



Report of Results

for

Mercy Care Adult Population

2026 (MY 2025) CAHPS® 5.1H Medicaid Member Experience Survey

Prepared for:

Mercy Care (June 26, 2026)

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Table of Contents

Introduction	4
Executive Summary	5
Key Survey Measure Results	5
Estimated NCQA 2026 Health Plan Ratings	6
Quality Improvement Priorities	7
What Is New in 2026	8
NCQA Policy Updates	8
CSS Report Updates	8
About This Report	9
Survey Methodology	11
Survey Protocol and Timeline	11
Survey Materials	12
Sample Selection	12
Data Capture	13
Survey Response Rate	14
Satisfaction With the Experience of Care	16
Patient Experience of Care Measures	16
Calculation and Reporting of Results	18
Summary of Survey Results	20
Detailed Performance Charts	22

Effectiveness of Care	46
Medical Assistance With Smoking and Tobacco Use Cessation (MSC).....	46
Calculation and Reporting of Results.....	46
Membership Profile and Analysis of Plan Ratings by Member Segment	48
Health Status and Demographics	49
Use of Services.....	54
Key Driver Analysis.....	58
Objectives	58
Technical Approach	58
Industry Key Driver Model.....	59
Opportunities for Health Plan Quality Improvement	60
Health Plan Quality Improvement Resources.....	62
Appendix A. Scoring Methodology and Glossary.....	71
NCQA Calculation Guidelines for Rating and Composite Global Proportions.....	71
NCQA Health Plan Ratings Methodology.....	73
Glossary of Terms	75
Appendix B. Survey Results at a Glance	80
Appendix C. Cross-Tabulations	82
Appendix D. Survey Materials	84

INTRODUCTION

Introduced by the Agency for Healthcare Research and Quality (AHRQ) in the mid-1990s, the Consumer Assessment of Healthcare Providers and Systems (CAHPS) program encompasses the full range of standardized surveys that ask consumers to report on and evaluate their experiences with health care. These surveys cover topics that are important to consumers, such as accessibility of services and provider communication skills.

The National Committee for Quality Assurance (NCQA) uses the Health Plan CAHPS survey in its Health Plan Accreditation Program as part of the Healthcare Effectiveness Data and Information Set (HEDIS®). HEDIS measures health plan performance on important dimensions of care and service and is designed to provide purchasers and consumers with the information they need to reliably compare the performance of health care plans. The Health Plan CAHPS survey represents the member experience component of the HEDIS measurement set. The survey measures the member experience of care and gives a general indication of how well the health plan meets members' expectations. Surveyed members are asked to rate various aspects of the health plan based on their experience with the plan during the previous six months. In addition, the survey is used to collect data on some measures from the HEDIS *Effectiveness of Care* domain.

EXECUTIVE SUMMARY

In 2025, Aetna Better Health contracted with the Center for the Study of Services (CSS), an NCQA-certified survey vendor, to administer the CAHPS® 5.1H Adult Medicaid Survey. The purpose of the survey is to assess members' experience with their health plan and health care. The overall goal of the survey is to provide actionable performance feedback to help the plan improve the member experience.

CSS administered the Adult Medicaid version of the CAHPS Health Plan Survey on behalf of Mercy Care between February 19 and May 18, 2026.

The final survey sample for Mercy Care included 2,700 members. During the survey fielding period, 375 sample members completed the survey. After the final survey eligibility criteria were applied, the resulting NCQA response rate was 14.23%. (See the *Survey Response Rate* section on page 14 for the response rate formula used by NCQA.)

This *Executive Summary* focuses on key CAHPS performance metrics, including year-over-year changes in results and comparisons to relevant national multi-plan benchmarks. Estimated NCQA 2026 Health Plan Ratings (HPR), calculated by CSS, are provided for reference. Also identified are top organizational priorities for quality improvement based on CSS's *Key Driver Analysis*.

KEY SURVEY MEASURE RESULTS

This section provides a high-level overview of Mercy Care survey results compared to prior-year and national multi-plan benchmark rates. Table 1 highlights statistically significant improvements and declines in reported rates. Table 2 compares performance to national multi-plan benchmarks. Both tables are limited to reportable ratings and composite measures (i.e., those that reached the minimum denominator of 100 or more valid responses required by NCQA). The comparisons are based on the rates of Mercy Care Adult sample members rating their experience favorably (i.e., 9 or 10 for the overall rating questions and *Usually* or *Always* for all other CAHPS measures).

Table 1. Mercy Care Adult Medicaid Members: Statistically Significant Improvements or Declines in Performance Compared to 2025

Reportable* Rate IMPROVED	Reportable* Rate DECLINED
Rating of Health Care (from 54.83% to 65.71% [+10.89 points])	No statistically significant declines compared to 2025

* All CAHPS ratings and composites reached the reportable denominator of 100 responses and were eligible for inclusion in this summary. Effectiveness of Care measures were not considered.

Table 2. Mercy Care Adult Medicaid Members: Statistically Significant Differences in Performance Compared to National Multi-Plan Benchmarks

Reportable* Rate ABOVE Benchmark	Reportable* Rate BELOW Benchmark
Benchmark: 2026 CSS Adult Medicaid Average	
Rating of Health Plan (72.38% vs. 58.84% [+13.53 points]) Rating of Health Care (65.71% vs. 57.12% [+8.59 points]) Doctor Communication (96.80% vs. 92.59% [+4.21 points]) Rating of Doctor (75.96% vs. 69.26% [+6.7 points])	No statistically significant differences compared to benchmark
Benchmark: 2025 (MY 2024) NCQA Quality Compass National Average (All Lines of Business)	
Rating of Health Plan (72.38% vs. 61.66% [+10.72 points]) Rating of Health Care (65.71% vs. 57.72% [+7.99 points]) Doctor Communication (96.80% vs. 93.37% [+3.43 points])	No statistically significant differences compared to benchmark

* All CAHPS ratings and composites reached the reportable denominator of 100 responses and were eligible for inclusion in this summary. Effectiveness of Care measures were not considered.

ESTIMATED NCQA 2026 HEALTH PLAN RATINGS

Estimated 2026 Health Plan Ratings are provided in Table 3 below. Since the most recent NCQA benchmarks available to date are the prior-year (2025, or MY 2024) Quality Compass benchmarks, the official HPR ratings scheduled to be released in the fall of 2026 will likely diverge from these preliminary estimates.

Table 3. Mercy Care Adult Medicaid Members: Estimated 2026 NCQA Health Plan Ratings

Estimated* 2026 NCQA Health Plan Rating	
	Rating of Health Care, Rating of Health Plan
	Getting Needed Care
	Getting Care Quickly

* Unofficial Health Plan Ratings (HPR) were estimated by CSS based on the prior-year (2025, or MY 2024) NCQA Quality Compass national benchmarks. The official 2026 Health Plan Ratings, based on the current-year (2026, or MY 2025) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2026. NCQA removed Rating of Personal Doctor from HPR 2026 (MY 2025). Note: estimated star ratings are provided for all applicable CAHPS measures regardless of measure denominator.

QUALITY IMPROVEMENT PRIORITIES

CSS’s *Key Driver Analysis* identifies the key member experience touch points that shape members’ overall assessment of the health plan, as captured by the *Rating of Health Plan* question at the end of the survey. To the extent that the plan can improve these experiences, the overall rating of the plan will reflect these gains. Table 4 identifies up to five quality improvement opportunities that will result in the largest incremental gains in the *Rating of Health Plan* measure for Mercy Care.

Table 4. Mercy Care Adult Medicaid Members: Top Priorities for Quality Improvement

Top Priorities for Quality Improvement
1. Improving member access to care (having a personal doctor)
2. Improving member access to care (getting specialty care)
3. Improving the ability of the health plan customer service to provide necessary information or help
4. Improving health plan provider network (highly-rated personal doctors)
5. Improving member access to care (ease of getting needed care, tests, or treatment)

The remainder of this report examines these and other findings in more detail.

WHAT IS NEW IN 2026

NCQA POLICY UPDATES

- NCQA removed the Medicaid measure *Rating of Personal Doctor* from the 2026 (MY 2025) Health Plan Ratings.

CSS REPORT UPDATES

CSS made the following updates to the 2026 CAHPS Report of Results:

- The *Key Driver Model* has been refreshed using the most recent industry data (see *Key Driver Analysis* section on page 58).
- The *Health Plan Quality Improvement Resources* section has been updated and expanded (see page 62).

ABOUT THIS REPORT

The key features of this 2026 CAHPS Report of Results are highlighted below.

- CSS calculated survey results following the NCQA scoring guidelines outlined in *HEDIS 2026, Volume 3: Specifications for Survey Measures*. All measure results adhere to these scoring guidelines but are presented regardless of the measure denominator.
- Estimated NCQA 2026 Health Plan Ratings (HPR stars) are provided for reference. The CSS-calculated HPR stars are based on the 2025 (MY 2024) Quality Compass national benchmarks and are reported regardless of the measure denominator. Since the most recent NCQA benchmarks available to date are the prior-year (2025, or MY 2024) Quality Compass benchmarks, the official HPR ratings scheduled to be released in the fall of 2026 will likely diverge from these preliminary estimates.
- Throughout the report, the 2026 Mercy Care survey results are compared to national multi-plan benchmark rates, represented by the 2026 CSS Adult Medicaid Average and the 2025 (MY 2024) NCQA Quality Compass Adult Medicaid National Average (All Lines of Business). The 2026 CSS Adult Medicaid Average was calculated by pooling survey responses across 26 Adult Medicaid plans surveyed and selected by CSS to represent the industry average. The 2025 (MY 2024) NCQA Quality Compass Adult Medicaid National Average (All LOBs) is made up of the Adult Medicaid plans that submitted data to NCQA in 2025.
- *Executive Summary* (page 5) provides a high-level overview of survey findings for Mercy Care. It highlights the areas where Mercy Care performs significantly above or below the national multi-plan benchmarks. If prior-year survey results are available, any statistically significant improvements or declines in key survey measures are also noted. Top organizational priorities for quality improvement based on CSS's *Key Driver Analysis* are identified.
- *Summary of Survey Results* (page 20) presents the 2026 Mercy Care survey scores on key measures, including question summary rates, global proportions, and estimated HPR ratings; changes in rates and global proportion scores from the previous year (if applicable); and comparisons to relevant national multi-plan benchmarks. Statistically significant differences in scores are noted.
- *Detailed Performance Charts* (page 22) are provided for the overall rating questions, composite measures, and individual survey items representing the various CAHPS domains of care. The 2026 Mercy Care results are compared to the 2026 CSS Adult Medicaid Average on all measures. Where appropriate, the 2026 results are also compared to the 2025 (MY 2024) NCQA Quality Compass Adult Medicaid National Average (All LOBs) and performance percentiles. Where available, a three-year trend in scores is also shown.

- A section on the *Effectiveness of Care* measures (page 46) includes comparisons to prior-year results (if available) as well as to relevant national multi-plan benchmarks.
- *Membership Profile and Analysis of Plan Ratings by Member Segment* (page 48) compares the 2026 Mercy Care respondent profile to the relevant benchmark distribution(s) of demographic characteristics and utilization variables. Variation in the *Rating of Health Plan* measure by member segment is examined.
- *Key Driver Analysis* (page 58) identifies the touch points of member experience that are most strongly related to the overall *Rating of Health Plan* measure. The *CSS Key Driver Model* quantifies the contribution of each key driver to the overall *Rating of Health Plan*. The 2026 Mercy Care results on each key driver are compared to the best result among the 26 plans contributing to the 2026 CSS Adult Medicaid Average, yielding a measure of available room for improvement on each touch point. The result is weighted by the key driver's contribution to the overall *Rating of Health Plan*. Opportunities for improvement are prioritized based on the incremental gain in the Mercy Care *Rating of Health Plan* measure expected due to improved performance on the individual key drivers. A separate section of the report, *Health Plan Quality Improvement Resources* (page 62), provides some helpful resources for health plan quality managers.
- *Appendices* (starting on page 71) include:
 - Score calculation guidelines and methodology
 - A glossary of terms
 - A one-page *Survey Results at a Glance* summary
 - Detailed cross-tabulations of survey responses for every survey question, with additional tables summarizing performance on key survey measures
 - A copy of the survey instrument and supporting materials

SURVEY METHODOLOGY

SURVEY PROTOCOL AND TIMELINE

CSS administered the Adult Medicaid version of the 2026 CAHPS Health Plan Survey on behalf of Mercy Care in accordance with the NCQA methodology detailed in *HEDIS 2026, Volume 3: Specifications for Survey Measures and Quality Assurance Plan for HEDIS 2026 Survey Measures*. The survey can be administered using a mail-only or a mixed (mail with telephone follow-up) methodology. These standard survey protocols include two questionnaire mailings, each followed by a reminder postcard. Depending on the protocol chosen, non-respondents are either sent a third, final survey package (mail-only methodology) or contacted by telephone (mixed methodology).

Mercy Care elected to use an enhanced mixed methodology with email reminders to non-respondents in addition to the standard reminder mailings. An optional prenotification postcard was mailed to all sample members on February 10. Email invitations with a link to the online survey were sent to eligible members on February 19, March 4, and March 26. Members could complete the survey online by scanning a personalized QR code provided on the mailing materials.

