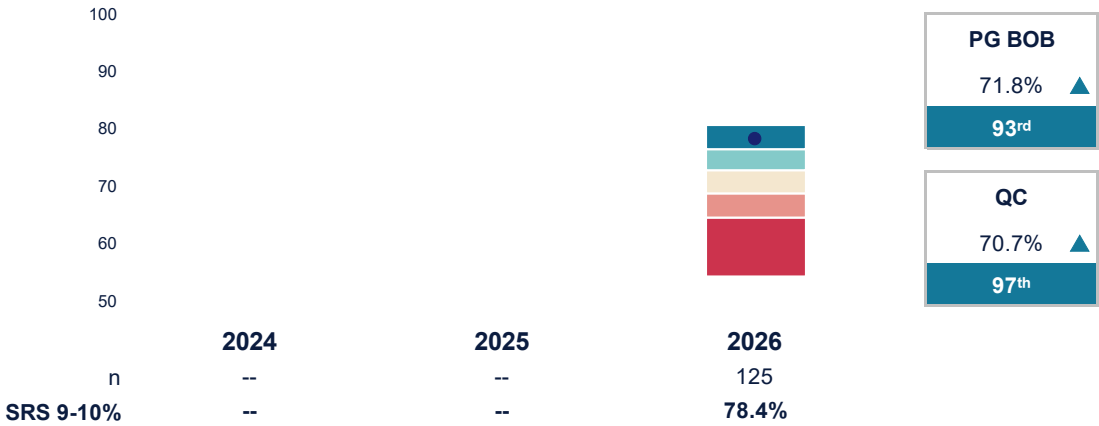


Percentile Bands are for QC benchmark.

