PG Forsta

MY 2025 CAHPS® MEDICAID CHILD 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.

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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 Child 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.

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CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

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Methodology

First questionnaire mailed	Second questionnaire mailed	Initiate follow-up calls to non-responders	Last day to accept completed surveys
3/3/2026	**4/7/2026**	**4/28/2026 - 5/12/2026**	**5/13/2026**

QUALIFIED RESPONDENTS

Included beneficiaries who were…

- *Parents of those 17 years and younger (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*

RESPONSE RATE CALCULATION

$$\frac{164\ \text{(Completed)}}{1{,}650\ \text{(Sample)} - 4\ \text{(Ineligible)}} = \frac{164}{1{,}646} = 10.0\%$$

COMPLETES - MODALITY BY LANGUAGE

	Mail	Phone	Internet	*Internet Modes*			Total
				QR Code	Email	URL	
English	14	10	30	24	0	6	**54**
Spanish	26	22	62	59	0	3	**110**
Total	**40**	**32**	**92**	**83**	**0**	**9**	**164**

Total Number of Undeliverables: 118

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**	--	--	**164**
Ineligible	Does not Meet Eligibility Criteria (01)	--	--	2
	Language Barrier (03)	--	--	2
	Mentally/Physically Incapacitated (04)	--	--	0
	Deceased (05)	--	--	0
	SUBTOTAL	--	--	**4**
Non-response	Break-off/Incomplete (02)	--	--	10
	Refusal (06)	--	--	5
	Maximum Attempts Made (07)	--	--	1,467
	Added to DNC List (08)	--	--	0
	SUBTOTAL	--	--	**1,482**
Total Sample		--	--	**1,650**
Oversampling		--	--	**0.0%**
Response Rate		--	--	**10.0%**
PG Response Rate		***9.4%***	***10.0%***	***9.1%***

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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.

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 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 (▲/▼)

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2026 Dashboard

Medicaid Child

164

Completed surveys

10.0%

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

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			★★★
Q31. Rating of Health Plan	73.1%	49th	--

Rating of Health Care			★★★★
Q8. Rating of Health Care	77.6%	84th	Power

Rating of Personal Doctor			
Q21. Rating of Personal Doctor	81.6%	77th	Power

Rating of Specialist			
Q25. Rating of Specialist	79.2%	65th	Power

Coordination of Care			
Q20. Coordination of Care	80.3%	16th	Wait

Customer Service			
Composite	**91.5%**	**75th**	--
Q27. Provided information or help	85.9%	67th	Retain
Q28. Treated with courtesy and respect	97.1%	77th	Retain

Getting Needed Care			(NA)
Composite	**80.8%**	**12th**	--
Q9. Getting care, tests, or treatment	90.5%	43rd	Wait
Q23. Getting specialist appointment	71.2%	8th	Opportunity

Getting Care Quickly			(NA)
Composite	**87.6%**	**45th**	--
Q4. Getting urgent care	88.7%	29th	Wait
Q6. Getting routine care	86.5%	68th	Retain

Ease of Filling Out Forms			
Q30. Ease of Filling Out Forms	98.7%	99th	Retain

How Well Doctors Communicate			
Composite	**92.6%**	**18th**	--
Q12. Dr. explained things	92.6%	19th	Opportunity
Q13. Dr. listened carefully	95.1%	22nd	Opportunity
Q14. Dr. showed respect	96.7%	32nd	Opportunity
Q17. Dr. spent enough time	86.1%	20th	Opportunity

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Estimated NCQA Health Insurance Plan Ratings

Medicaid Child

	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	84^	80.8%	86.4%	--	NA
Getting Care Quickly	Usually or Always	86^	87.5%	88.6%	--	NA
SATISFACTION WITH PLAN AND PLAN SERVICES						**3.5**
Rating of Health Plan	9 or 10	160	73.1%	74.4%	33rd	**3**
Rating of Health Care	9 or 10	116	77.5%	73.4%	67th	**4**

***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.

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
<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.*