The key milestones of the CAHPS data collection protocol are provided below:

- An initial survey package was mailed on February 21.
- An initial reminder/thank-you postcard was mailed on March 3.
- A replacement survey package was mailed on March 27.
- A second reminder/thank-you postcard was mailed on April 2.
- A telephone follow-up phase targeting non-respondents, with up to six telephone follow-up attempts at different times of the day and on different days of the week, started on April 3.
- Data collection closed on May 18.

Survey results were submitted to NCQA on May 26, 2026.

SURVEY MATERIALS

CSS designed all member-facing materials (see *Appendix D. Survey Materials*) in accordance with the NCQA guidelines detailed in *HEDIS 2026, Volume 3: Specifications for Survey Measures and Quality Assurance Plan for HEDIS 2026 Survey Measures*. The NCQA-approved text was used for all materials. Prior to being customized with the health plan name, logo, and other branding elements, all CSS-designed survey materials templates were approved by NCQA.

The survey instrument was the Adult Medicaid version of the Health Plan CAHPS 5.1H survey. Plans had the option to add up to 12 NCQA-approved supplemental questions to the end of the survey. The survey included two custom questions added by the plan. In addition to English, all sample members received a copy of the survey in Spanish. The cover letter was also printed in both languages.

The outer envelope used for survey mailings was manufactured from blue paper stock. Depending on the mailing wave, it was marked “RESPONSE NEEDED” or “FINAL REMINDER – PLEASE RESPOND!” to improve the likelihood of response. Each survey package included a postage-paid business reply envelope.

SAMPLE SELECTION

For the Adult Medicaid survey, sample-eligible members were those who were 18 years old or older as of December 31, 2025; were currently enrolled; had been continuously enrolled for six months (with no more than one enrollment break of 45 days or less); and whose primary coverage was through Medicaid.

Prior to sampling, CSS carefully inspected the member file(s) and noted any errors or irregularities found (such as incomplete contact information or subscriber numbers). Once the quality assurance process had been completed, CSS processed member addresses through the USPS National Change of Address (NCOA) service to ensure that the mailing addresses were up to date. The final sample was generated following the NCQA systematic sampling methodology, with no more than one member per household selected to receive the survey. CSS assigned each sampled member a unique identification number, which was used to track the member’s progress (survey disposition) throughout the data collection process.

The standard NCQA-prescribed sample size for Adult Medicaid plans is 1,350 members. NCQA’s sampling methodology does not allow disenrolled members to be removed from the sample after the start of survey administration. Health plans that were unable to identify disenrolled members prior to December 31, 2025, were advised to oversample (i.e., increase their sample size to compensate for members expected to leave their plan by the time the survey was fielded). Oversampling could also be used to obtain more completed surveys. Mercy Care requested to oversample by 100%. The final survey sample for Mercy Care included 2,700 members.

DATA CAPTURE

Returned questionnaires were recorded using optical scanning. If the scanning technology was unable to identify the specific response option selected with a predefined degree of certainty, trained data entry operators were employed to ensure that each such response was accurately recorded.

Computer Assisted Telephone Interviewing (CATI) technology was used to electronically capture survey responses obtained during telephone interviews. Members were able to complete the telephone interview in either English or Spanish. CATI supervisors maintained quality control by monitoring the telephone interviews and responses captured by interviewers in real time and by auditing recorded interviews. At least 10% of the interviews were monitored by supervisors.

Due to the multiple outreach attempts, multiple survey responses could be received from the same sample member. In those cases, only one survey response (the most complete survey) was included in the final analysis dataset.

SURVEY RESPONSE RATE

During the survey fielding period, 375 sample members completed the survey. After the final survey eligibility criteria were applied, the resulting NCQA response rate was 14.23%. Additional detail on sample member status (disposition) at the end of data collection is provided in Table 5 below.

Table 5. Mercy Care Adult Medicaid Members: Sample Member Dispositions and Response Rate

Sample Member Disposition	2026 Your Organization		2026 CSS Adult Medicaid Average
	Number and Percent of Initial Sample		Percent of Total Initial Sample
Initial Sample	2,700	100.00%	100.00%
Complete and Eligible – Mail	157	5.81%	6.64%
Complete and Eligible – Phone*	117	4.33%	4.89%
Complete and Eligible – Internet**	101	3.74%	2.81%
Complete and Eligible – Total	375	13.89%	14.34%
Eligible Population criteria not met	41	1.52%	1.48%
Incomplete (but Eligible)	70	2.59%	3.39%
Language barrier	13	0.48%	0.44%
Mentally or physically incapacitated	6	0.22%	0.31%
Deceased	4	0.15%	0.07%
Refusal	95	3.52%	2.42%
Nonresponse after maximum attempts	2,054	76.07%	76.61%
Added to Do Not Call (DNC) list	42	1.56%	0.95%
NCQA Response Rate***	14.23%		14.68%

* Applies to plans following mixed methodology.

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** Any sample members who called and requested another survey were provided a unique login ID to complete the survey online. Members could also access the online survey by scanning a QR code from their mailed survey package or by clicking on the survey link in their email invitation.

*** NCQA response rate = Complete and Eligible Surveys/[Complete and Eligible + Incomplete (but Eligible) + Refusal + Nonresponse after maximum attempts + Added to Do Not Call (DNC) List]

Table 6 provides a more detailed breakdown of completed surveys by language, reflecting the language(s) in which the survey was offered. In addition to English, all sample members received a copy of the survey in Spanish. The cover letter was also printed in both languages. Members were able to complete the telephone interview in either English or Spanish.

Table 6. Mercy Care Adult Medicaid Members: Completed Surveys by Language

Complete and Eligible Surveys by Language	2026 Your Organization	
	Number	Percent
Complete and Eligible – English	291	77.6%
Complete and Eligible – Spanish	84	22.4%
Complete and Eligible – Total	375	100.0%

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SATISFACTION WITH THE EXPERIENCE OF CARE

PATIENT EXPERIENCE OF CARE MEASURES

This section includes all CAHPS measures for which NCQA calculates results, regardless of whether the measure is featured in NCQA's Health Plan Ratings. Measures that are reported in HPR (i.e., assigned a star rating) are marked with a star symbol (★) below. Any HPR scores that appear in this report were calculated by CSS and should be treated as unofficial.

GLOBAL RATING QUESTIONS

CAHPS Health Plan Survey (version 5.1H) includes four global rating questions that utilize a scale of 0 to 10, representing the lowest and highest possible ratings. Results are based on the proportion of members selecting one of the top two ratings (9 or 10) to align with NCQA's 2026 Health Plan Ratings Methodology. For convenience and trending, the proportion of respondents rating 8, 9, or 10 is also provided.

- **Rating of Personal Doctor** (0 = worst personal doctor possible; 10 = best personal doctor possible)
- **Rating of Specialist Seen Most Often** (0 = worst specialist possible; 10 = best specialist possible)
- ★ **Rating of All Health Care** (0 = worst health care possible; 10 = best health care possible) is included in HPR as part of the *Satisfaction With Plan and Plan Services* sub-composite.
- ★ **Rating of Health Plan** (0 = worst health plan possible; 10 = best health plan possible) is included in HPR as part of the *Satisfaction With Plan and Plan Services* sub-composite.

CAHPS COMPOSITE MEASURES

This section focuses on **CAHPS composites**, which are distinct from HPR composites. NCQA calculates results for several CAHPS composite measures. CAHPS composites combine results from related survey questions into a single measure to summarize health plan performance in the areas listed below.

- ★ **Getting Needed Care** combines two survey questions that address member access to care. Both questions use a *Never, Sometimes, Usually, or Always* response scale, with *Always* being the most favorable response. This measure is reported in HPR as part of the *Getting Care* HPR sub-composite. Results are based on the proportion of members answering the following questions as *Usually* or *Always*:

- In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?
- In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?
- ★ **Getting Care Quickly** combines responses to two survey questions that address the timely availability of both urgent and check-up/routine care. The questions use a *Never, Sometimes, Usually, or Always* scale, with *Always* being the most favorable response. This measure is reported in HPR as part of the *Getting Care* HPR sub-composite. Results are based on the proportion of members selecting *Usually* or *Always* in response to the following questions:
 - In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?
 - In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?
- **Coordination of Care** is based on a single survey question, which uses a *Never, Sometimes, Usually, or Always* scale, with *Always* being the most favorable response. Results are based on the proportion of members selecting *Usually* or *Always* in response to the question below:
 - In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?
- **How Well Doctors Communicate** combines responses to four survey questions that address physician communication. The questions use a *Never, Sometimes, Usually, or Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members answering the following questions as *Usually* or *Always*:
 - In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?
 - In the last 6 months, how often did your personal doctor listen carefully to you?
 - In the last 6 months, how often did your personal doctor show respect for what you had to say?
 - In the last 6 months, how often did your personal doctor spend enough time with you?

- **Customer Service** combines responses to two survey questions that ask about member experience with the health plan's customer service. The questions use a *Never, Sometimes, Usually, or Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members selecting *Usually* or *Always* in response to the following questions:
 - In the last 6 months, how often did your health plan's customer service staff give you the information or help you needed?
 - In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

CALCULATION AND REPORTING OF RESULTS

QUESTION SUMMARY RATES AND COMPOSITE GLOBAL PROPORTIONS

Question Summary Rates express the proportion of respondents selecting the desired response option(s) on a survey question. Examples include percent selecting *Usually* or *Always* or percent rating 9 or 10.

Composite Global Proportions express the proportion of respondents selecting the desired response option(s) from a predefined set of two or more related questions on the survey. The proportions are calculated by first determining the relevant proportion for each survey question contributing to the composite and then averaging these proportions across all questions in the composite.

Throughout the report, all question summary rates and composite global proportions are rounded to two decimal places for display purposes (e.g., 0.23456 is displayed as 23.46%). However, all calculations involving rates and proportions, including statistical significance testing, are carried out prior to rounding. For more details on the calculations, please refer to *HEDIS 2026, Volume 3: Specifications for Survey Measures* or consult *Appendix A*.

SURVEY-WIDE 95% MARGIN OF ERROR AND CONFIDENCE INTERVALS FOR MEASURE RESULTS

A margin of error indicates the extent to which survey results reflect the experiences of the entire member population. When different samples from the same population are surveyed, some degree of variation in survey results should be expected. Results will vary more from sample to sample if the sample size is small. Larger samples are more representative of the population and will exhibit less sample-to-sample variation in results. Additionally, the margin of error depends on the frequency of the reported response (e.g., the proportion of members answering *Yes, Usually* or *Always, 9* or *10*, etc.) and will thus vary from one survey measure to the next. The closer the reported rate is to 50%, the wider the margin of error. As the observed rate moves away from 50% in either direction, the margin of error decreases. For convenience, using the most conservative assumptions about measure rates (i.e., 50%) and the total number of completed surveys (375), the survey-wide 95% margin of error for Mercy Care is estimated to be $\pm 5.06\%$.

Measure-specific 95% confidence intervals (CI) provided in this report reflect measure rates and denominators observed in this survey sample. A 95% confidence interval around a measure rate indicates that if the same survey was fielded 100 times on different random samples drawn from the same member population, the true population rate would fall within that interval in 95 of those 100 cases.

ESTIMATED NCQA HEALTH PLAN RATINGS (STAR RATINGS)

NCQA reports Health Plan Ratings to the public on a five-star scale, indicating how well a plan is performing compared to NCQA’s Quality Compass national benchmarks (see [NCQA's Health Plan Report Cards](#)). Quality measures are organized in HPR by composite (such as *Patient Experience*) and sub-composite (such as *Getting Care*, *Satisfaction With Plan Physicians*, and *Satisfaction With Plan and Plan Services*). Note that in the context of HPR, the terms “composite” (e.g., *Patient Experience*) and “sub-composite” (*Getting Care*, *Satisfaction With Plan Physicians*, and *Satisfaction With Plan and Plan Services*) are used differently than in the realm of CAHPS. NCQA’s HPR methodology refers to CAHPS composites as “individual measures.” For example, the CAHPS composite measure *Getting Care Quickly* is included as an individual measure in the calculation of the HPR sub-composite *Getting Care* and in the HPR *Patient Experience* composite.

Following is the list of *Patient Experience* measures included in NCQA’s 2026 Health Plan Ratings:

Table 7. Measures Reported in NCQA’s 2026 Health Plan Ratings

HPR Patient Experience Measure	Individual Measures Included in HPR (Assigned a Star Rating)
Getting Care	Getting Needed Care (percent <i>Usually</i> or <i>Always</i>) Getting Care Quickly (percent <i>Usually</i> or <i>Always</i>)
Satisfaction With Plan Physicians	Coordination of Care (percent <i>Usually</i> or <i>Always</i>) – Commercial ONLY
Satisfaction With Plan and Plan Services	Rating of Health Plan (percent 9 or 10) Rating of All Health Care (percent 9 or 10)

According to NCQA’s 2026 HPR methodology, star ratings are assigned by comparing health plan performance on each reported measure to the current-year (2026, or MY 2025) Quality Compass National 10th, 33rd, 67th, and 90th Percentiles for All Lines of Business, subject to minimum denominator rules. For details, including measure denominator rules, refer to the [measure list and methodology for each applicable Health Plan Ratings year](#), as well as *Appendix A* of this report. Since the most recent NCQA benchmarks available to date are the prior-year (2025, or MY 2024) Quality Compass benchmarks, the official HPR ratings scheduled to be released in the fall of 2026 will likely diverge from these preliminary estimates. Any NCQA star ratings that appear in this report were calculated by CSS and should be treated as unofficial.