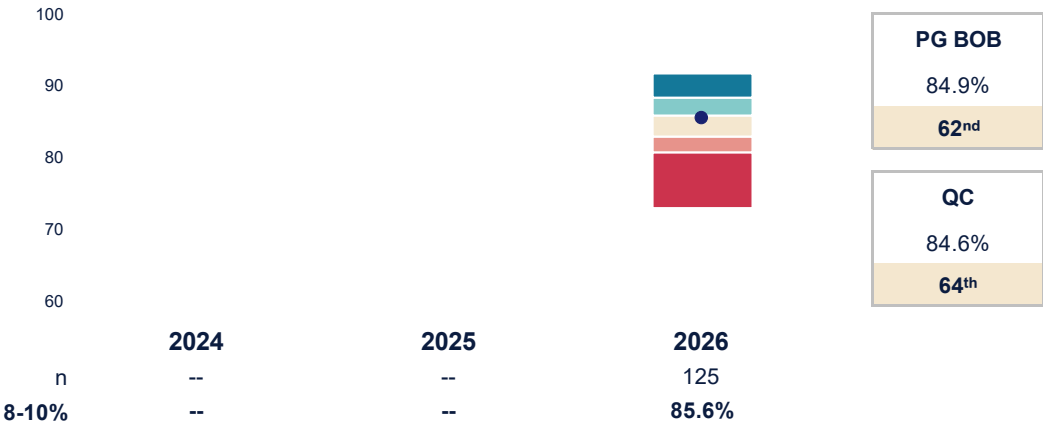
Ratings

Medicaid Adult

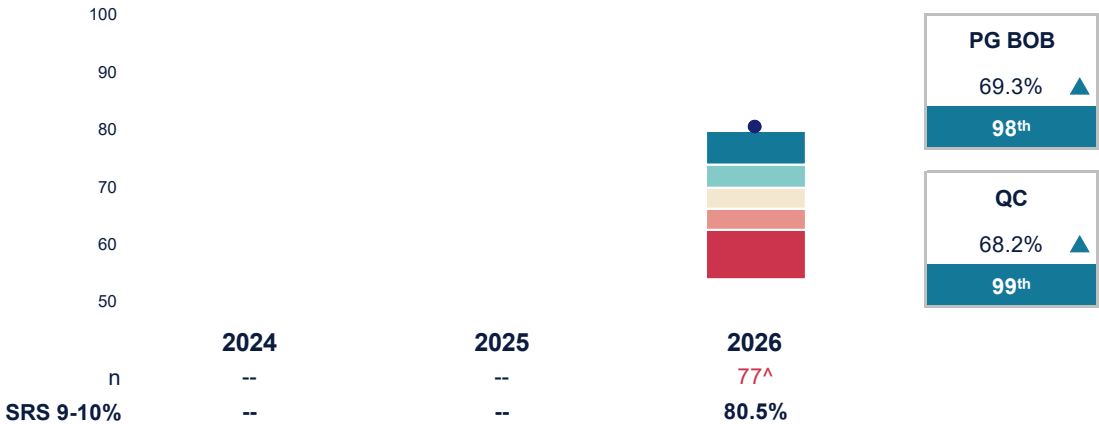
Q18. Rating of Personal Doctor 9-10%



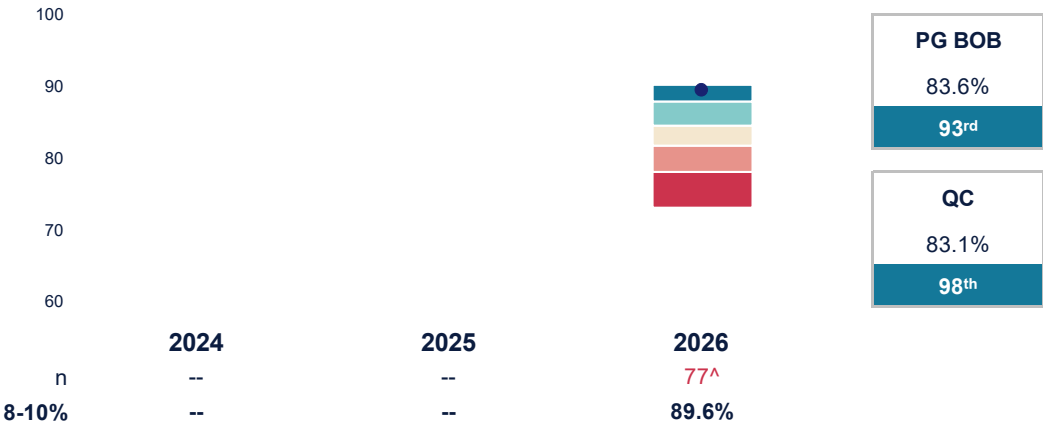
Q18. Rating of Personal Doctor 8-10%



Q22. Rating of Specialist 9-10%



Q22. Rating of Specialist 8-10%

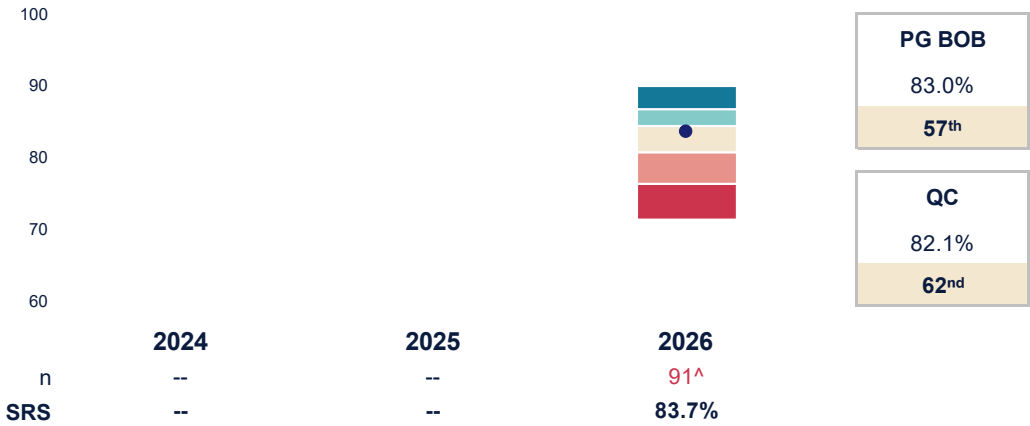


Percentile Bands are for QC benchmark.

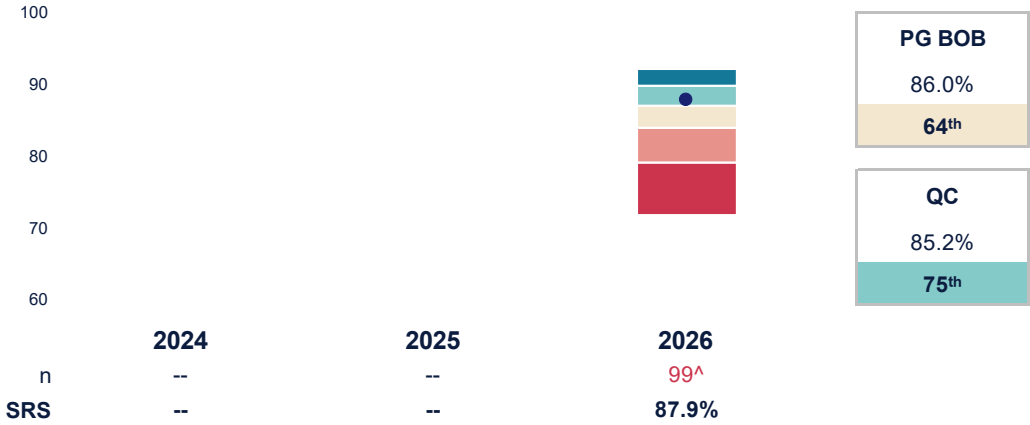
Getting Needed Care

Medicaid Adult

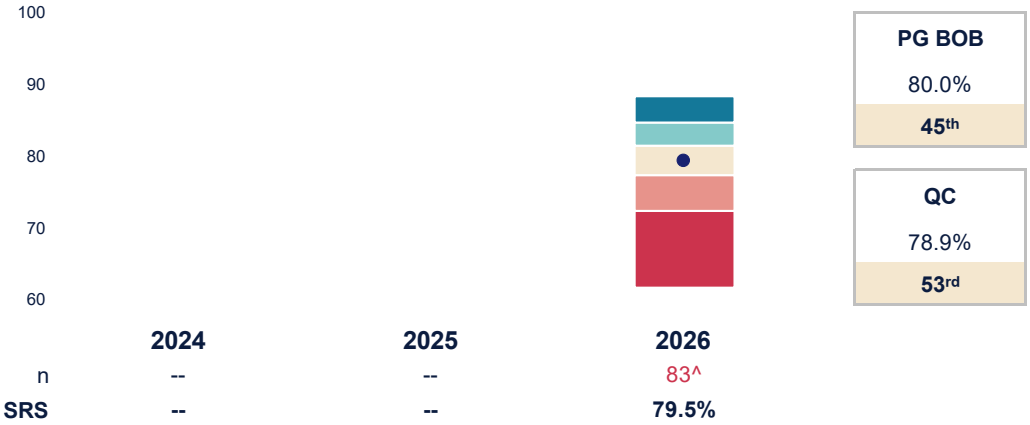
Getting Needed Care



Q9. Getting care, tests, or treatment



Q20. Getting specialist appointment

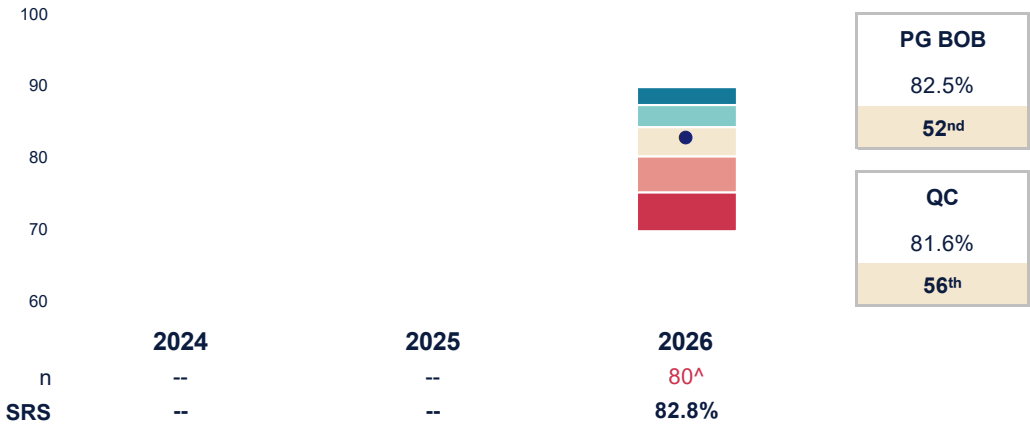


Percentile Bands are for QC benchmark.