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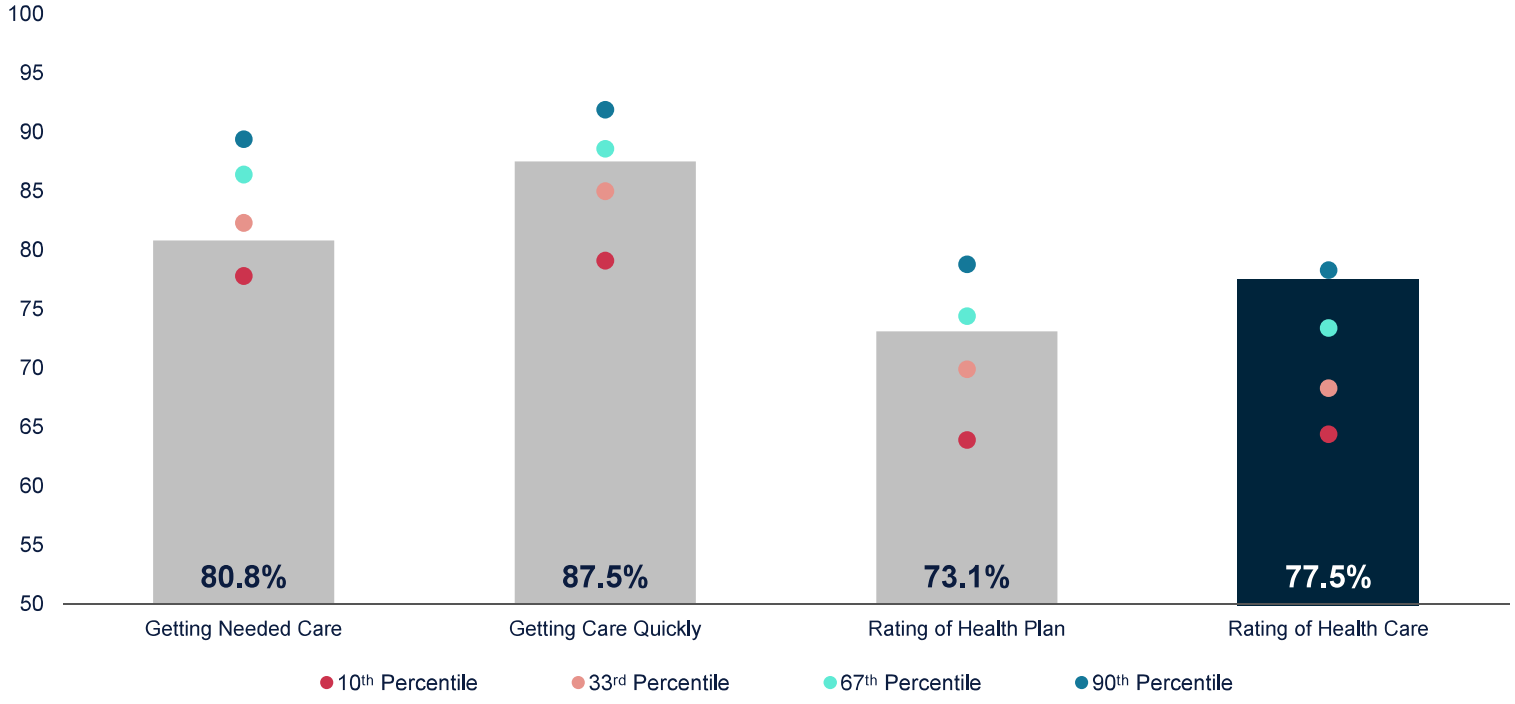
Performance to Star Cut Points

Medicaid Child

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).



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

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, % Always or Usually.*

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Key Metric Performance

Medicaid Child

Measure	Summary Rate Score 2025	Summary Rate Score 2026	Change	2026 Press Ganey BOB Benchmark Percentile Distribution (0 20 40 60 80 100)	Plan Percentile Rank	PG BOB
Health Plan Domain						
Q31. Rating of Health Plan		**73.1%**			49th	73.0%
Getting Needed Care		**80.8%**			12th	85.8%
Customer Service		**91.5%**			75th	89.0%
Q30. Ease of Filling Out Forms		**98.7%**			99th	95.0% ▲
Health Care Domain						
Q8. Rating of Health Care		**77.6%**			84th	73.2%
Getting Care Quickly		**87.6%**			45th	87.7%
How Well Doctors Communicate		**92.6%**			18th	94.4%
Q20. Coordination of Care		**80.3%**			16th	86.1%
Q21. Rating of Personal Doctor		**81.6%**			77th	78.8%
Q25. Rating of Specialist		**79.2%**			65th	76.4%

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

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Measure Summary

Medicaid Child

TOP 3 PERFORMING MEASURES

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

Measure	2026 Valid N	Plan			2025 Quality Compass			2026 Press Ganey BOB		
		2025	2026	Change	Score	Percentile	Gap	Score	Percentile	Gap
Q8. Rating of Health Care	116		**77.6%**		70.9%	88th	6.7%	73.2%	84th	4.4%
Q21. Rating of Personal Doctor	141		**81.6%**		77.8%	86th	3.7%	78.8%	77th	2.7%
Customer Service	69^		**91.5%**		88.2%	87th	3.3%	89.0%	75th	2.4%

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	122		**92.6%**		94.0%	31st	-1.3%	94.4%	18th	-1.8%
Q20. Coordination of Care	66^		**80.3%**		84.9%	13th	-4.6%	86.1%	16th	-5.8%
Getting Needed Care	84^		**80.8%**		84.0%	25th	-3.1%	85.8%	12th	-5.0%

Scores: All scores displayed are Summary Rate Scores
- Rating: % 9 or 10
- Composites: % Usually or Always