NCQA MINIMUM DENOMINATOR SIZE

For a measure result to be reportable by NCQA, it needs to be based on at least 100 valid responses (measure denominator). The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in the composite (note: composite denominators are rounded for display). If the rate denominator is less than 100, NCQA assigns a measure result of “NA.” This report presents results for all measures, regardless of denominator size. Additional rules apply to official HPR measure denominators.

COMPARISONS TO NATIONAL MULTI-PLAN BENCHMARKS AND PRIOR-YEAR RESULTS

Throughout the report, the 2026 Mercy Care results are compared to the 2026 CSS Adult Medicaid Average as well as to the 2025 (MY 2024) NCQA Quality Compass Adult Medicaid National Average (All LOBs). The 2026 CSS Adult Medicaid Average was calculated by pooling survey responses across 26 Adult Medicaid plans surveyed and selected by CSS to represent the industry average. The 2025 (MY 2024) NCQA Quality Compass Adult Medicaid National Average (All LOBs) is made up of the Adult Medicaid plans that submitted data to NCQA in 2025.

If available, prior-year survey results are provided for comparison, and year-over-year changes in results are tested for statistical significance. All the statistical tests are conducted at a 95% confidence level (i.e., there is a 95% probability that the observed difference is real and not due to chance).

SUMMARY OF SURVEY RESULTS

Table 8 provides a high-level Mercy Care performance overview of key survey measures. It includes the overall ratings, composite global proportions, and summary rates for additional measures. Where applicable, changes in scores over time and comparisons to relevant national multi-plan benchmarks are reported and tested for statistical significance. While all reported rates are rounded for display, all comparisons are carried out prior to rounding.

Table 8. Mercy Care Adult Medicaid Members: Patient Experience Measures

Abbreviated Measure Name and Reported Rate	Your Organization							Benchmark Comparisons				Your Organization's Estimated 2026 NCQA Health Plan (Star) Rating
	2026			2025		2024		2026 CSS Adult Medicaid Average		2025 (MY 2024) NCQA Quality Compass National Average (All LOBs)		
	Rate	95% CI	(n)	Rate	Change	Rate	Change	Rate	Difference	Rate	Difference	
PATIENT EXPERIENCE												★★★★★
Getting Care												★★★★☆
Getting Needed Care (% A+U)	85.13%	(±4.67)	(223)	83.53%	[+1.60]	83.54%	[+1.59]	81.63%	[+3.50]	82.05%	[+3.08]	★★★★☆
Getting Care Quickly (% A+U)	80.50%	(±5.77)	(181)	80.49%	[+0.01]	79.35%	[+1.15]	79.55%	[+0.95]	81.57%	[-1.07]	★★★★☆
Satisfaction With Plan and Plan Services												★★★★★
Rating of Health Plan (% 9+10)	72.38%	(±4.61)	(362)	67.45%	[+4.93]	63.90%	[+8.47] ✓	58.84%	[+13.53] ✓	61.66%	[+10.72] ✓	★★★★★
Rating of Health Care (% 9+10)	65.71%	(±5.94)	(245)	54.83%	[+10.89] ✓	55.38%	[+10.34] ✓	57.12%	[+8.59] ✓	57.72%	[+7.99] ✓	★★★★★
ADDITIONAL MEASURES												Not reported in NCQA Health Plan Ratings
Coordination of Care (% A+U)	85.03%	(±5.77)	(147)	78.70%	[+6.34]	78.48%	[+6.55]	84.76%	[+0.28]	85.94%	[-0.91]	
Doctor Communication (% A+U)	96.80%	(±2.29)	(227)	93.13%	[+3.67]	93.34%	[+3.46]	92.59%	[+4.21] ✓	93.37%	[+3.43] ✓	
Customer Service (% A+U)	90.12%	(±4.53)	(167)	86.72%	[+3.40]	89.06%	[+1.06]	88.85%	[+1.27]	89.27%	[+0.85]	
Rating of Health Care (% 8+9+10)	81.63%	(±4.85)	(245)	76.45%	[+5.18]	79.28%	[+2.35]	77.05%	[+4.58]	76.48%	[+5.15]	
Rating of Doctor (% 8+9+10)	88.50%	(±3.69)	(287)	82.47%	[+6.03] ✓	85.56%	[+2.94]	84.35%	[+4.16]	84.56%	[+3.94]	
Rating of Doctor (% 9+10)	75.96%	(±4.94)	(287)	69.48%	[+6.48]	66.20%	[+9.76] ✓	69.26%	[+6.70] ✓	70.70%	[+5.26]	
Rating of Specialist (% 8+9+10)	86.70%	(±4.85)	(188)	78.11%	[+8.59] ✓	78.53%	[+8.17] ✓	82.16%	[+4.54]	83.06%	[+3.64]	
Rating of Specialist (% 9+10)	72.87%	(±6.36)	(188)	64.18%	[+8.69]	65.45%	[+7.43]	66.61%	[+6.27]	68.19%	[+4.68]	
Rating of Health Plan (% 8+9+10)	85.36%	(±3.64)	(362)	83.33%	[+2.03]	78.61%	[+6.75] ✓	76.29%	[+9.07] ✓	77.61%	[+7.75] ✓	

4993010

The 95% confidence interval (CI) and the number of valid responses (*n*, or measure denominator) are provided for the current-year measure rate only. Statistically significant differences between the current-year rate and the comparison rate are marked with a checkmark (✓) symbol.

Unofficial Health Plan Ratings (HPR) were estimated by CSS based on the prior-year (2025, or MY 2024) NCQA Quality Compass national benchmarks. The official 2026 Health Plan Ratings, based on the current-year (2026, or MY 2025) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2026. NCQA removed Rating of Personal Doctor from HPR 2026 (MY 2025).

DETAILED PERFORMANCE CHARTS

Detailed charts are provided for CAHPS composite global proportions and question summary rates. The charts have the following features:

TREND IN RESULTS

- Survey results are trended over three consecutive years of data collection, if available. A result may not be available if the survey was not administered in a given year, or if the measure is new or not deemed appropriate for trending. In such cases, “no data” appears in place of the score.
- The number of valid responses (the NCQA-defined denominator, *n*) appears under each bar. If the number of responses is less than 100, “NA” appears next to the value of *n*, indicating that the result is not reportable by NCQA.
- Statistical comparisons are conducted between the current-year and each of the prior-year rates, if available. Differences in rates are tested for statistical significance at the 95% confidence level. While all reported rates are rounded for display, all comparisons are carried out prior to rounding. Statistically significant differences are marked with a checkmark (✓) symbol next to the comparison rate. For example, a checkmark appearing next to the 2025 rate denotes a statistically significant difference between the 2026 and 2025 rates.

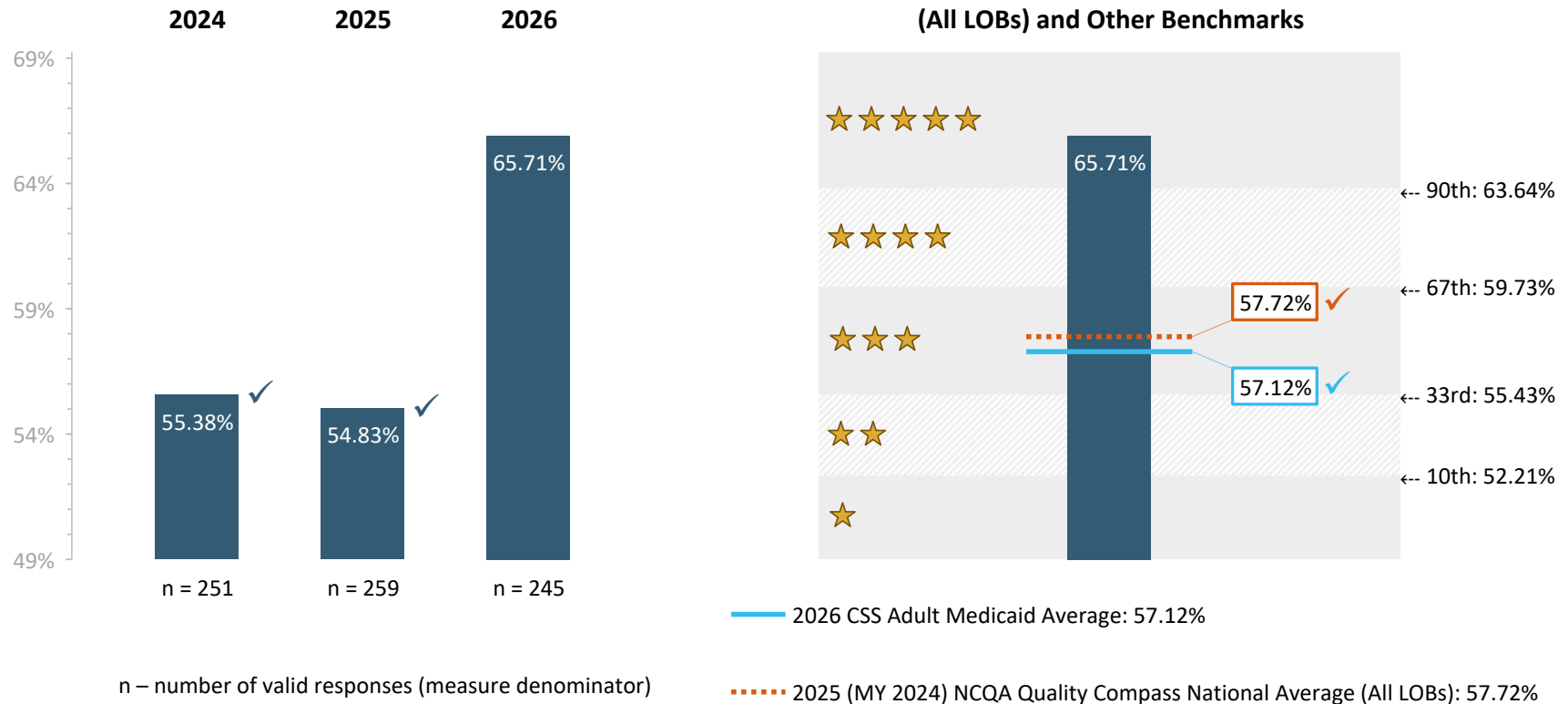
COMPARISON TO NATIONAL MULTI-PLAN BENCHMARKS AND 2025 (MY 2024) NCQA QUALITY COMPASS PERCENTILES

To help health plans evaluate their competitive performance on key CAHPS measures, CSS licensed the 2025 (MY 2024) *NCQA Quality Compass CAHPS Benchmarks*. This dataset includes question summary rates and global proportions corresponding to the national Quality Compass averages, as well as the national 10th, 33rd, 67th, and 90th health plan performance percentiles. CSS’s License Agreement with NCQA authorizes CSS to provide this information to eligible client organizations for their internal use only. Public reporting of these results is not authorized under the terms of this Agreement.

- For CAHPS ratings and composites, the bar representing the 2026 measure result is juxtaposed against the 2025 (MY 2024) NCQA percentile distribution, providing an indication of competitive performance on the measure and, if applicable, the corresponding estimated HPR (star) rating.
- The horizontal lines displayed on the charts correspond to the 2026 CSS Adult Medicaid Average as well as the 2025 (MY 2024) NCQA Quality Compass Adult Medicaid National Average (All LOBs). While all reported rates are rounded for display, all comparisons are carried out prior to rounding. If the 2026 result is significantly different from any of these benchmark rates at the 95% confidence level, a checkmark (✓) appears next to the relevant result.