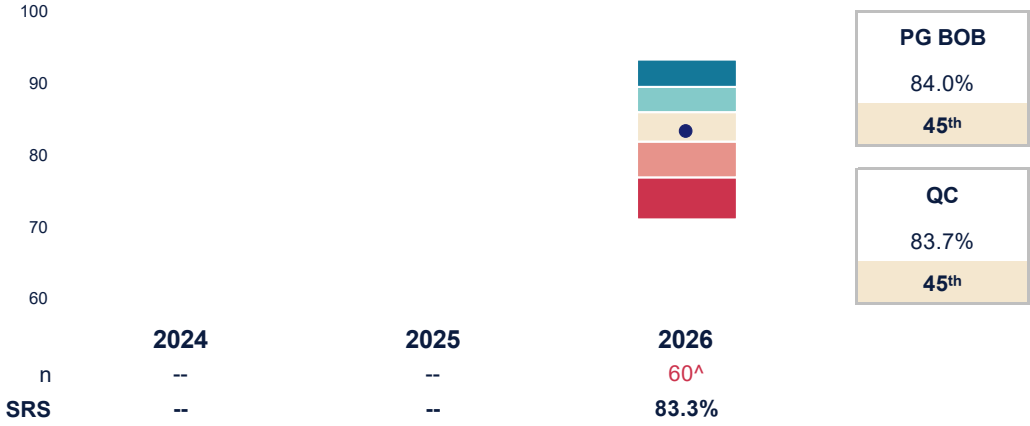
Getting Care Quickly

Medicaid Adult

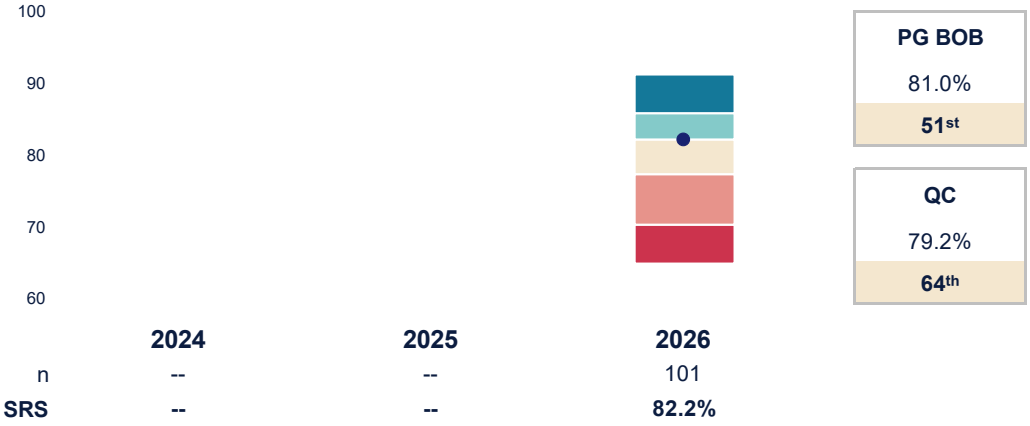
Getting Care Quickly



Q4. Getting urgent care



Q6. Getting routine care

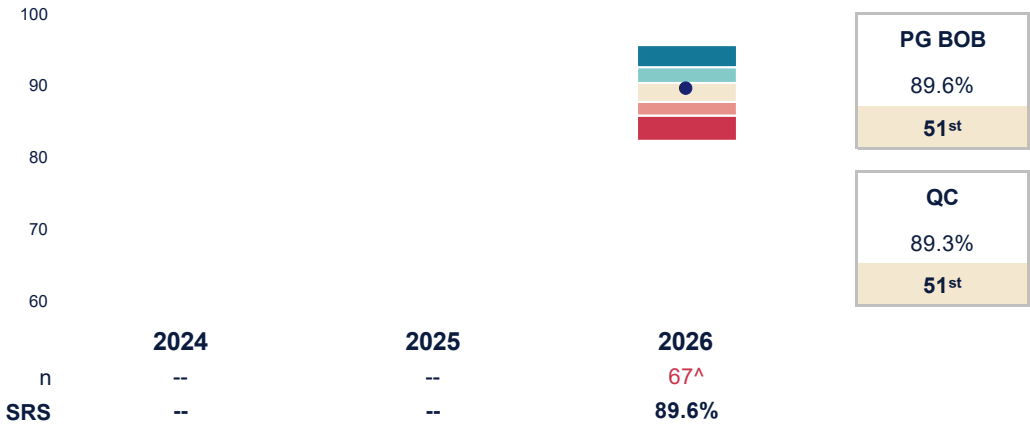


Percentile Bands are for QC benchmark.