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Health Equity

Medicaid Child

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		Rating of Health Care		Getting Needed Care		Getting Care Quickly		Rating of Personal Doctor		Rating of Specialist	
			SRS	△	SRS	△	SRS	△	SRS	△	SRS	△	SRS	△
			73.1%		77.6%		80.8%		87.6%		81.6%		79.2%	
Child's Sex	Male	*n=82*		1		3		0		-1		0		1
	Female	*n=78*		0		0		-3		1		0		-4
Child's Age	0 to 4	*n=40*		9		-4		-6		-1		-11		-13
	5 to 8	*n=22*		-9		16		-7		4		13		21
	9 to 13	*n=49*		-2		2		-3		0		4		-9
	14+	*n=48*		-1		-1		8		0		0		7
Overall Health	Excellent / Very Good	*n=107*		5		9		5		-1		5		10
	Good	*n=45*		-4		-8		-11		6		-8		-29
	Fair / Poor	*n=9*		-40		-28		-10		-17		-32		4
Mental Health	Excellent / Very Good	*n=103*		8		10		2		3		7		6
	Good	*n=39*		-12		-15		-3		-4		-17		-29
	Fair / Poor	*n=14*		-23		-14		-11		-7		-7		10
Race Ethnicity	White	*n=90*		-2		-3		-4		5		2		-3
	Black / African American	*n=0*		–		–		–		–		–		–
	Asian	*n=4*		2		-3		19		12		-7		-29
	American Indian or Alaska Native	*n=3*		-6		-28		19		-88		-15		–
	Native Hawaiian or other Pacific Islander	*n=0*		–		–		–		–		–		–
	Hispanic	*n=151*		1		3		0		0		0		3

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Health Equity

Medicaid Child

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	Coordination of Care △	Customer Service SRS	Customer Service △	How Well Doctors Communicate SRS	How Well Doctors Communicate △	Ease of Filling Out Forms SRS	Ease of Filling Out Forms △
			80.3%		91.5%		92.6%		98.7%	
Child's Sex	Male	*n=82*		0		-1		-2		0
	Female	*n=78*		1		4		3		0
Child's Age	0 to 4	*n=40*		-5		-1		-4		1
	5 to 8	*n=22*		20		1		6		-8
	9 to 13	*n=49*		1		2		0		1
	14+	*n=48*		-4		6		1		1
Overall Health	Excellent / Very Good	*n=107*		1		1		1		0
	Good	*n=45*		3		6		-1		-1
	Fair / Poor	*n=9*		-18		-4		-8		1
Mental Health	Excellent / Very Good	*n=103*		6		2		4		0
	Good	*n=39*		-26		-1		-12		-1
	Fair / Poor	*n=14*		11		9		-1		1
Race Ethnicity	White	*n=90*		9		2		2		1
	Black / African American	*n=0*		–		–		–		–
	Asian	*n=4*		20		9		-5		1
	American Indian or Alaska Native	*n=3*		20		–		7		1
	Native Hawaiian or other Pacific Islander	*n=0*		–		–		–		–
	Hispanic	*n=151*		0		2		0		0

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Key Driver Analysis

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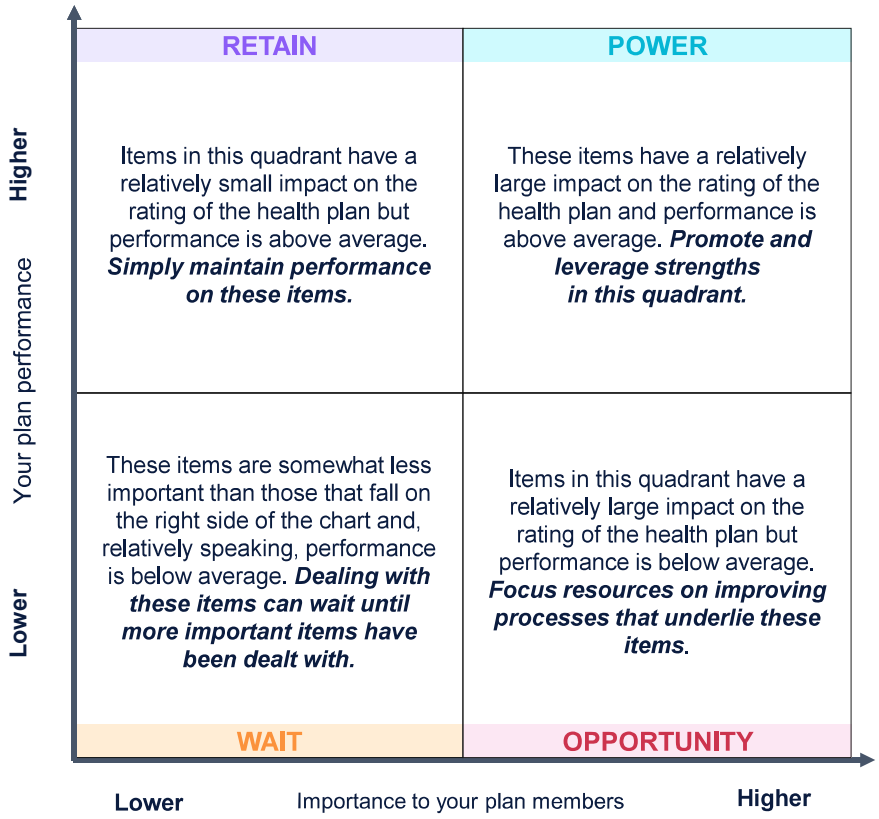
POWeR Chart