Rating of All Health Care

Percent Responding 9 or 10 (Reported in HPR)



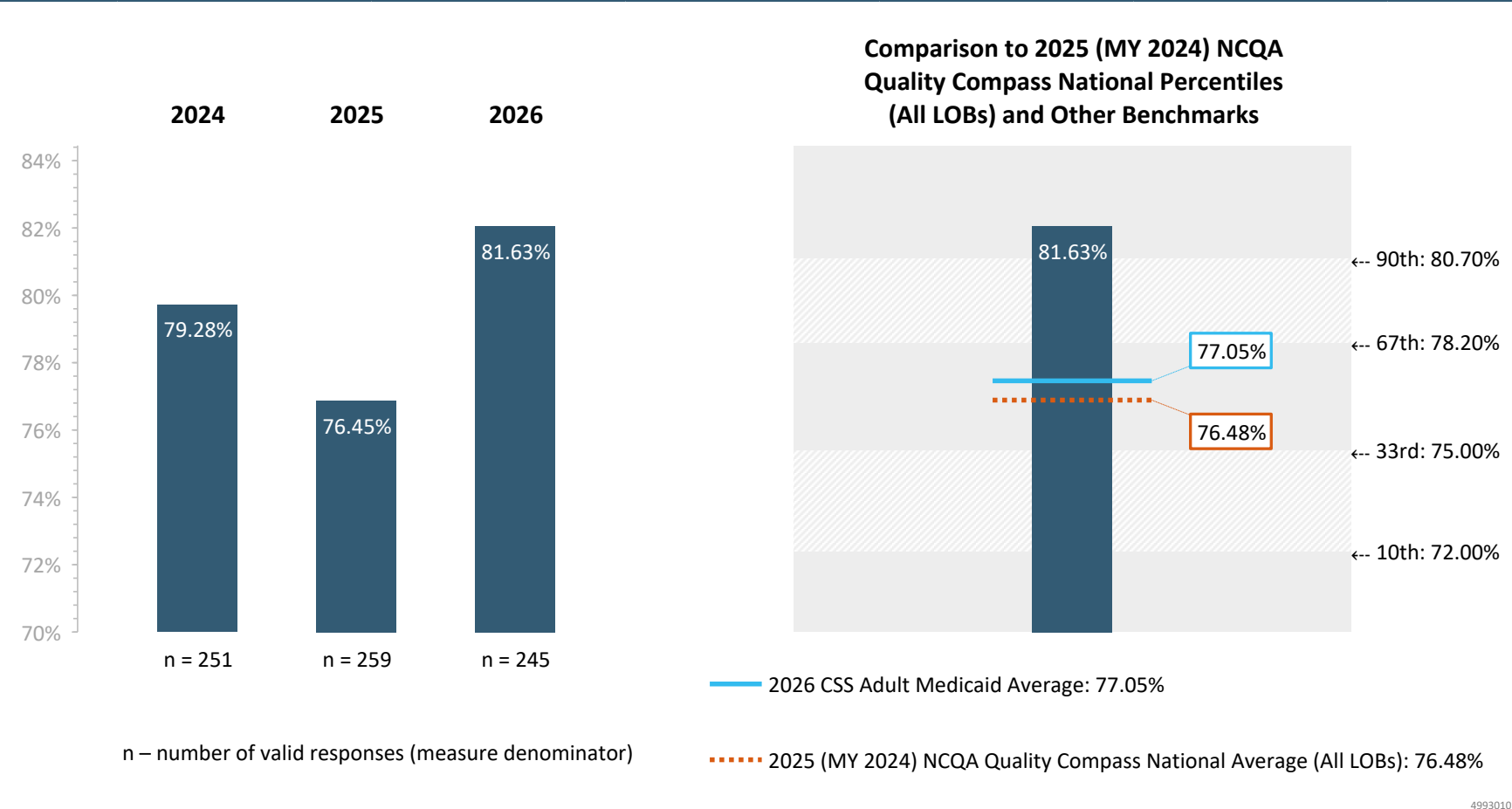
4993010

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Unofficial Health Plan Ratings (HPR) were estimated by CSS based on the prior-year (2025, or MY 2024) NCQA Quality Compass national benchmarks. The official 2026 Health Plan Ratings, based on the current-year (2026, or MY 2025) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2026.

Rating of All Health Care

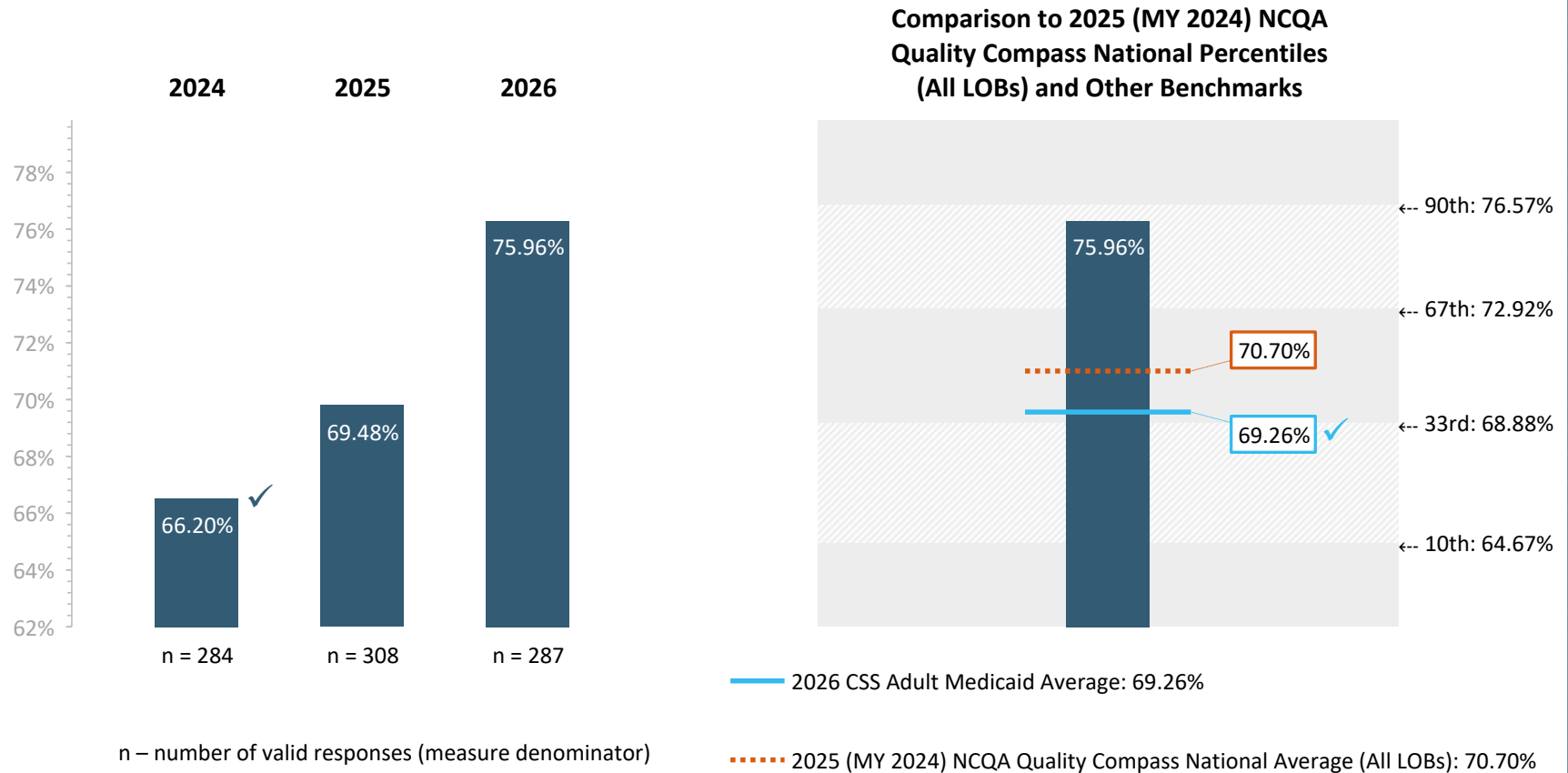
Percent Responding 8, 9 or 10 (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Rating of Personal Doctor

Percent Responding 9 or 10 (Not Reported in HPR)

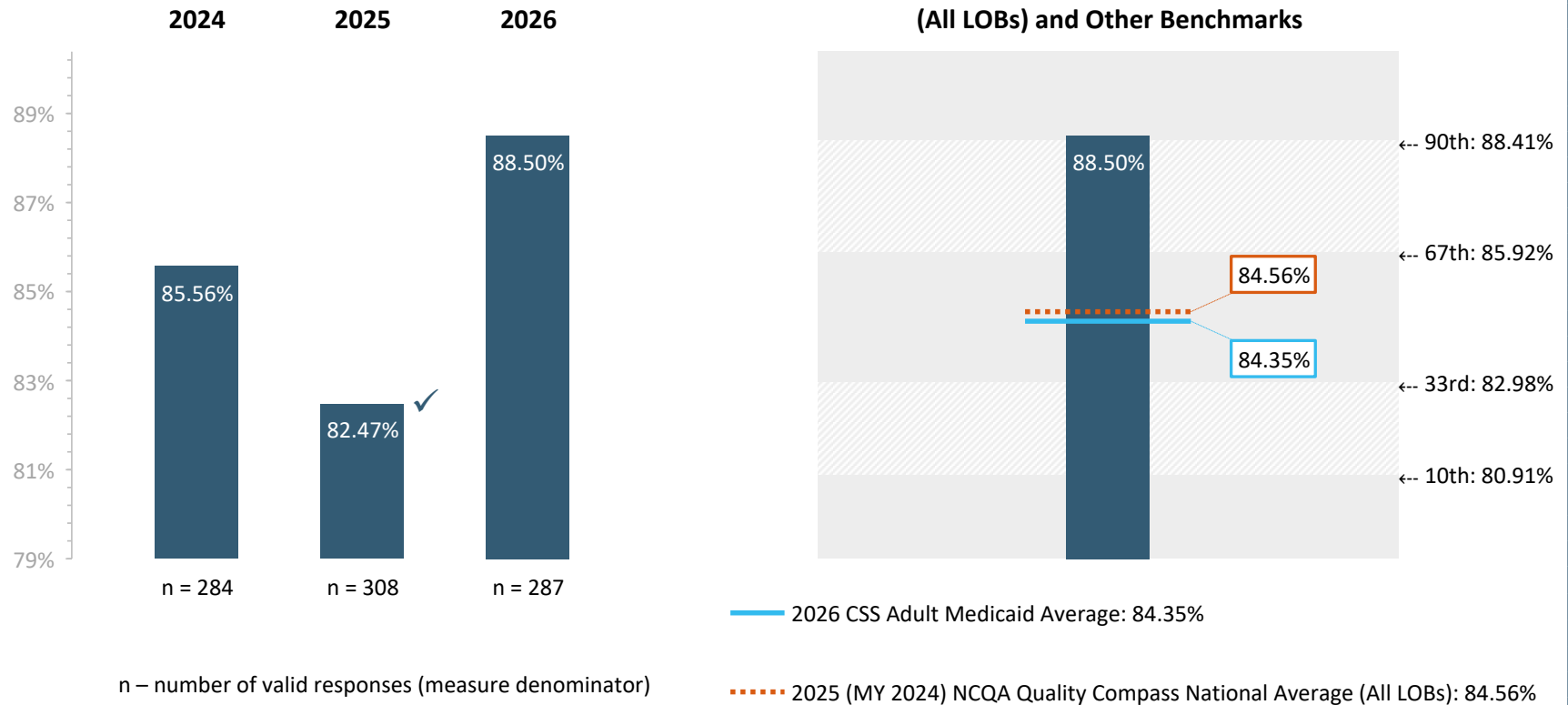


4993010

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Rating of Personal Doctor

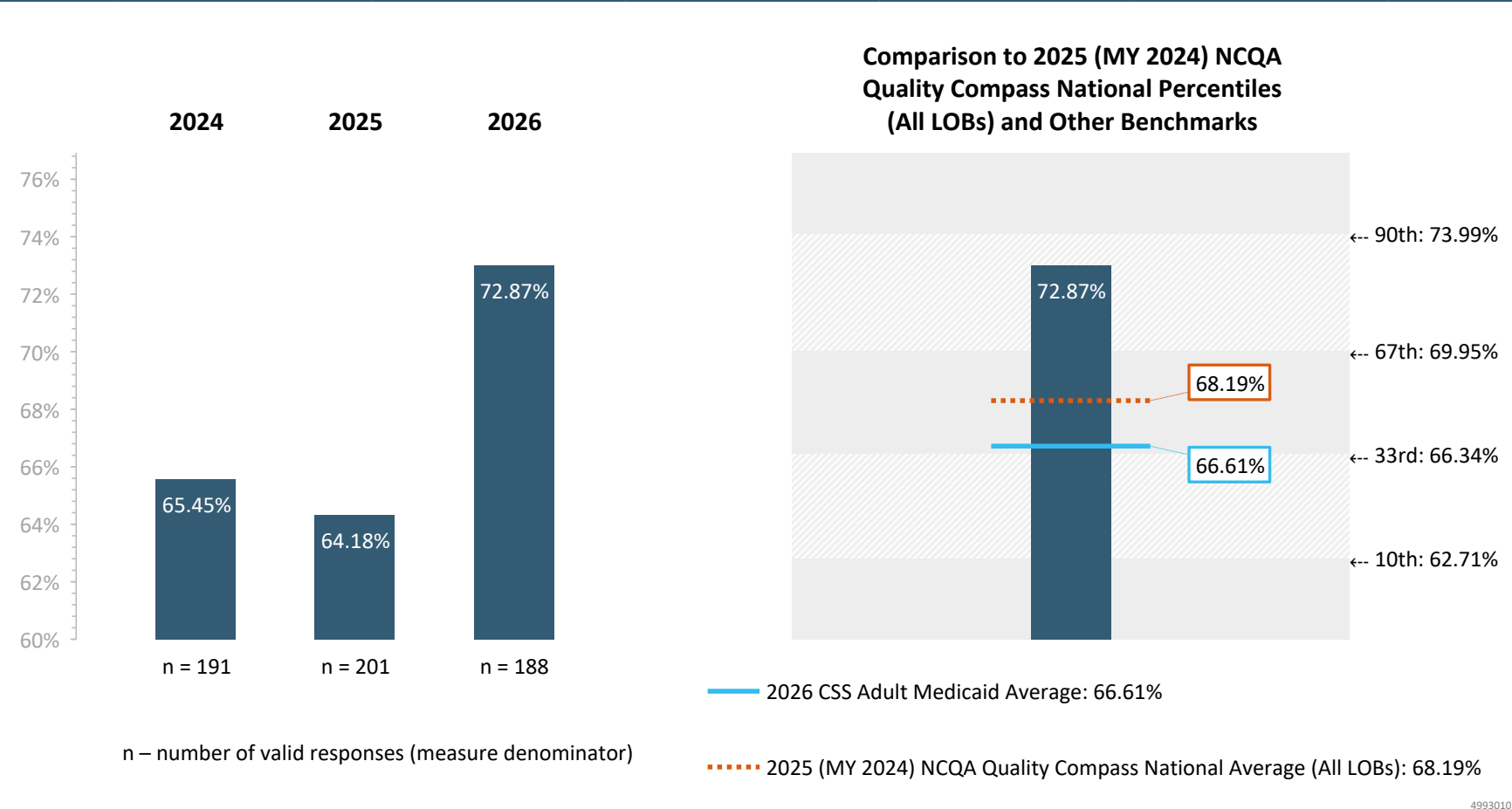
Percent Responding 8, 9 or 10 (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Rating of Specialist Seen Most Often