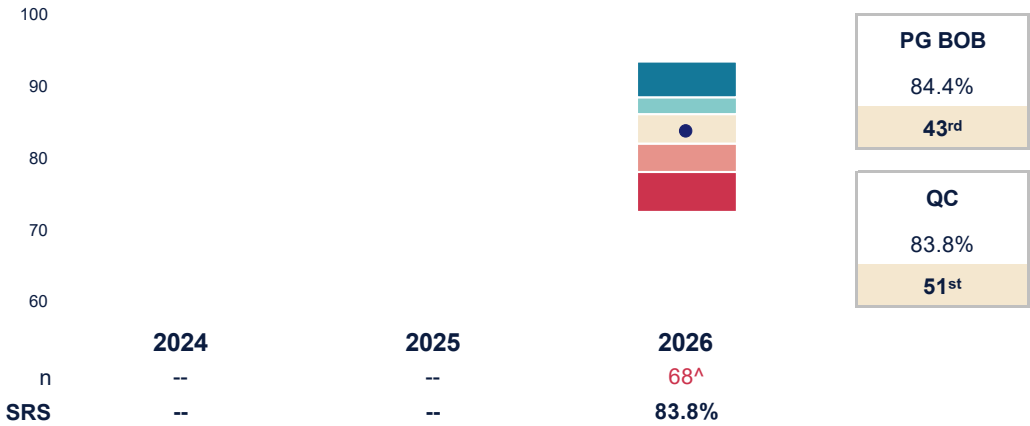
Customer Service

Medicaid Adult

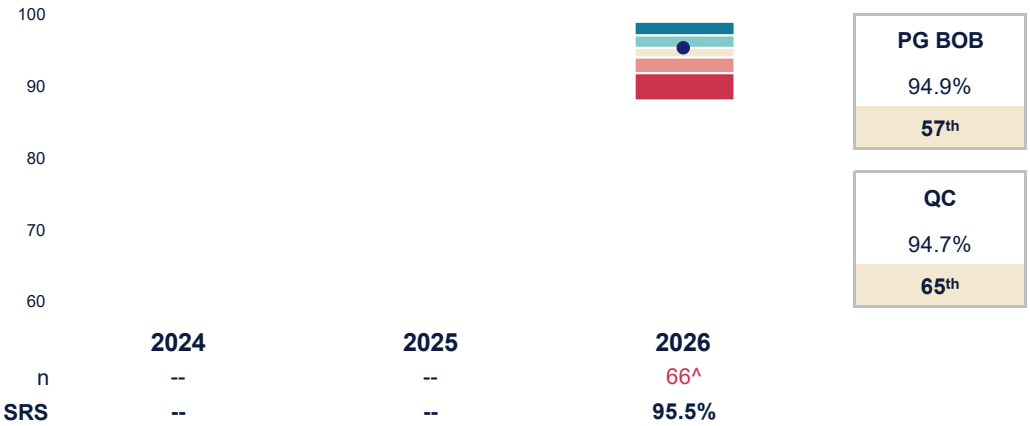
Customer Service



Q24. Provided information or help



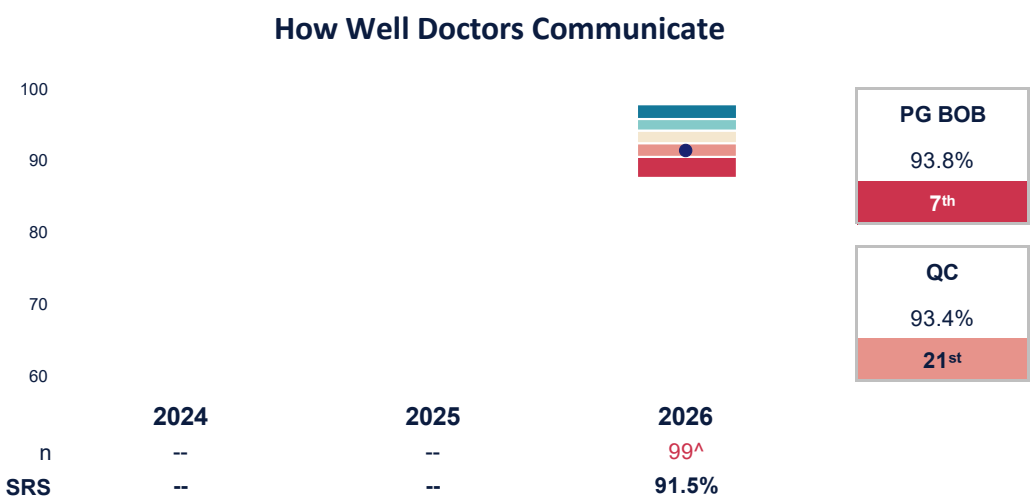
Q25. Treated with courtesy and respect



Percentile Bands are for QC benchmark.

How Well Doctors Communicate

Medicaid Adult

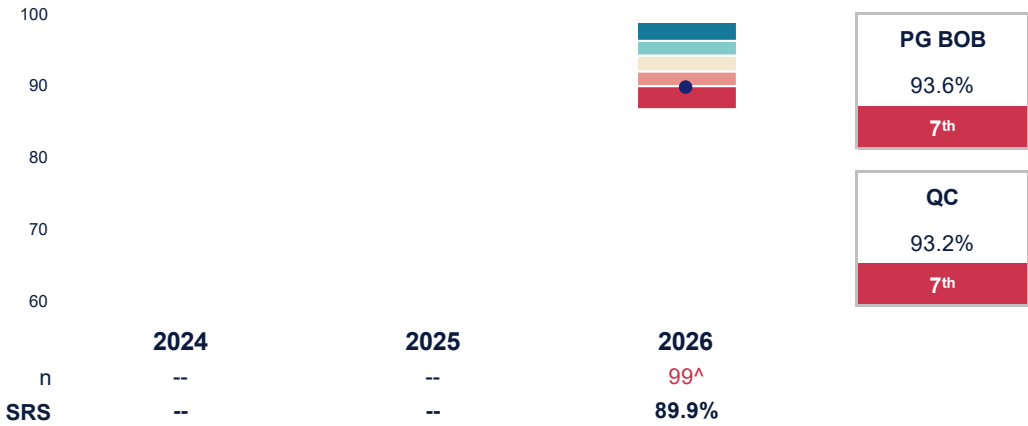


Percentile Bands are for QC benchmark.