POWeR™ CHART CLASSIFICATION MATRIX

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

The model provides the following:

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



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POWeR Chart – Your Results

CHPIV

			SURVEY MEASURE	2024 SRS	2025 SRS	2026 SRS	2026 %tile
			POWER				
■	RATING	Q25	Rating of Specialist	--	--	**79.2%**	65th
■	RATING	Q8	Rating of Health Care	--	--	**77.6%**	84th
■	RATING	Q21	Rating of Personal Doctor	--	--	**81.6%**	77th
			OPPORTUNITY				
●	GNC	Q23	Getting specialist appointment	--	--	**71.2%**	8th
◆	HWDC	Q12	Dr. explained things	--	--	**92.6%**	19th
◆	HWDC	Q13	Dr. listened carefully	--	--	**95.1%**	22nd
◆	HWDC	Q14	Dr. showed respect	--	--	**96.7%**	32nd
◆	HWDC	Q17	Dr. spent enough time	--	--	**86.1%**	20th
■	SQ	Q43	How often child had to wait for an appointment due to provider's limited availability	--	--	**81.1%**	--
			WAIT				
●	GNC	Q9	Getting care, tests, or treatment	--	--	**90.5%**	43rd
■	CC	Q20	Coordination of Care	--	--	**80.3%**	16th
◆	GCQ	Q4	Getting urgent care	--	--	**88.7%**	29th
			RETAIN				
●	CS	Q28	Treated with courtesy and respect	--	--	**97.1%**	77th
●	CS	Q27	Provided information or help	--	--	**85.9%**	67th
◆	HWDC	Q16	Dr. explained things to child	--	--	**94.7%**	--
◆	GCQ	Q6	Getting routine care	--	--	**86.5%**	68th
●	CS	Q30	Ease of Filling Out Forms	--	--	**98.7%**	99th

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

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Measure Analysis

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Ratings

Medicaid Child

Q31. Rating of Health Plan 9-10%

	2024	2025	2026
n	--	--	160
SRS 9-10%	--	--	73.1%

Q31. Rating of Health Plan 8-10%

	2024	2025	2026
n	--	--	160
8-10%	--	--	90.0%

Q8. Rating of Health Care 9-10%

	2024	2025	2026
n	--	--	116
SRS 9-10%	--	--	77.6%

Q8. Rating of Health Care 8-10%

	2024	2025	2026
n	--	--	116
8-10%	--	--	87.9%

Percentile Bands are for QC benchmark.

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Ratings

Medicaid Child

Q21. Rating of Personal Doctor 9-10%

	2024	2025	2026
n	--	--	141
SRS 9-10%	--	--	81.6%

Q21. Rating of Personal Doctor 8-10%

	2024	2025	2026
n	--	--	141
8-10%	--	--	89.4%

Q25. Rating of Specialist 9-10%

	2024	2025	2026
n	--	--	48^
SRS 9-10%	--	--	79.2%

Q25. Rating of Specialist 8-10%

	2024	2025	2026
n	--	--	48^
8-10%	--	--	91.7%

Percentile Bands are for QC benchmark.

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Getting Needed Care

Medicaid Child

Getting Needed Care

	2024	2025	2026
n	--	--	84^
SRS	--	--	80.8%

Q9. Getting care, tests, or treatment

	2024	2025	2026
n	--	--	116
SRS	--	--	90.5%

Q23. Getting specialist appointment

	2024	2025	2026
n	--	--	52^
SRS	--	--	71.2%

Percentile Bands are for QC benchmark.

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Getting Care Quickly

Medicaid Child

Getting Care Quickly

	2024	2025	2026
n	--	--	86^
SRS	**--**	**--**	**87.6%**

Q4. Getting urgent care

	2024	2025	2026
n	--	--	62^
SRS	**--**	**--**	**88.7%**

Q6. Getting routine care

	2024	2025	2026
n	--	--	111
SRS	**--**	**--**	**86.5%**

Percentile Bands are for QC benchmark.

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Customer Service

Medicaid Child

Customer Service

	2024	2025	2026
n	--	--	69^
SRS	--	--	91.5%

Q27. Provided information or help

	2024	2025	2026
n	--	--	71^
SRS	--	--	85.9%

Q28. Treated with courtesy and respect

	2024	2025	2026
n	--	--	68^
SRS	--	--	97.1%

Percentile Bands are for QC benchmark.