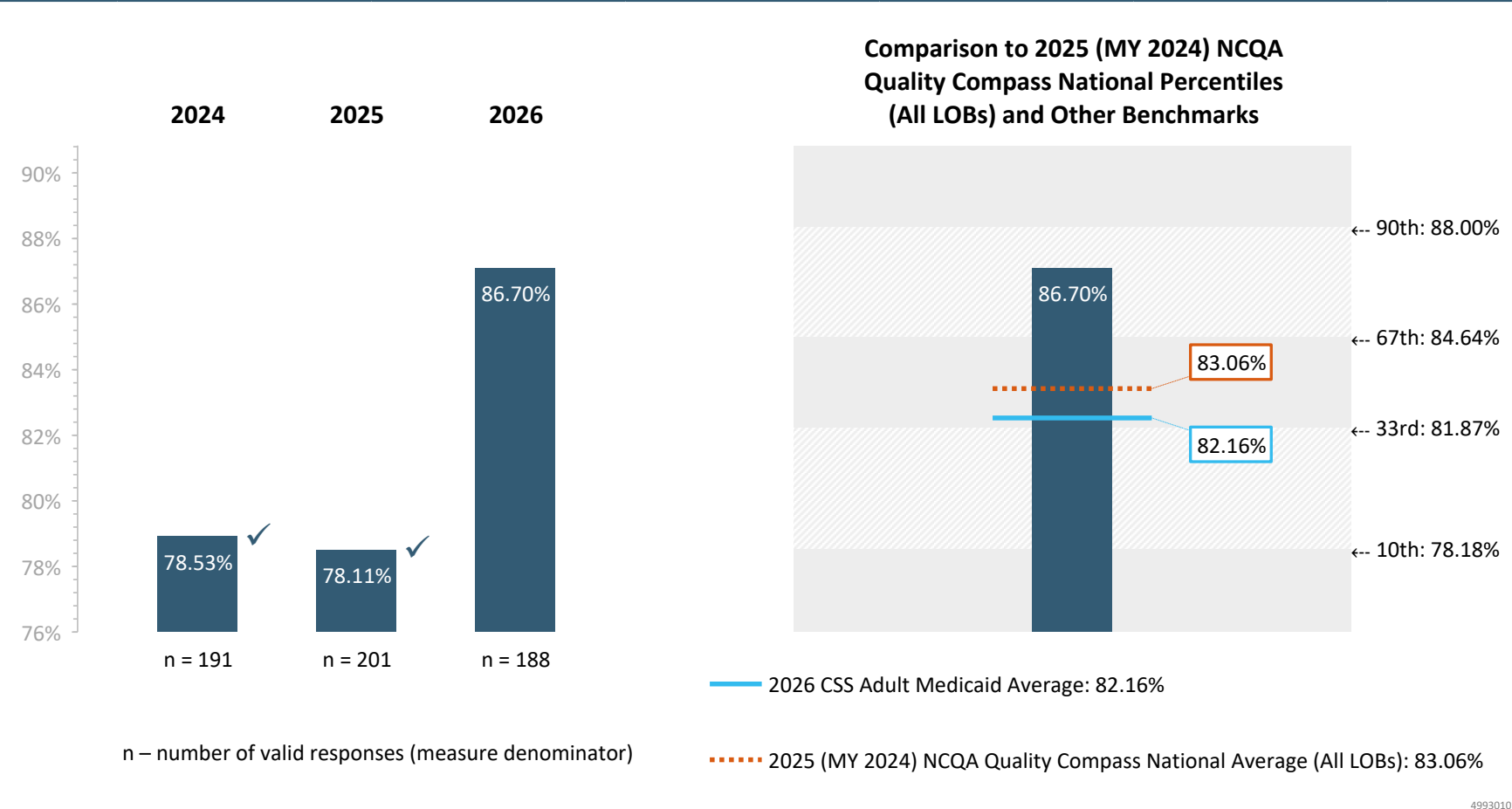
Percent Responding 9 or 10 (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Rating of Specialist Seen Most Often

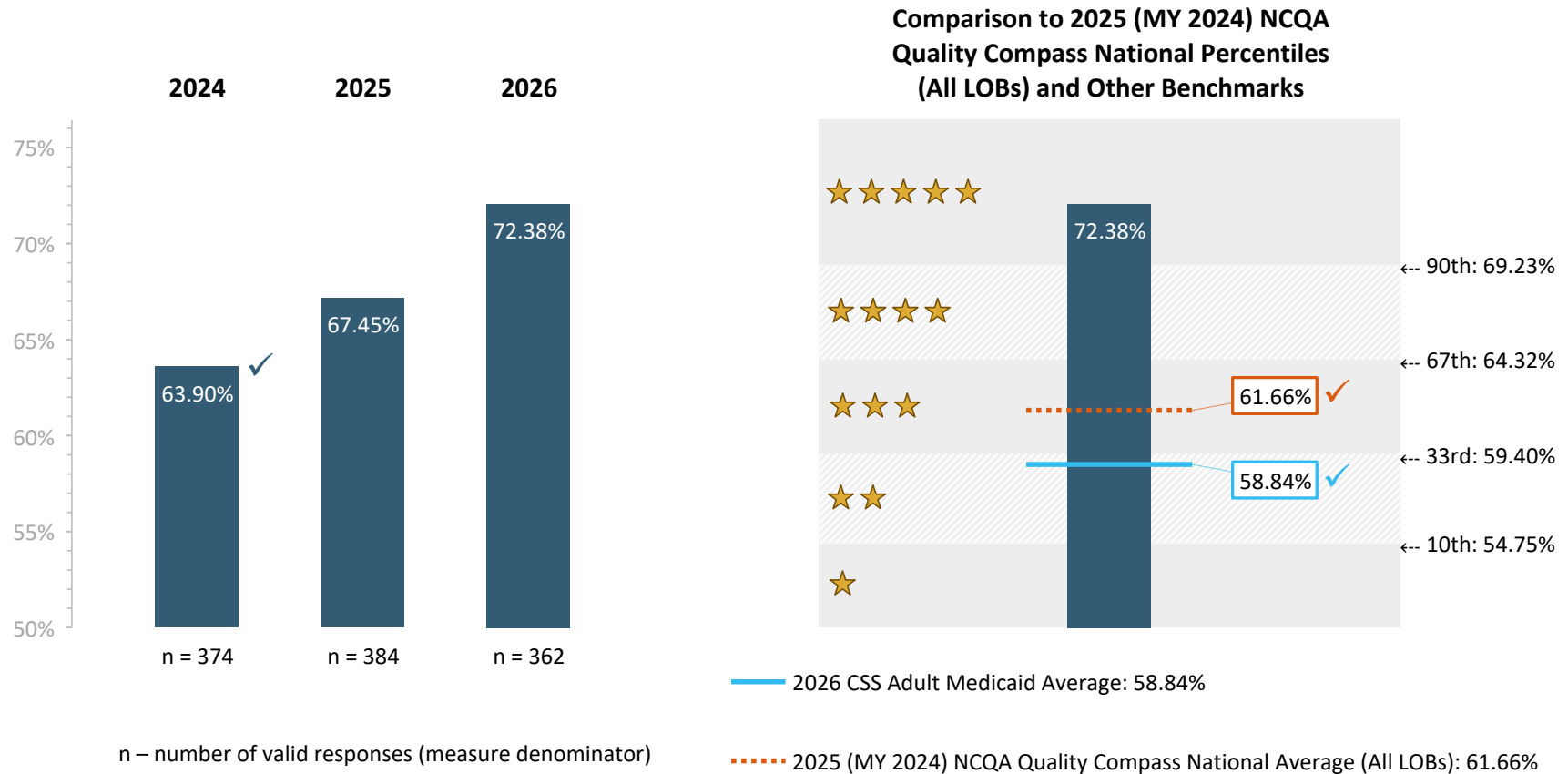
Percent Responding 8, 9 or 10 (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Rating of Health Plan

Percent Responding 9 or 10 (Reported in HPR)



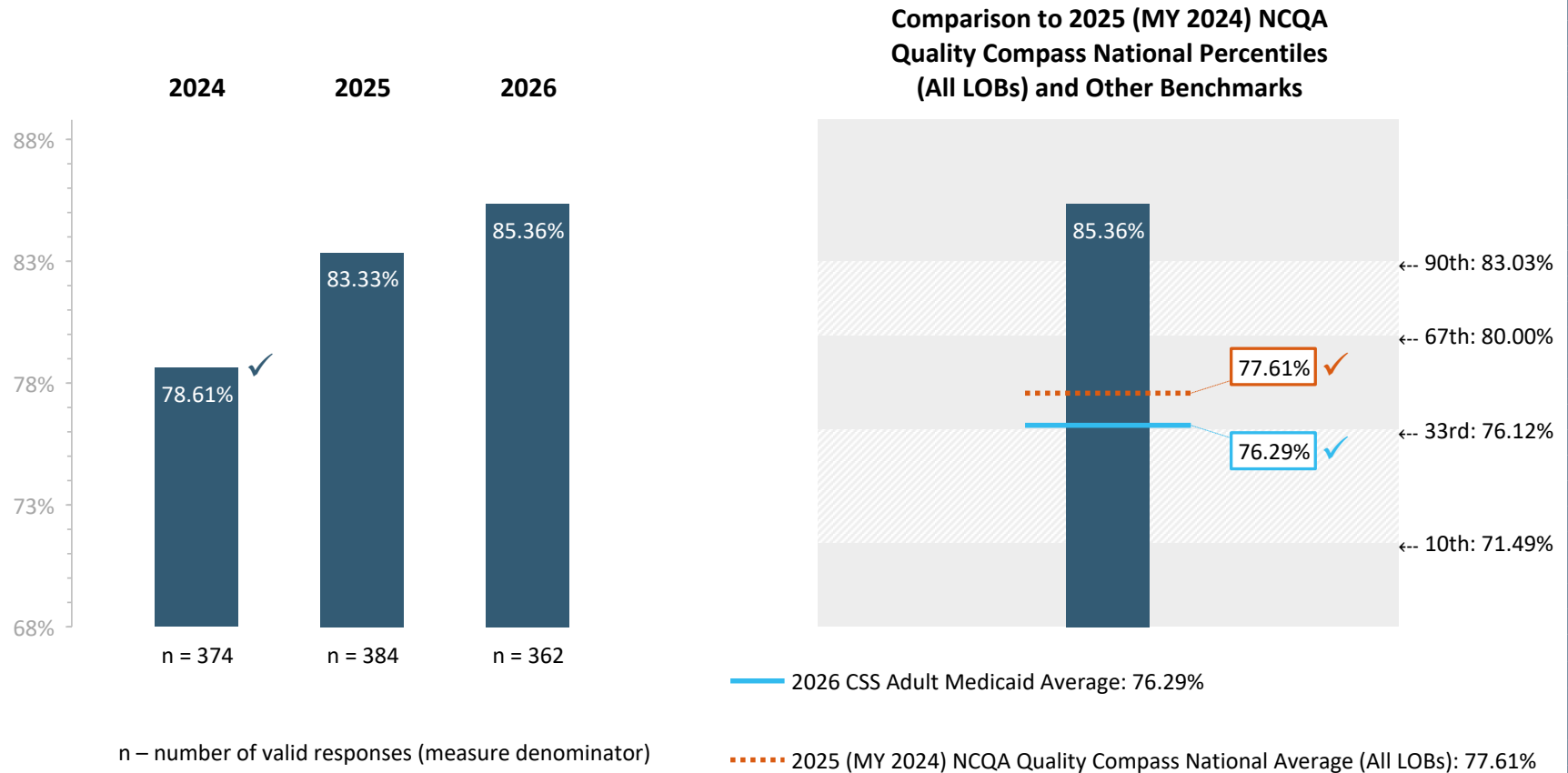
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Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Unofficial Health Plan Ratings (HPR) were estimated by CSS based on the prior-year (2025, or MY 2024) NCQA Quality Compass national benchmarks. The official 2026 Health Plan Ratings, based on the current-year (2026, or MY 2025) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2026.