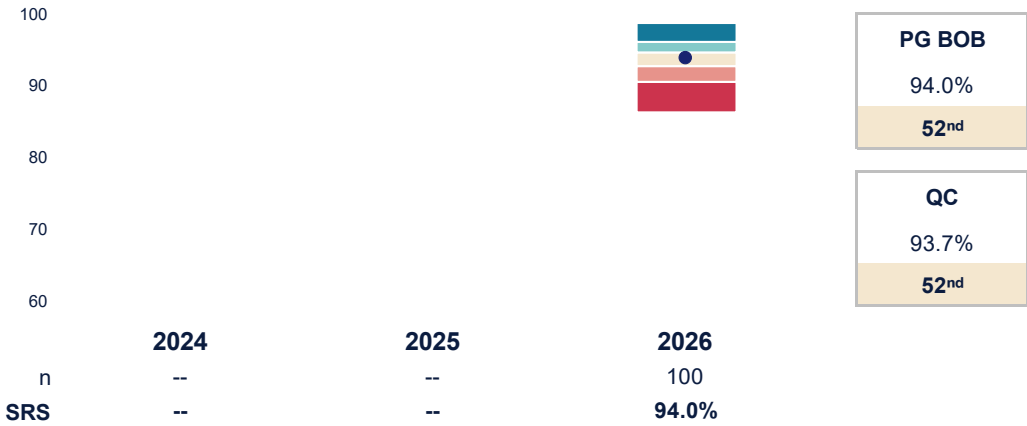
How Well Doctors Communicate

Medicaid Adult

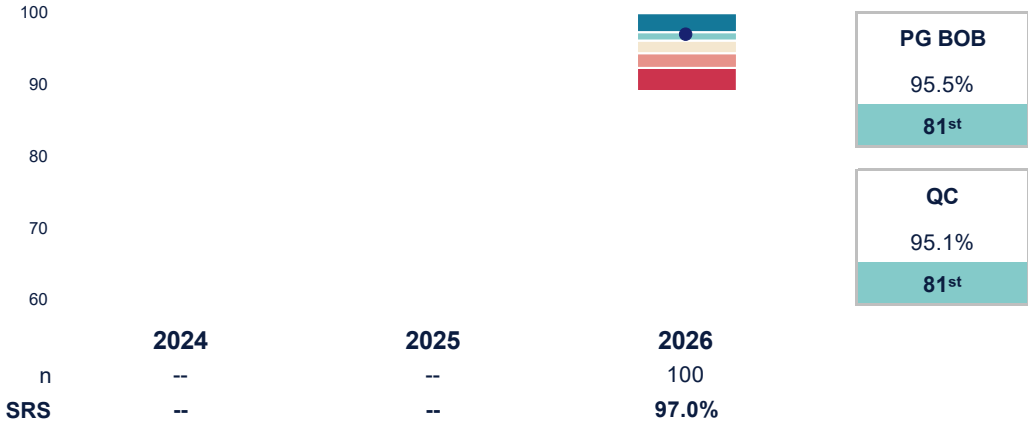
Q12. Dr. explained things



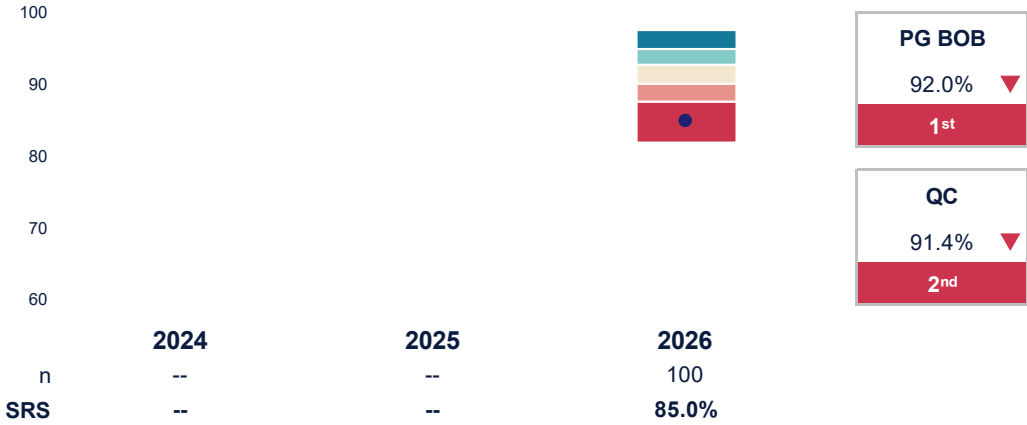
Q13. Dr. listened carefully



Q14. Dr. showed respect



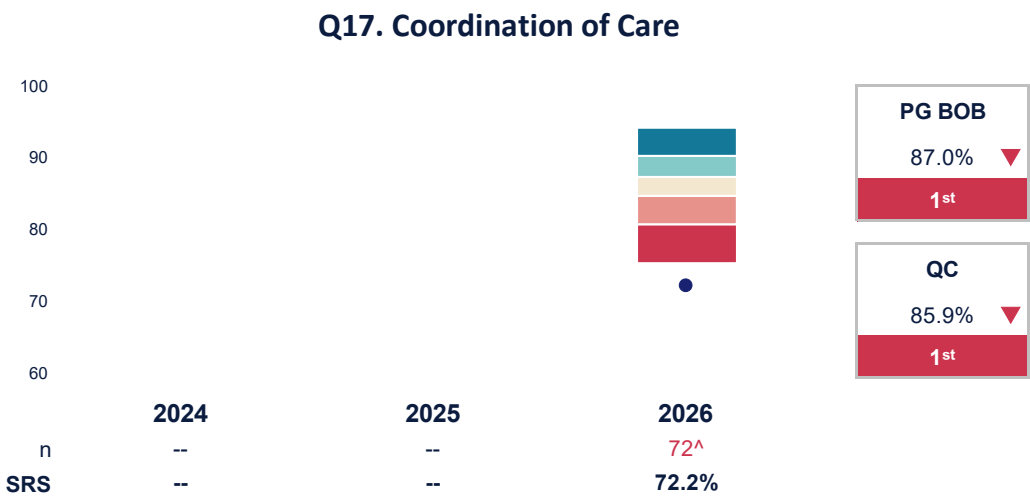
Q15. Dr. spent enough time



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	162	--	--	64.8%	63.7%	61.7%
Q8. Rating of Health Care	99^	--	--	65.7%	58.4%	57.7%
Q18. Rating of Personal Doctor	125	--	--	78.4%	71.8% ▲	70.7% ▲
Q22. Rating of Specialist	77^	--	--	80.5%	69.3% ▲	68.2% ▲
Rating Questions (% 8, 9 or 10)						
Q28. Rating of Health Plan	162	--	--	82.1%	79.3%	77.6%
Q8. Rating of Health Care	99^	--	--	78.8%	77.0%	76.5%
Q18. Rating of Personal Doctor	125	--	--	85.6%	84.9%	84.6%
Q22. Rating of Specialist	77^	--	--	89.6%	83.6%	83.1%
Getting Needed Care (% Usually or Always)						
Q9. Getting care, tests, or treatment	99^	--	--	87.9%	86.0%	85.2%
Q20. Getting specialist appointment	83^	--	--	79.5%	80.0%	78.9%
Getting Care Quickly (% Usually or Always)						
Q4. Getting urgent care	60^	--	--	83.3%	84.0%	83.7%
Q6. Getting routine care	101	--	--	82.2%	81.0%	79.2%
Effectiveness of Care: 2YR (% Sometimes, Usually, or Always)						
Q32. Advised to Quit Smoking: 2YR	17^	--	--	58.8%	75.3%	73.4%
Q33. Discussing Cessation Meds: 2YR	17^	--	--	23.5%	54.9%	53.2%
Q34. Discussing Cessation Strategies: 2YR	17^	--	--	23.5%	50.4%	47.2%