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How Well Doctors Communicate

Medicaid Child

	2024	2025	2026
n	--	--	122
SRS	**--**	**--**	**92.6%**

Percentile Bands are for QC benchmark.

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How Well Doctors Communicate

Medicaid Child

Q12. Dr. explained things

	2024	2025	2026
n	--	--	122
SRS	**--**	**--**	**92.6%**

Q13. Dr. listened carefully

	2024	2025	2026
n	--	--	122
SRS	**--**	**--**	**95.1%**

Q14. Dr. showed respect

	2024	2025	2026
n	--	--	122
SRS	**--**	**--**	**96.7%**

Q17. Dr. spent enough time

	2024	2025	2026
n	--	--	122
SRS	**--**	**--**	**86.1%**

Percentile Bands are for QC benchmark.

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Coordination of Care

Medicaid Child

Q20. Coordination of Care

	2024	2025	2026
n	--	--	66^
SRS	**--**	**--**	**80.3%**

PG BOB	
86.1%	
16th	
QC	
84.9%	
13th	

Percentile Bands are for QC benchmark.

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Summary of Trend and Benchmark

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Summary Rate Scores

Medicaid Child

	2026 Valid n	2024	2025	2026	2026 Press Ganey BOB	2025 Quality Compass
Rating Questions (% 9 or 10)						
Q31. Rating of Health Plan	160	--	--	**73.1%**	73.0%	71.8%
Q8. Rating of Health Care	116	--	--	**77.6%**	73.2%	70.9%
Q21. Rating of Personal Doctor	141	--	--	**81.6%**	78.8%	77.8%
Q25. Rating of Specialist	48^	--	--	**79.2%**	76.4%	73.2%
Rating Questions (% 8, 9 or 10)						
Q31. Rating of Health Plan	160	--	--	**90.0%**	86.7%	86.5%
Q8. Rating of Health Care	116	--	--	**87.9%**	88.7%	87.4%
Q21. Rating of Personal Doctor	141	--	--	**89.4%**	91.0%	90.6%
Q25. Rating of Specialist	48^	--	--	**91.7%**	88.6%	87.4%
Getting Needed Care (% Usually or Always)	84^	--	--	**80.8%**	85.8%	84.0%
Q9. Getting care, tests, or treatment	116	--	--	**90.5%**	91.0%	89.8%
Q23. Getting specialist appointment	52^	--	--	**71.2%**	80.6% ▼	78.8%
Getting Care Quickly (% Usually or Always)	86^	--	--	**87.6%**	87.7%	86.2%
Q4. Getting urgent care	62^	--	--	**88.7%**	91.3%	90.2%
Q6. Getting routine care	111	--	--	**86.5%**	84.0%	82.5%
Q20. Coordination of Care (% Usually/Always)	66^	--	--	**80.3%**	86.1%	84.9%
Customer Service (% Usually or Always)	69^	--	--	**91.5%**	89.0%	88.2%
Q27. Provided information or help	71^	--	--	**85.9%**	83.4%	82.3%
Q28. Treated with courtesy and respect	68^	--	--	**97.1%**	94.7%	94.1%

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Summary Rate Scores

Medicaid Child

	2026 Valid n	2024	2025	2026	2026 Press Ganey BOB	2025 Quality Compass
How Well Doctors Communicate (% Usually or Always)	122	--	--	**92.6%**	94.4%	94.0%
Q12. Dr. explained things	122	--	--	**92.6%**	94.5%	94.3%
Q13. Dr. listened carefully	122	--	--	**95.1%**	96.1%	95.5%
Q14. Dr. showed respect	122	--	--	**96.7%**	97.2%	97.0%
Q17. Dr. spent enough time	122	--	--	**86.1%**	89.8%	88.9%
Q30. Ease of Filling Out Forms (% Usually or Always)	158	--	--	**98.7%**	95.0% ▲	95.2% ▲

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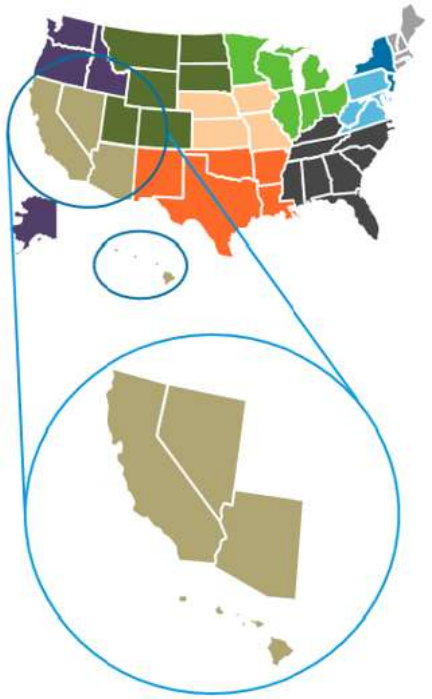
Regional Performance