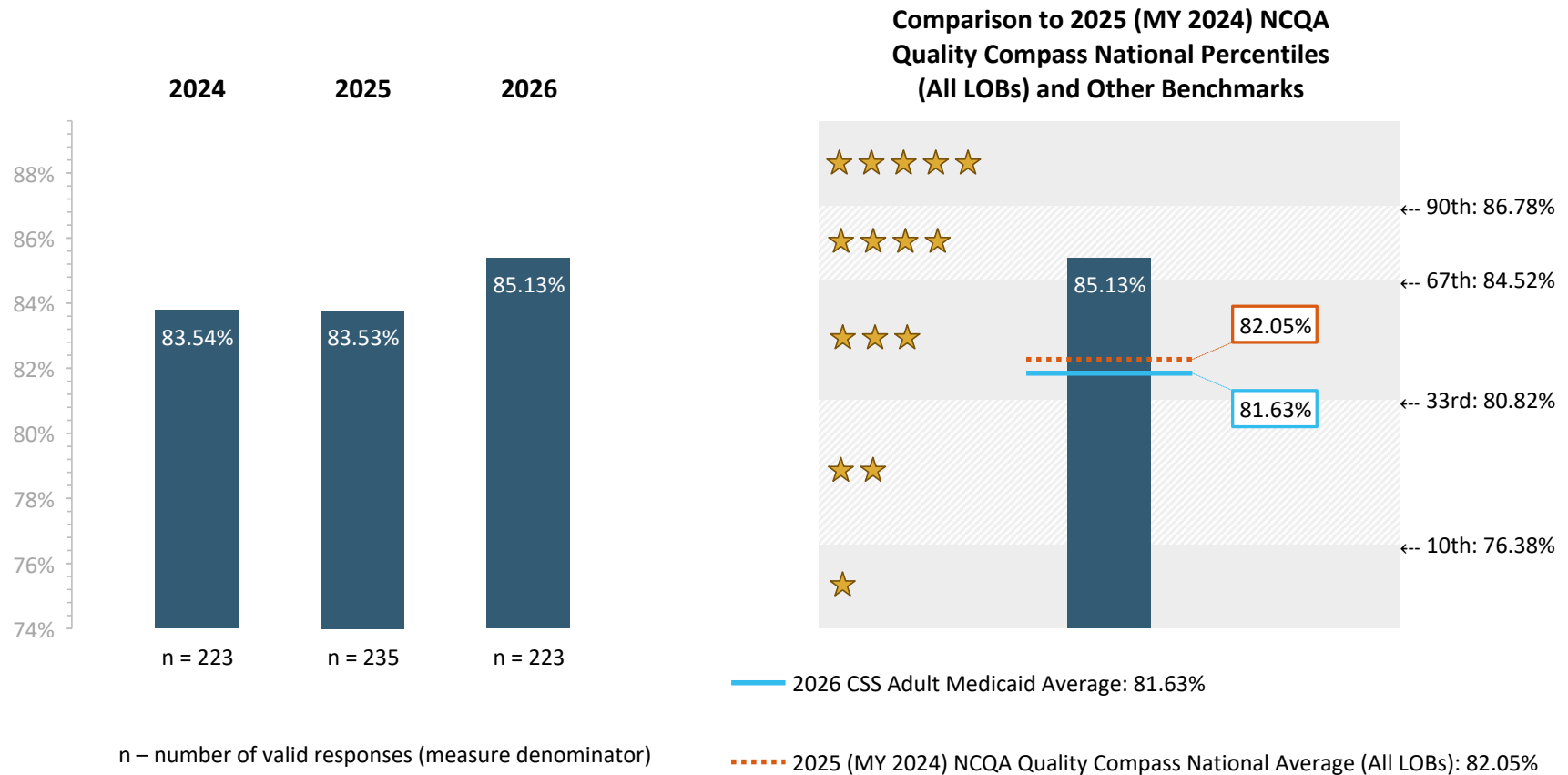
Rating of Health Plan

Percent Responding 8, 9 or 10 (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Percent Responding Always or Usually (Reported in HPR)



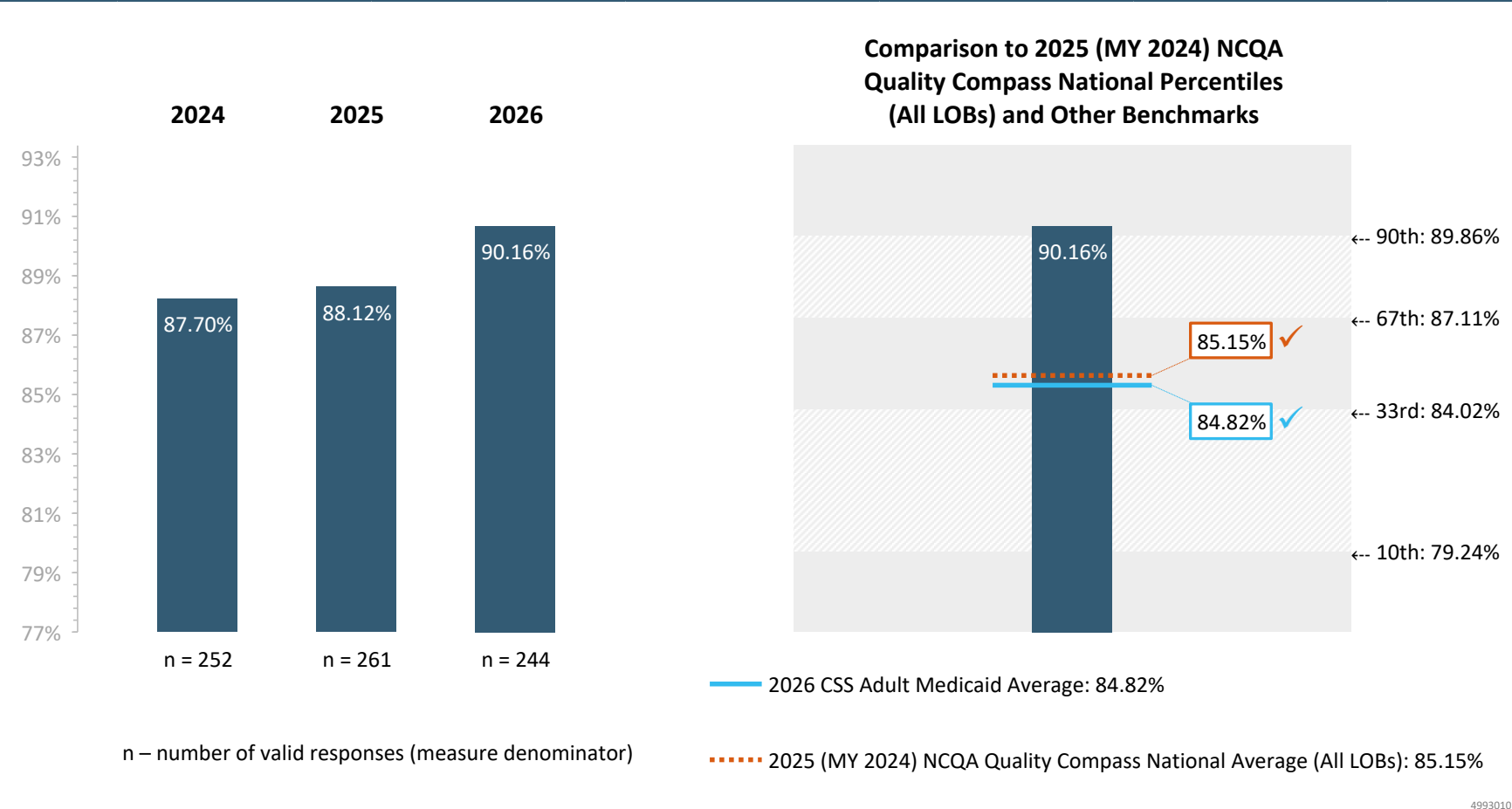
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Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Unofficial Health Plan Ratings (HPR) were estimated by CSS based on the prior-year (2025, or MY 2024) NCQA Quality Compass national benchmarks. The official 2026 Health Plan Ratings, based on the current-year (2026, or MY 2025) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2026.

Getting Needed Care: Ease of Getting Needed Care (Q9)

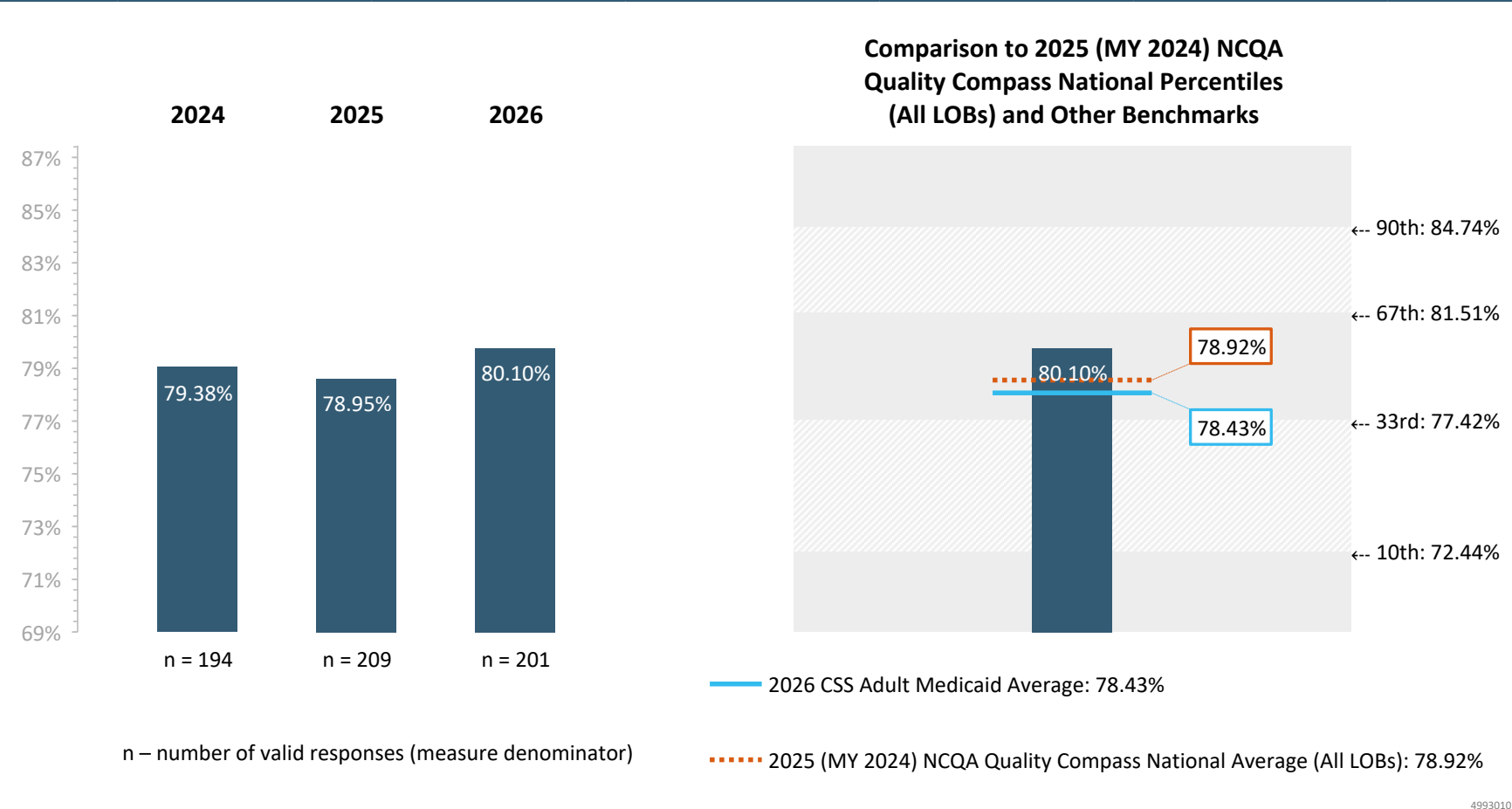
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Getting Needed Care: Ease of Seeing a Specialist (Q20)