Summary Rate Scores

Medicaid Adult

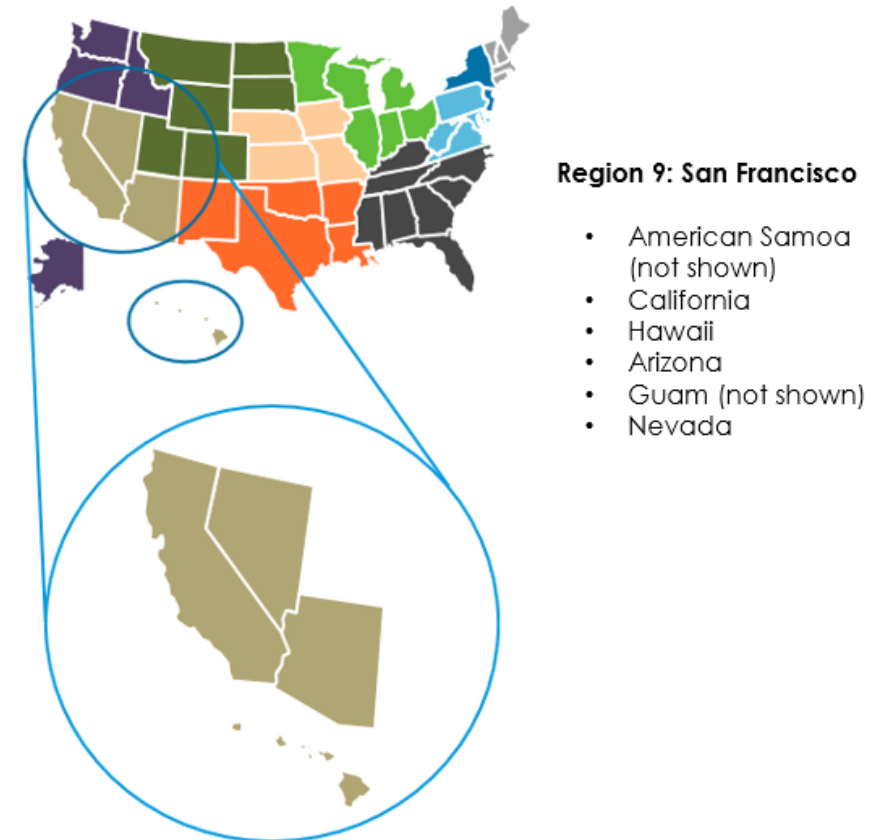
	2026 Valid n	2024	2025	2026	2026 Press Ganey BOB	2025 Quality Compass
Customer Service (% Usually or Always)	67^	--	--	89.6%	89.6%	89.3%
Q24. Provided information or help	68^	--	--	83.8%	84.4%	83.8%
Q25. Treated with courtesy and respect	66^	--	--	95.5%	94.9%	94.7%
How Well Doctors Communicate (% Usually or Always)	99^	--	--	91.5%	93.8%	93.4%
Q12. Dr. explained things	99^	--	--	89.9%	93.6%	93.2%
Q13. Dr. listened carefully	100	--	--	94.0%	94.0%	93.7%
Q14. Dr. showed respect	100	--	--	97.0%	95.5%	95.1%
Q15. Dr. spent enough time	100	--	--	85.0%	92.0% ▼	91.4% ▼
Q17. Coordination of Care (% Usually or Always)	72^	--	--	72.2%	87.0% ▼	85.9% ▼
Q27. Ease of Filling Out Forms (% Usually or Always)	159	--	--	91.2%	94.9% ▼	95.0% ▼

Regional Performance

Medicaid Adult

	2026	2026 PG BOB Region
Rating Questions (% 9 or 10)		
Q28. Rating of Health Plan	64.8%	64.8%
Q8. Rating of Health Care	65.7%	58.3%
Q18. Rating of Personal Doctor	78.4%	70.2% ▲
Q22. Rating of Specialist	80.5%	68.9% ▲
Rating Questions (% 8, 9 or 10)		
Q28. Rating of Health Plan	82.1%	80.6%
Q8. Rating of Health Care	78.8%	77.1%
Q18. Rating of Personal Doctor	85.6%	84.1%
Q22. Rating of Specialist	89.6%	83.8%
Getting Needed Care (% Usually or Always)		
Q9. Getting care, tests, or treatment	87.9%	83.8%
Q20. Getting specialist appointment	79.5%	77.6%
Getting Care Quickly (% Usually or Always)		
Q4. Getting urgent care	83.3%	81.1%
Q6. Getting routine care	82.2%	75.5%
Effectiveness of Care: 2YR (% Sometimes, Usually, or Always)		
Q32. Advised to Quit Smoking: 2YR	58.8%	69.2%
Q33. Discussing Cessation Meds: 2YR	23.5%	50.3%
Q34. Discussing Cessation Strategies: 2YR	23.5%	46.4%