Medicaid Child

	2026	2026 PG BOB Region
Rating Questions (% 9 or 10)		
Q31. Rating of Health Plan	**73.1%**	74.1%
Q8. Rating of Health Care	**77.6%**	73.0%
Q21. Rating of Personal Doctor	**81.6%**	78.4%
Q25. Rating of Specialist	**79.2%**	77.6%
Rating Questions (% 8, 9 or 10)		
Q31. Rating of Health Plan	**90.0%**	87.7%
Q8. Rating of Health Care	**87.9%**	88.3%
Q21. Rating of Personal Doctor	**89.4%**	91.2%
Q25. Rating of Specialist	**91.7%**	89.0%
Getting Needed Care (% Usually or Always)	**80.8%**	83.5%
Q9. Getting care, tests, or treatment	**90.5%**	88.7%
Q23. Getting specialist appointment	**71.2%**	78.3%
Getting Care Quickly (% Usually or Always)	**87.6%**	84.4%
Q4. Getting urgent care	**88.7%**	88.4%
Q6. Getting routine care	**86.5%**	80.5%
Q20. Coordination of Care (% Usually or Always)	**80.3%**	84.1%
Customer Service (% Usually or Always)	**91.5%**	89.6%
Q27. Provided information or help	**85.9%**	84.1%
Q28. Treated with courtesy and respect	**97.1%**	95.2%

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

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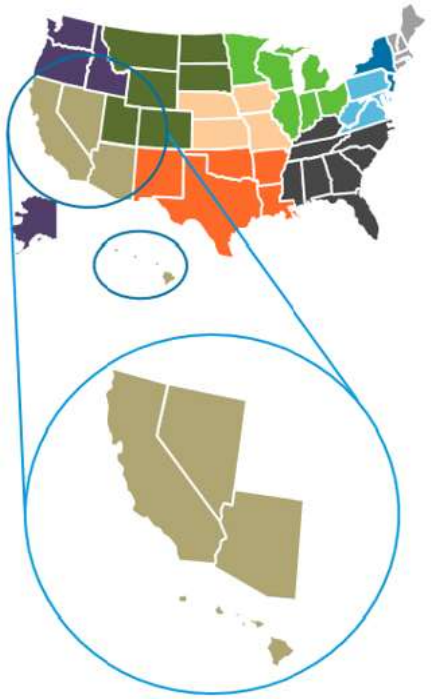
Regional Performance

Medicaid Child

	2026	2026 PG BOB Region
How Well Doctors Communicate (% Usually or Always)	**92.6%**	93.1%
Q12. Dr. explained things	**92.6%**	93.2%
Q13. Dr. listened carefully	**95.1%**	95.3%
Q14. Dr. showed respect	**96.7%**	97.0%
Q17. Dr. spent enough time	**86.1%**	87.0%
Q30. Ease of Filling Out Forms (% Usually or Always)	**98.7%**	95.0% ▲