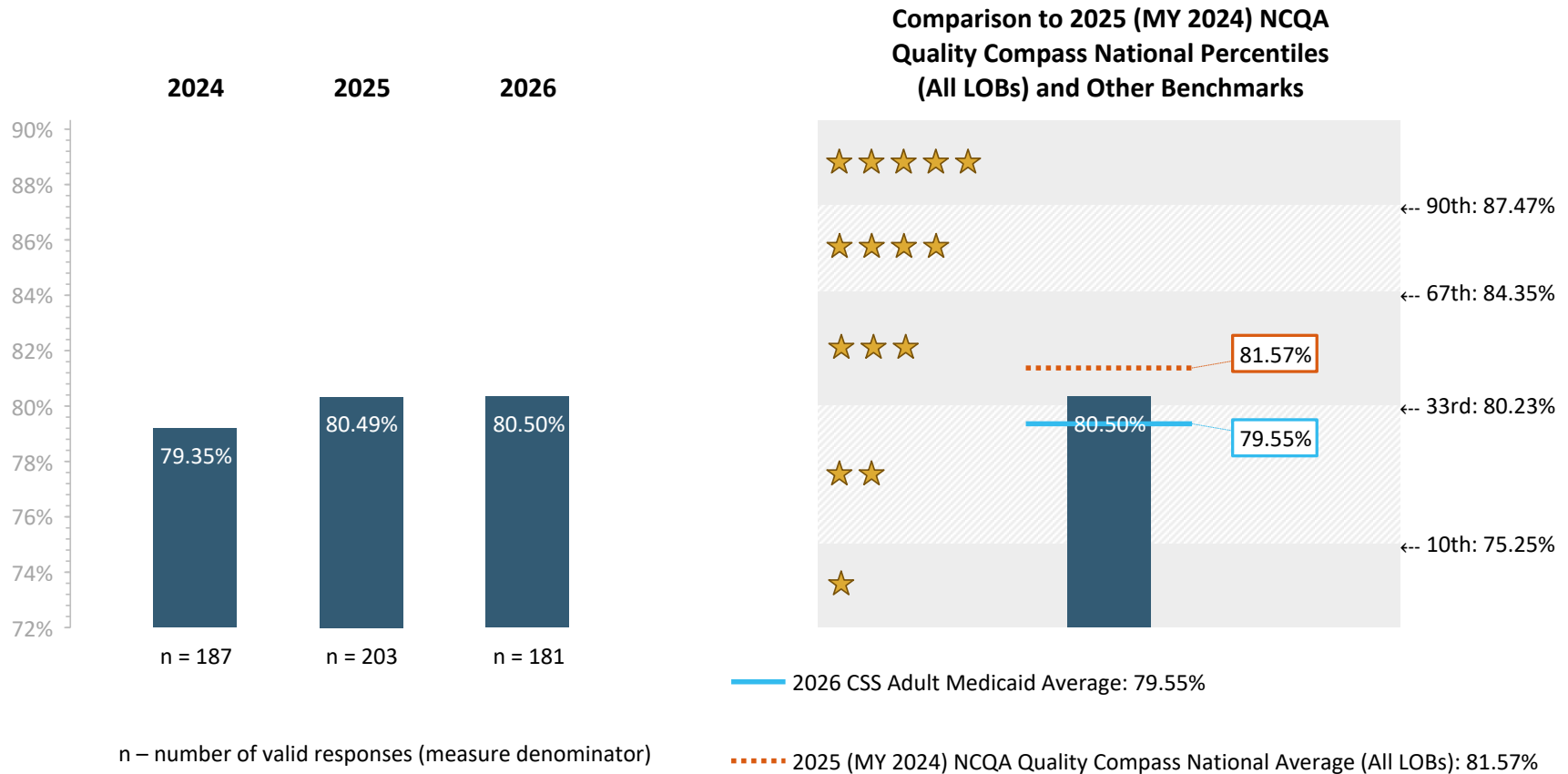
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Getting Care Quickly

Percent Responding Always or Usually (Reported in HPR)



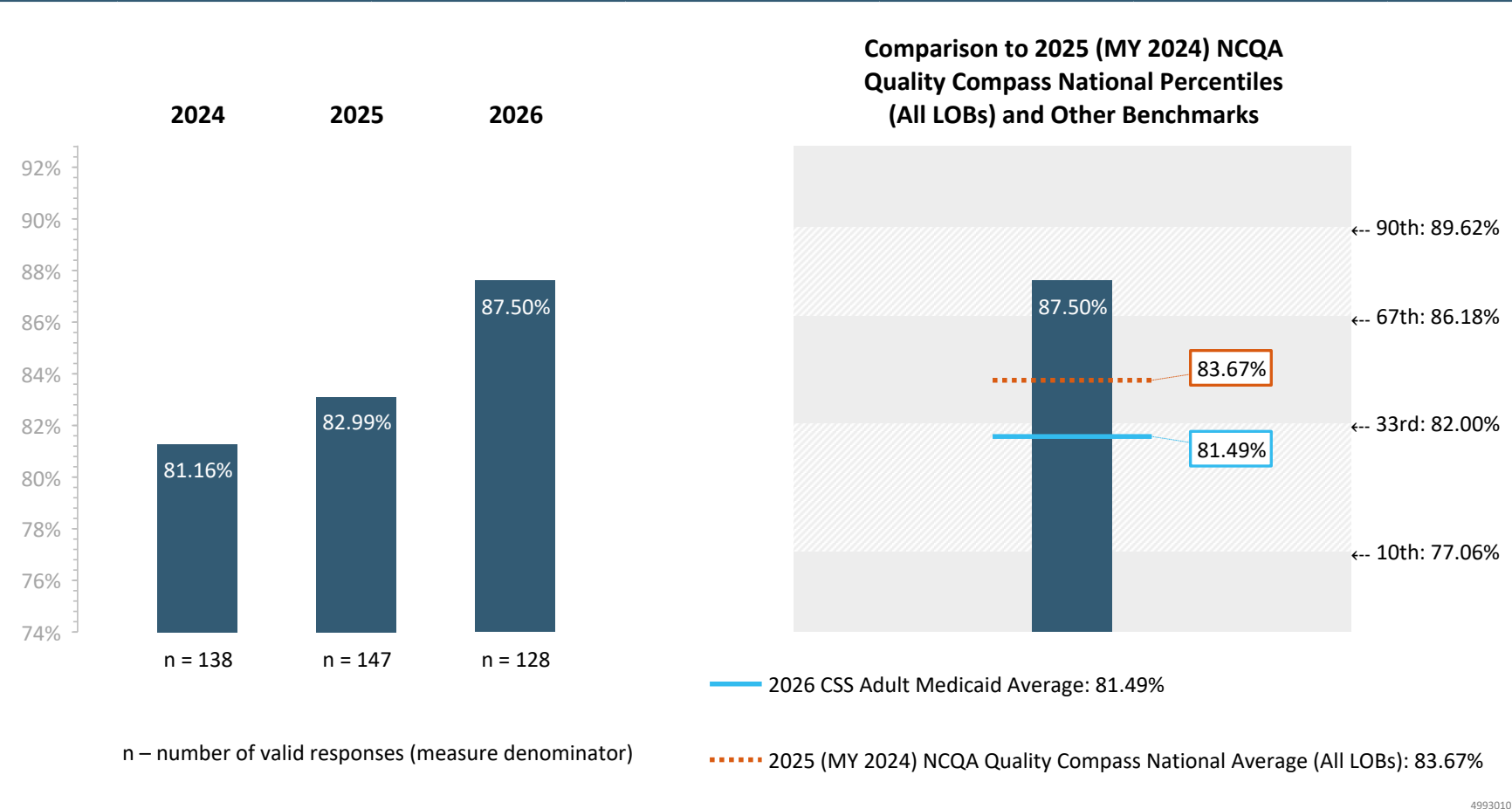
4993010

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Unofficial Health Plan Ratings (HPR) were estimated by CSS based on the prior-year (2025, or MY 2024) NCQA Quality Compass national benchmarks. The official 2026 Health Plan Ratings, based on the current-year (2026, or MY 2025) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2026.

Getting Care Quickly: Ease of Getting Urgent Care (Q4)

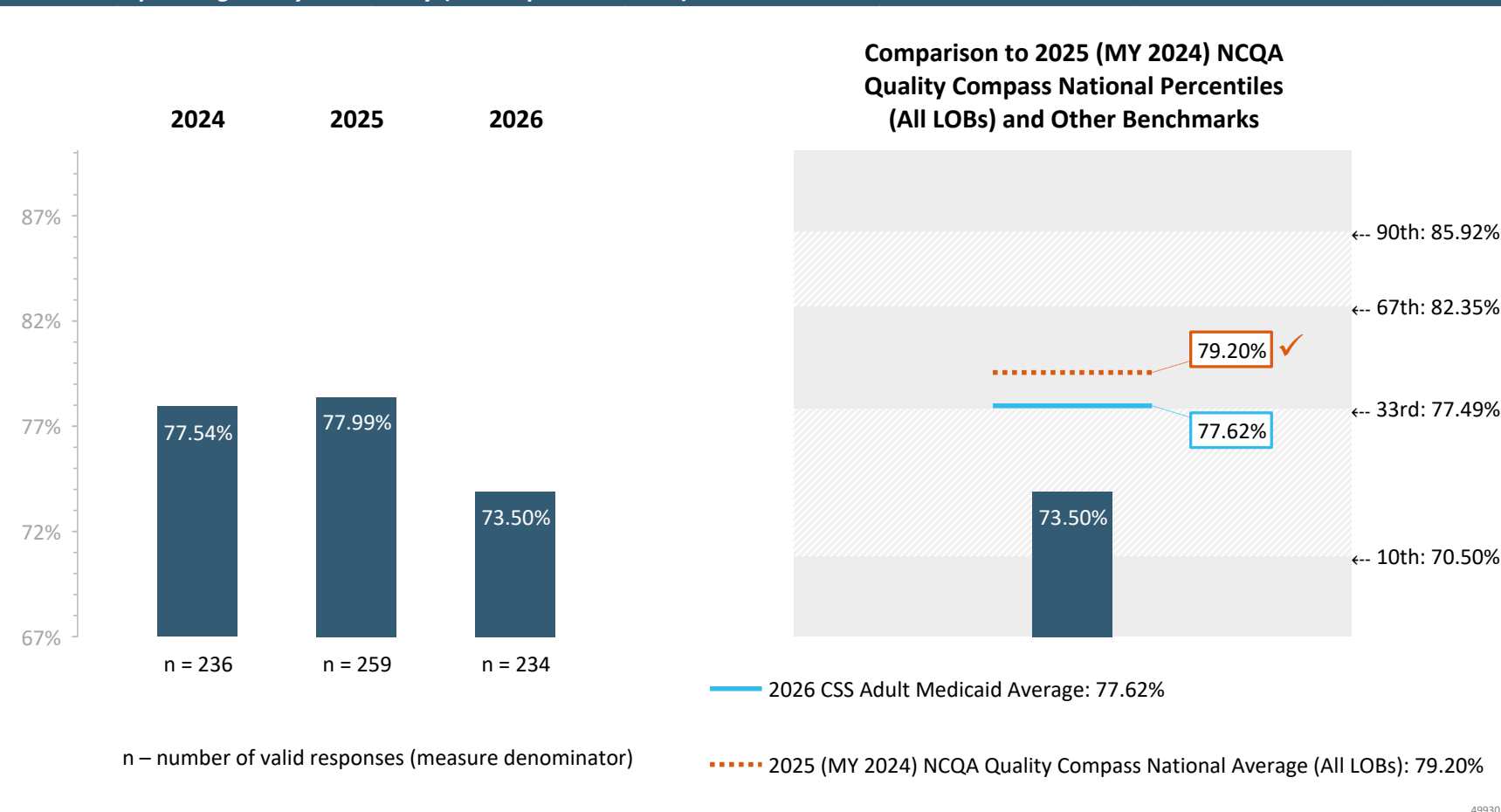
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Getting Care Quickly: Ease of Getting a Check-up or Routine Care (Q6)

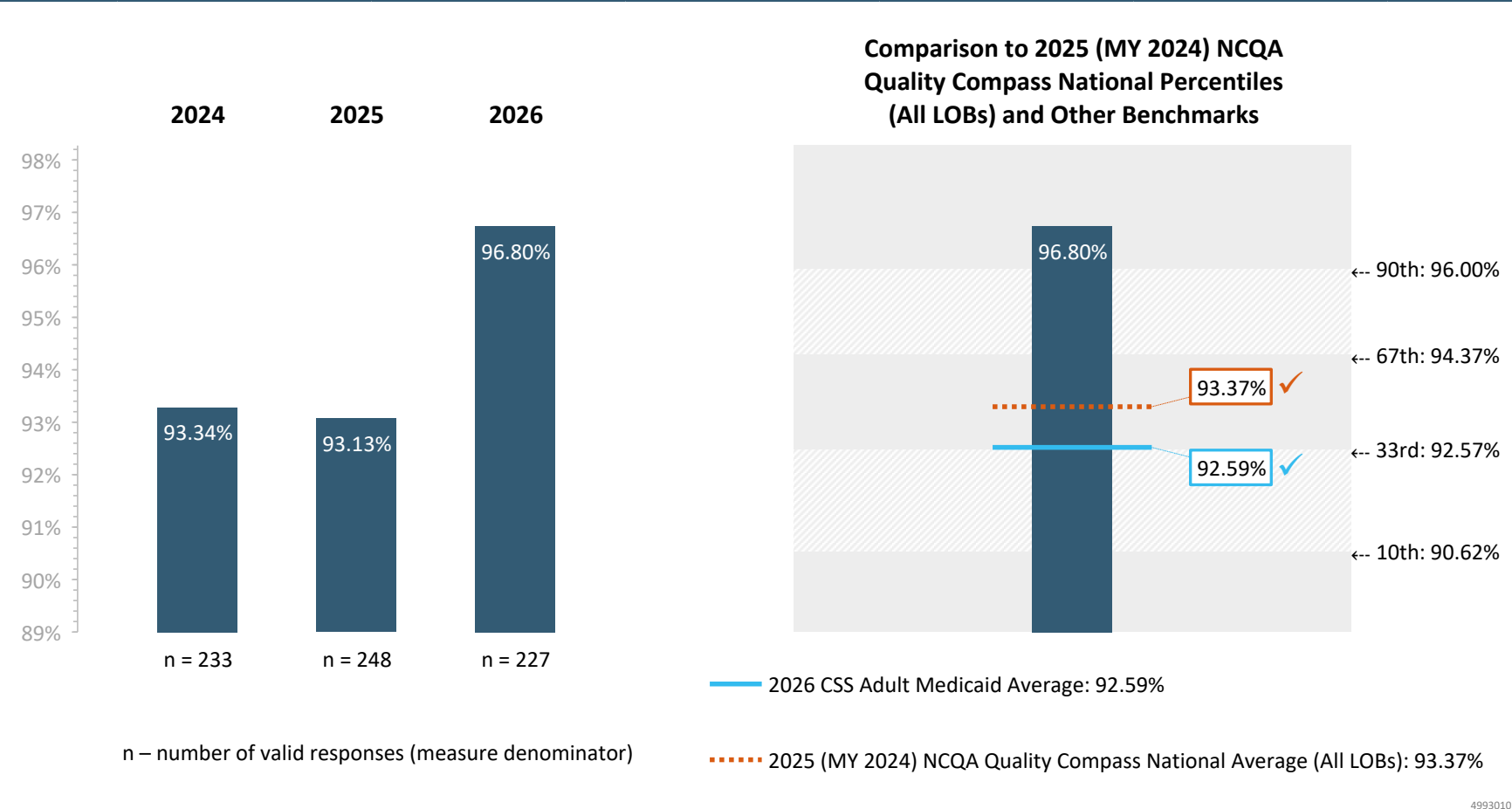
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