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

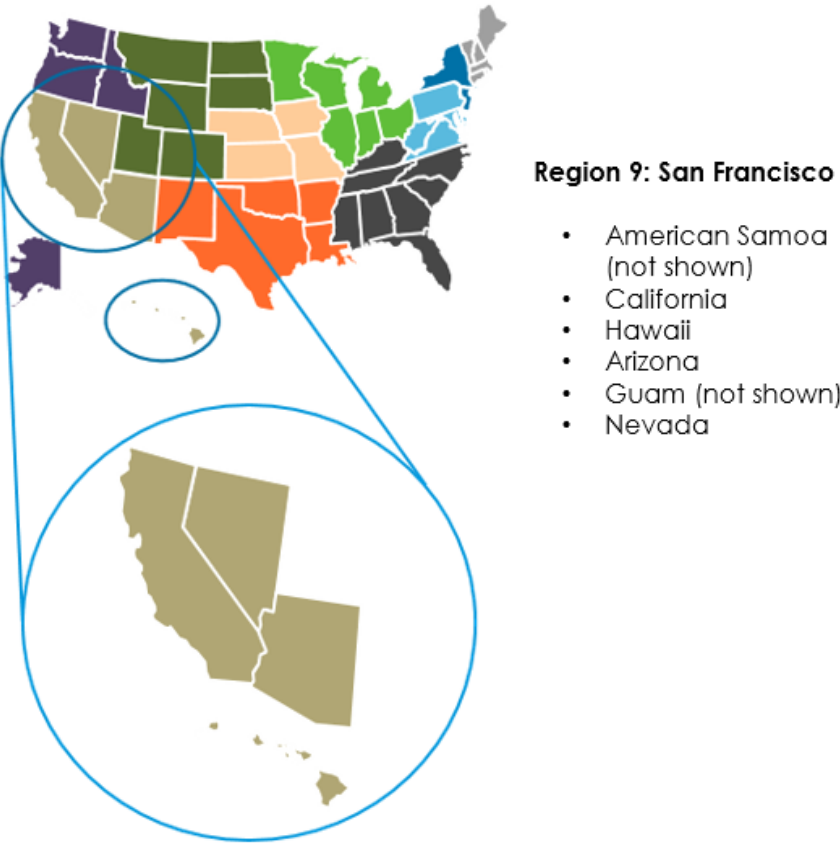


Regional Performance

Medicaid Adult

	2026	2026 PG BOB Region
Customer Service (% Usually or Always)	89.6%	89.0%
Q24. Provided information or help	83.8%	83.9%
Q25. Treated with courtesy and respect	95.5%	94.2%
How Well Doctors Communicate (% Usually or Always)	91.5%	92.4%
Q12. Dr. explained things	89.9%	91.7%
Q13. Dr. listened carefully	94.0%	93.4%
Q14. Dr. showed respect	97.0%	94.9%
Q15. Dr. spent enough time	85.0%	89.5%
Q17. Coordination of Care (% Usually or Always)	72.2%	84.0% ▼
Q27. Ease of Filling Out Forms (% Usually or Always)	91.2%	93.9%

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



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	64.8%	70 th	52.2	54.8	58.3	59.4	62.2	64.3	65.3	69.2	71.2	62 nd	53.4	56.3	59.6	60.6	63.6	65.2	66.7	70.2	72.7		
Q8. Rating of Health Care	65.7%	93 rd	50.6	52.2	54.7	55.4	57.4	59.7	60.5	63.6	66.0	91 st	46.9	50.6	54.6	55.8	58.4	60.3	62.3	65.0	66.5		
Q18. Rating of Personal Doctor	78.4%	97 th	63.7	64.7	67.8	68.9	70.9	72.9	74.1	76.6	77.3	93 rd	62.6	65.0	68.6	69.6	72.1	73.8	74.8	77.8	79.1		
Q22. Rating of Specialist	80.5%	99 th	59.9	62.7	65.7	66.3	67.8	70.0	71.5	74.0	75.6	98 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	82.1%	84 th	69.4	71.5	75.0	76.1	78.1	80.0	81.0	83.0	84.2	74 th	71.3	73.2	76.3	77.2	78.8	81.0	82.5	84.8	86.1		
Q8. Rating of Health Care	78.8%	72 nd	70.3	72.0	74.0	75.0	76.5	78.2	79.0	80.7	82.6	66 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	62 nd	79.1	81.4	83.1	83.9	84.9	85.9	86.9	88.4	89.6		
Q22. Rating of Specialist	89.6%	98 th	76.2	78.2	80.8	81.8	83.2	84.7	85.7	88.0	89.1	93 rd	75.2	77.6	81.5	82.0	83.8	85.5	86.4	89.3	90.3		
Getting Needed Care (% U/A)	83.7%	62 nd	75.5	76.4	79.4	80.8	82.2	84.5	85.1	86.8	87.4	57 th	75.1	77.5	80.5	81.3	82.9	84.8	85.4	87.2	88.4		
Q9. Getting care, tests, or treatment	87.9%	75 th	77.9	79.2	83.0	84.0	85.8	87.1	87.8	89.9	90.7	64 th	78.8	80.5	83.1	84.4	86.3	88.0	88.7	90.8	91.5		
Q20. Getting specialist appointment	79.5%	53 rd	71.2	72.4	75.4	77.4	79.2	81.5	82.8	84.7	85.5	45 th	70.2	72.6	76.8	78.0	80.1	82.3	83.0	85.2	86.4		
Getting Care Quickly (% U/A)	82.8%	56 th	73.9	75.3	78.9	80.2	81.8	84.4	84.9	87.5	87.9	52 nd	73.8	75.9	78.9	80.3	82.5	84.5	85.3	87.2	88.5		
Q4. Getting urgent care	83.3%	45 th	75.2	77.1	80.6	82.0	84.0	86.2	86.7	89.6	91.9	45 th	74.1	77.4	80.0	81.7	83.9	85.9	86.9	89.3	90.7		
Q6. Getting routine care	82.2%	64 th	68.4	70.5	76.1	77.5	79.7	82.4	83.3	85.9	87.3	51 st	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	58.8%	1 st	63.7	66.5	70.1	71.0	73.5	75.7	76.8	80.2	82.4	5 th	57.7	62.6	69.5	71.8	74.3	76.7	78.3	82.4	84.6		
Q33. Discussing Cessation Meds: 2YR	23.5%	1 st	42.7	44.8	49.2	50.6	53.6	55.6	56.9	62.5	65.0	1 st	34.1	39.7	48.8	50.9	54.8	57.7	59.4	63.3	65.7		
Q34. Discussing Cessation Strategies: 2YR	23.5%	1 st	37.5	39.3	43.6	44.4	46.8	49.7	50.2	56.0	58.0	1 st	31.5	34.9	44.2	46.3	48.5	52.3	54.1	57.0	59.8		