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

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Percentile Rankings

Medicaid Child

	Plan Score	QC %tile	2025 Quality Compass - Percentile Ranks									PG %tile	2026 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)																					
Q31. Rating of Health Plan	**73.1%**	56th	60.7	63.9	69.0	69.9	72.0	74.5	75.6	78.8	80.5	49th	63.7	66.0	69.8	70.6	73.1	75.1	76.7	79.7	81.0
Q8. Rating of Health Care	**77.6%**	88th	61.9	64.5	67.2	68.3	71.1	73.4	74.4	78.3	79.2	84th	66.1	67.6	70.0	71.4	72.9	74.5	75.7	79.0	81.2
Q21. Rating of Personal Doctor	**81.6%**	86th	72.0	72.9	75.9	76.5	78.2	79.4	80.2	82.0	83.3	77th	72.7	73.9	76.2	76.9	78.6	80.4	81.4	83.7	84.8
Q25. Rating of Specialist	**79.2%**	93rd	67.3	68.4	69.9	70.5	72.6	75.8	76.4	78.0	80.4	65th	65.7	68.1	72.5	74.1	76.6	79.3	80.7	84.3	85.9
Rating Questions (% 8, 9 or 10)																					
Q31. Rating of Health Plan	**90.0%**	85th	79.1	81.1	84.4	85.5	87.2	88.3	89.0	90.7	91.6	85th	80.4	81.8	84.7	85.3	87.1	88.5	89.1	91.0	92.2
Q8. Rating of Health Care	**87.9%**	57th	81.8	83.2	85.5	86.3	87.5	88.5	89.4	91.4	93.2	38th	82.5	84.1	86.7	87.4	88.9	90.2	90.8	92.5	93.9
Q21. Rating of Personal Doctor	**89.4%**	29th	86.6	87.7	89.3	89.6	90.7	91.5	92.3	93.3	94.1	28th	87.1	87.9	89.1	89.7	91.0	92.1	92.7	94.3	94.8
Q25. Rating of Specialist	**91.7%**	86th	81.5	84.5	85.2	85.6	86.9	88.6	89.1	92.3	93.3	75th	80.6	82.0	85.1	86.7	88.9	90.7	91.7	94.0	95.3
Getting Needed Care (% U/A)	**80.8%**	25th	76.6	77.9	80.7	82.3	84.1	86.4	87.5	89.5	90.5	12th	78.9	80.6	82.7	84.1	85.6	87.6	88.4	90.9	92.3
Q9. Getting care, tests, or treatment	**90.5%**	53rd	82.7	84.7	87.6	88.6	90.3	91.7	92.3	94.6	94.9	43rd	85.6	86.9	88.9	89.9	91.0	92.6	93.4	94.8	95.7
Q23. Getting specialist appointment	**71.2%**	11th	68.7	70.1	74.1	75.7	78.7	83.2	84.5	86.1	87.3	8th	69.3	71.4	76.2	77.5	80.6	83.3	84.7	88.5	90.9
Getting Care Quickly (% U/A)	**87.6%**	58th	76.6	79.1	83.6	85.0	86.8	88.6	89.5	92.0	93.4	45th	79.9	81.8	85.4	86.3	88.0	89.7	90.7	92.3	93.5
Q4. Getting urgent care	**88.7%**	34th	82.6	83.8	86.7	88.6	90.5	92.9	93.8	96.1	96.7	29th	83.2	85.4	88.3	89.2	91.4	93.8	94.5	96.5	96.9
Q6. Getting routine care	**86.5%**	76th	70.7	74.1	79.5	81.2	82.8	84.9	86.2	88.9	91.6	68th	74.6	76.5	81.1	82.3	84.6	86.2	87.5	90.4	91.9
Q20. Coordination of Care (% U/A)	**80.3%**	13th	78.2	79.2	81.9	83.1	84.7	87.3	88.4	89.9	90.7	16th	76.3	78.8	82.4	83.3	86.7	88.5	89.4	91.6	93.0
Customer Service (% U/A)	**91.5%**	87th	82.6	84.6	86.2	87.3	88.4	89.7	90.4	91.7	92.7	75th	82.6	84.4	86.5	87.5	88.9	90.6	91.4	93.6	95.3
Q27. Provided information or help	**85.9%**	84th	75.5	77.1	79.6	80.6	82.7	84.2	84.6	87.0	89.3	67th	74.0	76.5	79.4	81.2	83.5	85.7	86.9	89.6	92.3
Q28. Treated with courtesy and respect	**97.1%**	87th	89.5	90.9	92.4	93.2	94.4	95.3	96.1	97.1	98.2	77th	88.2	90.8	92.9	93.6	94.9	96.3	96.8	98.6	100.0

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Percentile Rankings

Medicaid Child

	Plan Score	QC %tile	2025 Quality Compass - Percentile Ranks									PG %tile	2026 Press Ganey BOB - Percentile Ranks								
			5th	10th	25th	33rd	50th	67th	75th	90th	95th		5th	10th	25th	33rd	50th	67th	75th	90th	95th
How Well Doctors Communicate (% U/A)	**92.6%**	31st	90.3	91.2	92.3	92.9	94.1	95.1	95.6	96.5	97.1	18th	91.0	91.7	93.1	93.5	94.4	95.2	95.6	97.0	97.4
Q12. Dr. explained things	**92.6%**	21st	90.2	91.1	93.0	93.4	94.4	95.3	96.0	97.4	98.2	19th	90.1	91.0	93.0	93.5	94.6	95.6	95.9	97.3	97.9
Q13. Dr. listened carefully	**95.1%**	39th	92.5	93.0	94.2	94.8	95.7	96.7	96.9	97.6	98.3	22nd	92.6	94.0	95.2	95.5	96.2	96.9	97.4	98.4	98.8
Q14. Dr. showed respect	**96.7%**	39th	94.5	95.2	96.1	96.5	97.1	97.8	98.1	98.7	99.2	32nd	94.6	95.1	96.3	96.7	97.3	97.9	98.3	99.2	100.0
Q17. Dr. spent enough time	**86.1%**	24th	81.3	82.7	86.3	87.7	89.3	91.1	91.6	94.0	94.8	20th	82.6	83.9	86.7	87.8	90.1	91.6	92.4	94.6	95.8
Q30. Ease of Filling Out Forms (% U/A)	**98.7%**	98th	92.5	93.0	94.0	94.5	95.3	96.1	96.5	97.3	97.8	99th	92.1	92.7	93.8	94.3	95.0	95.9	96.4	97.5	98.1