Percentile Rankings

Medicaid Adult

			2025 Quality Compass - Percentile Ranks											2026 Press Ganey BOB - Percentile Ranks									
	Plan Score	QC %tile	5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th	PG %tile	5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th		
Customer Service (% U/A)	89.6%	51 st	84.6	86.0	87.2	87.9	89.5	90.5	91.4	92.8	94.0	51 st	84.7	86.1	87.8	88.5	89.6	90.7	91.3	93.2	93.7		
Q24. Provided information or help	83.8%	51 st	77.0	78.2	81.0	82.2	83.7	86.3	87.1	88.6	90.2	43 rd	78.1	79.4	82.0	82.8	84.6	86.0	87.0	88.9	90.2		
Q25. Treated with courtesy and respect	95.5%	65 th	90.7	91.9	93.7	94.2	95.0	95.5	96.1	97.3	97.4	57 th	90.6	91.2	93.0	94.2	95.2	95.9	96.5	97.7	98.5		
How Well Doctors Communicate (% U/A)	91.5%	21 st	90.3	90.6	91.9	92.6	93.6	94.4	94.9	96.0	96.5	7 th	90.6	91.6	92.6	92.9	93.7	94.4	94.7	96.1	96.8		
Q12. Dr. explained things	89.9%	7 th	89.0	90.1	91.5	92.1	93.3	94.3	94.9	96.4	97.1	7 th	89.2	90.3	91.9	92.5	93.7	94.8	95.4	96.6	97.3		
Q13. Dr. listened carefully	94.0%	52 nd	89.5	90.7	92.4	92.9	93.9	94.8	95.3	96.2	97.0	52 nd	90.4	91.3	92.7	93.1	93.8	94.8	95.4	96.5	97.3		
Q14. Dr. showed respect	97.0%	81 st	91.8	92.5	93.8	94.4	95.3	96.2	96.6	97.5	98.1	81 st	92.8	93.6	94.3	94.7	95.6	96.2	96.6	97.6	98.0		
Q15. Dr. spent enough time	85.0%	2 nd	86.3	87.7	89.7	90.2	91.6	92.9	93.4	95.0	95.6	1 st	87.3	88.6	90.3	91.1	92.1	93.1	93.7	94.8	95.5		
Q17. Coordination of Care (% U/A)	72.2%	1 st	80.3	80.9	84.1	84.8	85.8	87.5	88.6	90.3	91.1	1 st	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)	91.2%	2 nd	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

a  PG Forsta company



Appendix A: Correlations

Highest Correlations

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

With Rating Of Health Care

Q18	Rating of Personal Doctor	0.8301
Q28	Rating of Health Plan	0.7164
Q22	Rating of Specialist	0.6336
Q20	Getting specialist appointment	0.6220
Q17	Coordination of Care	0.5688
Q12	Dr. explained things	0.5685
Q4	Getting urgent care	0.5566
Q9	Getting care, tests, or treatment	0.5339
Q15	Dr. spent enough time	0.5163
Q13	Dr. listened carefully	0.4674

With Rating Of Personal Doctor

Q8	Rating of Health Care	0.8301
Q12	Dr. explained things	0.7185
Q15	Dr. spent enough time	0.6624
Q13	Dr. listened carefully	0.6492
Q17	Coordination of Care	0.6265
Q28	Rating of Health Plan	0.6051
Q14	Dr. showed respect	0.5334
Q22	Rating of Specialist	0.5105
Q20	Getting specialist appointment	0.5079
Q9	Getting care, tests, or treatment	0.4466

With Rating Of Specialist

Q8	Rating of Health Care	0.6336
Q25	Treated with courtesy and respect	0.5837
Q20	Getting specialist appointment	0.5353
Q18	Rating of Personal Doctor	0.5105
Q24	Provided information or help	0.4785
Q28	Rating of Health Plan	0.4719
Q6	Getting routine care	0.4461
Q9	Getting care, tests, or treatment	0.4181
Q17	Coordination of Care	0.3246
Q27	Ease of Filling Out Forms	0.2846

Supplemental Questions

Medicaid Adult

	2024	2025	2026
Q40. Got interpreter			
Base (n)	--	--	165
Yes	--	--	26.7%
No	--	--	73.3%
Summary Rate Score (%Yes)	--	--	26.7%
Q41. Rating of provided interpreter overall			
Base (n)	--	--	112
10 Best interpreter possible	--	--	44.6%
9	--	--	17.0%
8	--	--	15.2%
7	--	--	4.5%
6	--	--	1.8%
5	--	--	7.1%
4	--	--	0.0%
3	--	--	0.9%
2	--	--	0.0%
1	--	--	0.9%
0 Worst interpreter possible	--	--	8.0%
Summary Rate Score (%9 or 10 Best interpreter possible)	--	--	61.6%

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	--	--	18
Base (n)	--	--	143
15 minutes or less	--	--	30.8%
16-30 minutes	--	--	34.3%
31-45 minutes	--	--	18.2%
46 minutes to 1 hour	--	--	9.1%
Over 1 hour	--	--	7.7%
Mean Score	--	--	27.7
Q43. Got appt. in a timely manner			
Opt-out / Exclusion			
Not Applicable	--	--	33
Base (n)	--	--	128
Always	--	--	45.3%
Usually	--	--	29.7%
Sometimes	--	--	15.6%
Never	--	--	9.4%
Summary Rate Score (%Usually or Always)	--	--	75.0%
Q44. Had to wait for an appointment due to provider's limited availability			
Opt-out / Exclusion			
Not Applicable	--	--	35
Base (n)	--	--	121
Never	--	--	51.2%
Sometimes	--	--	31.4%
Usually	--	--	10.7%
Always	--	--	6.6%
Summary Rate Score (%Never or Sometimes)	--	--	82.6%

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	--	--	67
Base (n)	--	--	70
Health Plan's Customer Service (Phone number on ID Card)	--	--	31.4%
Provider and/or Doctors Office	--	--	51.4%
Retail Pharmacy Services	--	--	15.7%
Other (Please Specify)	--	--	1.4%
Q46. Info. not received when contacting CS			
Opt-out / Exclusion			
I received the information I wanted	--	--	38
I did not contact customer service	--	--	83
Base (n)	--	--	27
Benefits and covered services	--	--	51.9%
Provider information	--	--	11.1%
Co-payment, co-insurance, and deductible information	--	--	0.0%
Claims information	--	--	7.4%
Membership	--	--	3.7%
Prescription drug information	--	--	33.3%
Other (Please Specify)	--	--	18.5%

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	--	--	75
I did not make an appointment with a specialist	--	--	42
Base (n)	--	--	34
Your doctor did not think you needed to see a specialist	--	--	17.6%
Your health plan approval or authorization was delayed	--	--	41.2%
You could not get a referral	--	--	8.8%
You weren't sure where to find a list of specialists in your health plan or network	--	--	5.9%
The specialists you had to choose from were too far away	--	--	8.8%
You did not have enough specialists to choose from	--	--	11.8%
The specialist you wanted did not belong to your health plan or network	--	--	2.9%
You could not get an appointment at a time that was convenient	--	--	14.7%
Other (Please Specify)	--	--	23.5%