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Appendix

Appendix A: Correlations

Highest Correlations

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

With Rating Of Health Care

Q31	Rating of Health Plan	0.6293
Q21	Rating of Personal Doctor	0.5924
Q25	Rating of Specialist	0.5219
Q13	Dr. listened carefully	0.5139
Q17	Dr. spent enough time	0.4361
Q12	Dr. explained things	0.4258
Q43	How often child had to wait for an appointment due to provider's limited availability	0.3834
Q14	Dr. showed respect	0.3682
Q9	Getting care, tests, or treatment	0.3397
Q6	Getting routine care	0.3364

With Rating Of Personal Doctor

Q13	Dr. listened carefully	0.6663
Q14	Dr. showed respect	0.6343
Q31	Rating of Health Plan	0.6291
Q12	Dr. explained things	0.6282
Q17	Dr. spent enough time	0.6084
Q8	Rating of Health Care	0.5924
Q20	Coordination of Care	0.4880
Q25	Rating of Specialist	0.4529
Q16	Dr. explained things to child	0.3902
Q4	Getting urgent care	0.3368

With Rating Of Specialist

Q31	Rating of Health Plan	0.5996
Q8	Rating of Health Care	0.5219
Q21	Rating of Personal Doctor	0.4529
Q23	Getting specialist appointment	0.4316
Q30	Ease of Filling Out Forms	0.3995
Q27	Provided information or help	0.3410
Q16	Dr. explained things to child	0.2930
Q12	Dr. explained things	0.2881
Q17	Dr. spent enough time	0.2835
Q13	Dr. listened carefully	0.2821

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Supplemental Questions

Medicaid Child

	2024	2025	2026
Q42. Wait time to see child's Dr. for set appt. after arrival			
Opt-out / Exclusion (n)			
Does not apply, my child did not have any appointments in the last 6 months	--	--	7
Base (n)	**--**	**--**	**151**
15 minutes or less	--	--	42.4%
16-30 minutes	--	--	29.8%
31-45 minutes	--	--	13.2%
46 minutes to 1 hour	--	--	7.9%
Over 1 hour	--	--	6.6%
Mean Score	**--**	**--**	**22.9**
Q43. How often child had to wait for an appointment due to provider's limited availability			
Opt-out / Exclusion			
Not Applicable	--	--	25
Base (n)	**--**	**--**	**132**
Never	--	--	41.7%
Sometimes	--	--	39.4%
Usually	--	--	13.6%
Always	--	--	5.3%
Summary Rate Score (%Never or Sometimes)	**--**	**--**	**81.1%**
Q44. Able to reschedule non-urgent care appointment for your child in a timely manner			
Opt-out / Exclusion			
Not Applicable	--	--	21
Base (n)	**--**	**--**	**132**
Always	--	--	47.7%
Usually	--	--	27.3%
Sometimes	--	--	15.2%
Never	--	--	9.8%
Summary Rate Score (%Usually or Always)	**--**	**--**	**75.0%**

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Supplemental Questions

Medicaid Child

	2024	2025	2026
Q45. Reason it was difficult to get an appointment with a specialist for your child			
Opt-out / Exclusion (n)			
None of the above.	--	--	44
I did not have a problem getting an appointment with a specialist for my child.	--	--	62
Base (n)	**--**	**--**	**42**
My child's doctor did not think my child needed to see a specialist.	--	--	21.4%
My child's health plan's approval or authorization was delayed.	--	--	19.0%
I could not get a referral for my child.	--	--	7.1%
I wasn't sure where to find a list of specialists in my child's health plan or network.	--	--	9.5%
The specialists I had to choose from were too far away.	--	--	26.2%
My child's health plan did not have enough specialists to choose from.	--	--	9.5%
The specialist I wanted did not belong to my child's health plan or network.	--	--	11.9%
I could not get a specialist appointment for my child at a time that was good.	--	--	11.9%
Some other reason (Please Specify)	--	--	31.0%

Q46. Which CS center have contacted most recently			
Opt-out / Exclusion			
I did not contact customer service	--	--	79
Base (n)	**--**	**--**	**71**
Health Plan's Customer Service (Phone number on ID Card)	--	--	33.8%
Provider and/or Doctors Office	--	--	56.3%
Retail Pharmacy Services	--	--	8.5%
Other (Please Specify)	--	--	1.4%

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Supplemental Questions

Medicaid Child

	2024	2025	2026
Q47. Info not received when contacting child's customer service			
Opt-out / Exclusion (n)			
I got the information I needed	--	--	97
Base (n)	**--**	**--**	**32**
Transportation services	--	--	12.5%
Interpreter services	--	--	3.1%
Radiology services	--	--	3.1%
Vision services	--	--	9.4%
Mental Health or substance use services	--	--	9.4%
Claims or billing	--	--	0.0%
Help with a complaint or appeal	--	--	6.3%
In-network providers	--	--	3.1%
Referrals or prior authorization	--	--	9.4%
Prescription drug coverage	--	--	9.4%
Durable medical equipment (for example: wheelchair, diabetic supplies, etc.)	--	--	0.0%
Other (Please Specify)	--	--	56.3%

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