How Well Doctors Communicate

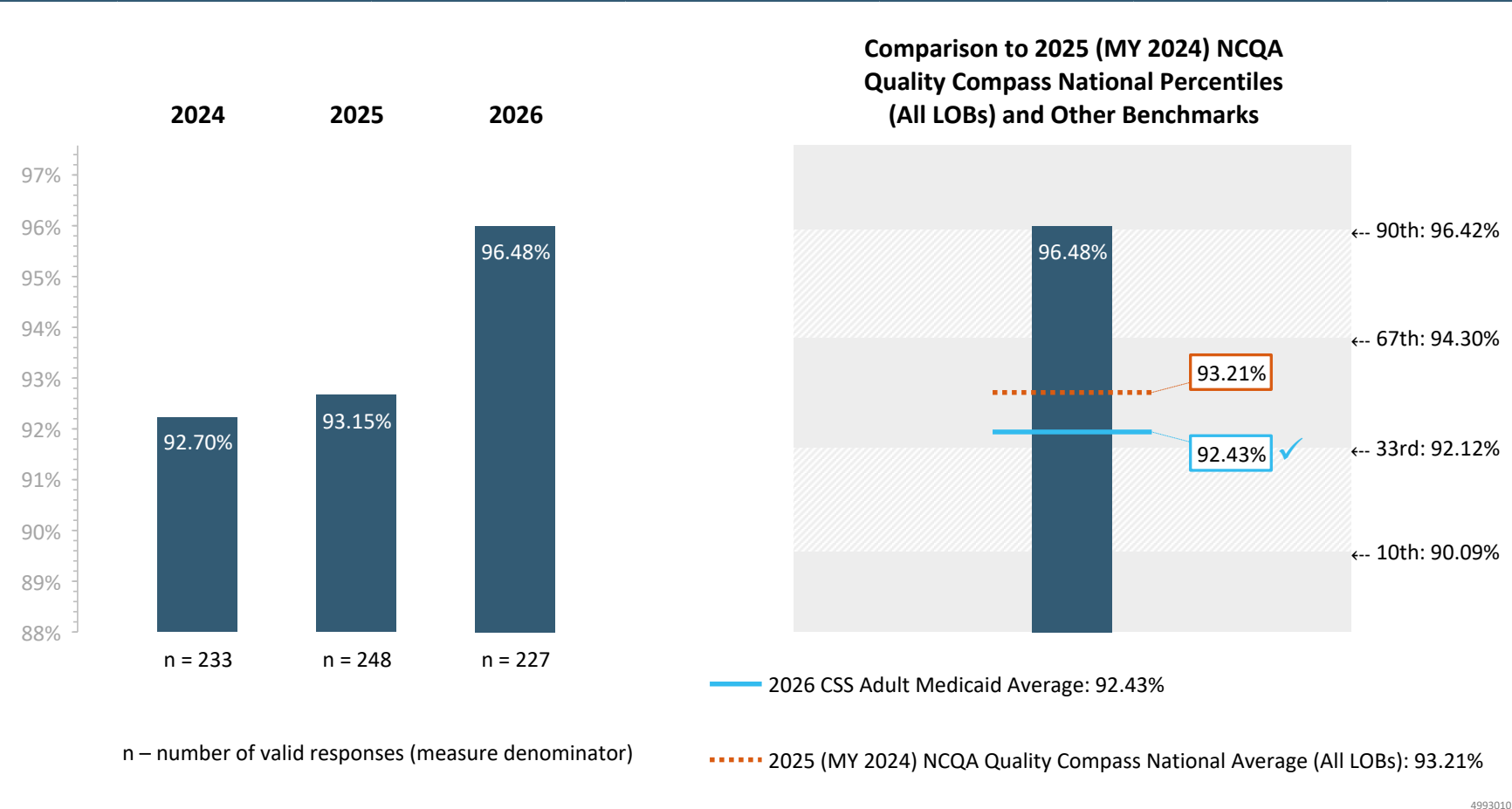
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

How Well Doctors Communicate: Doctor Explained Things (Q12)

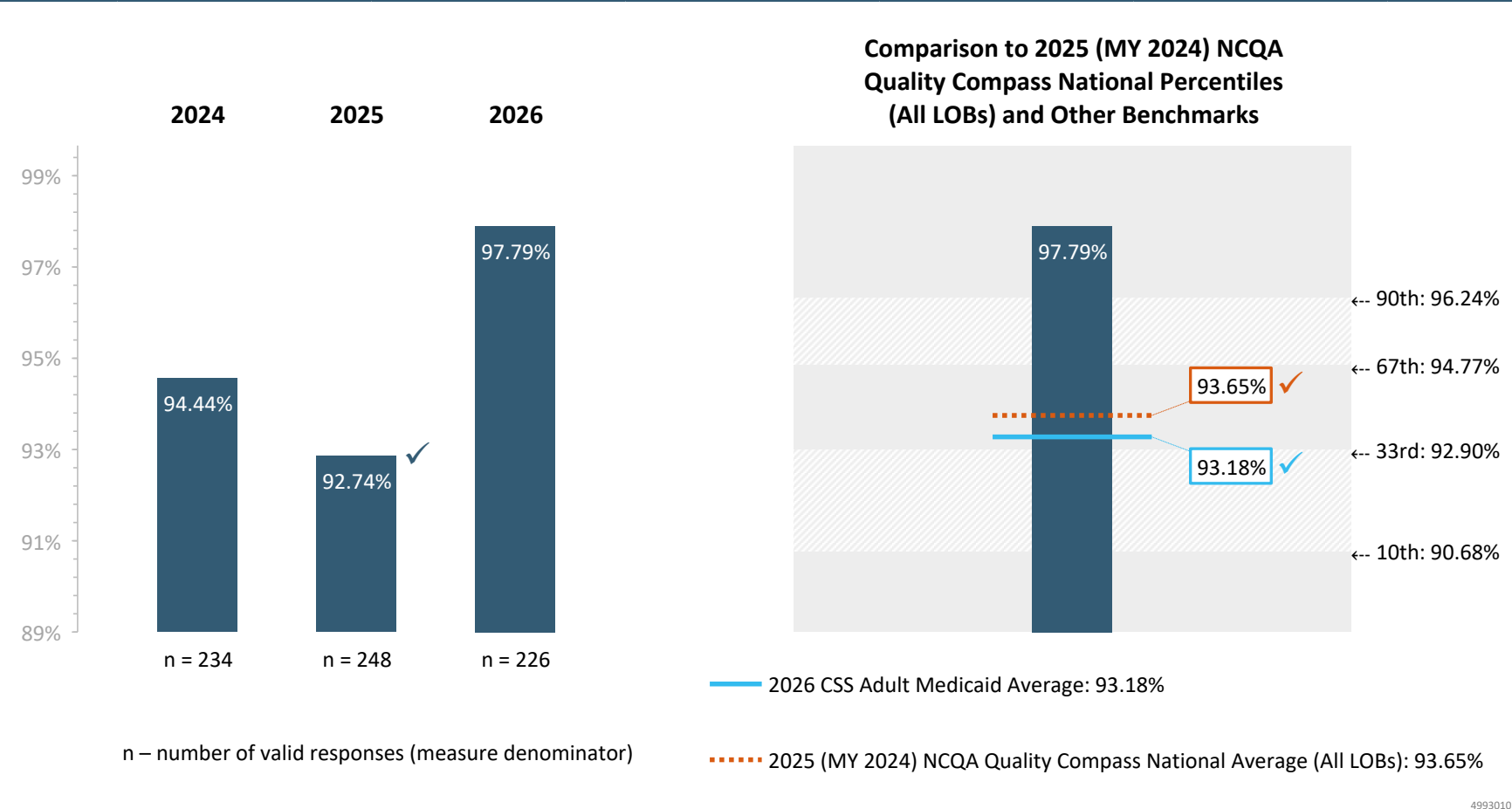
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

How Well Doctors Communicate: Doctor Listened Carefully (Q13)

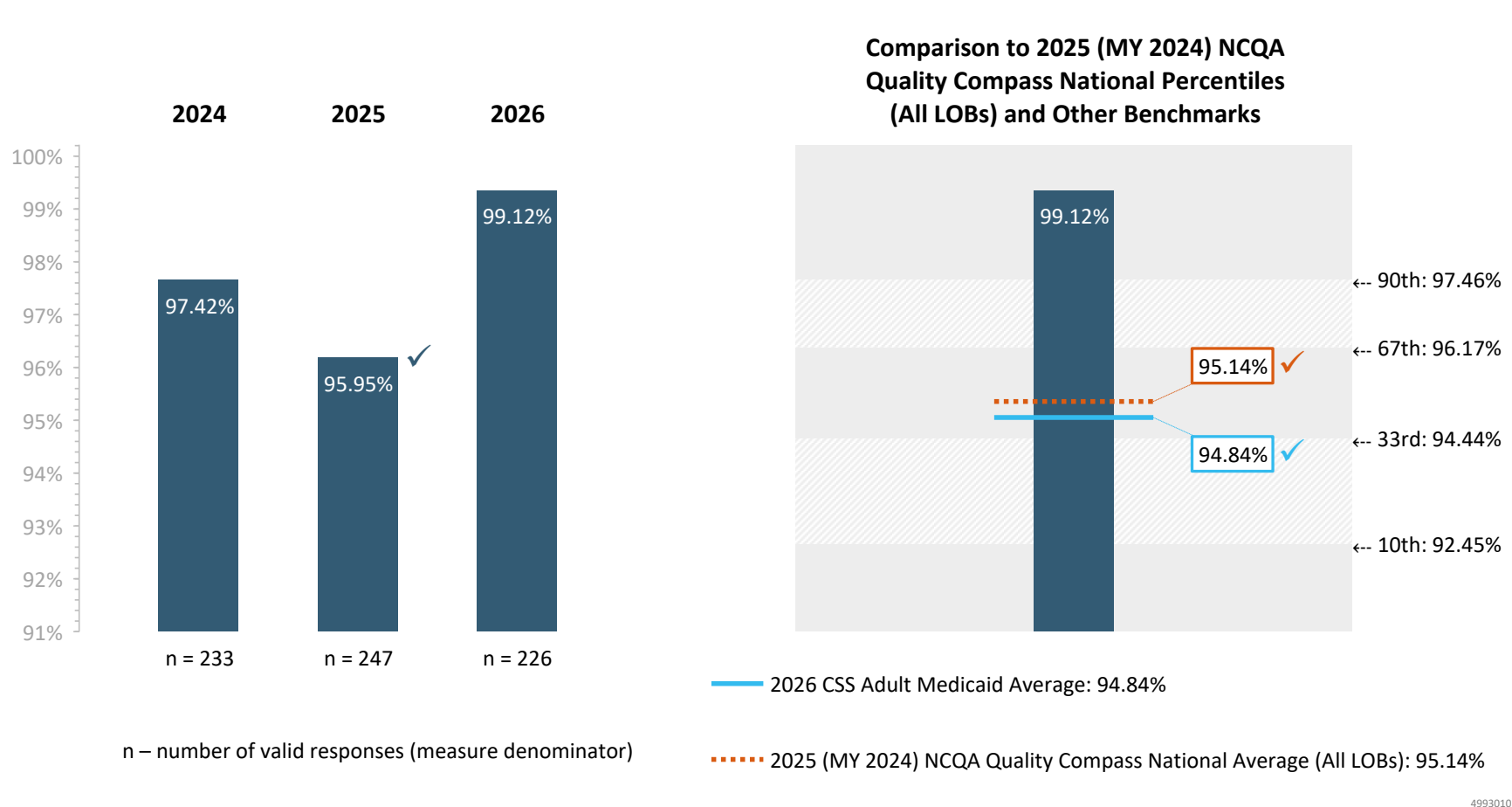
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

How Well Doctors Communicate: Doctor Showed Respect (Q14)

Percent Responding Always or Usually (Not Reported in HPR)

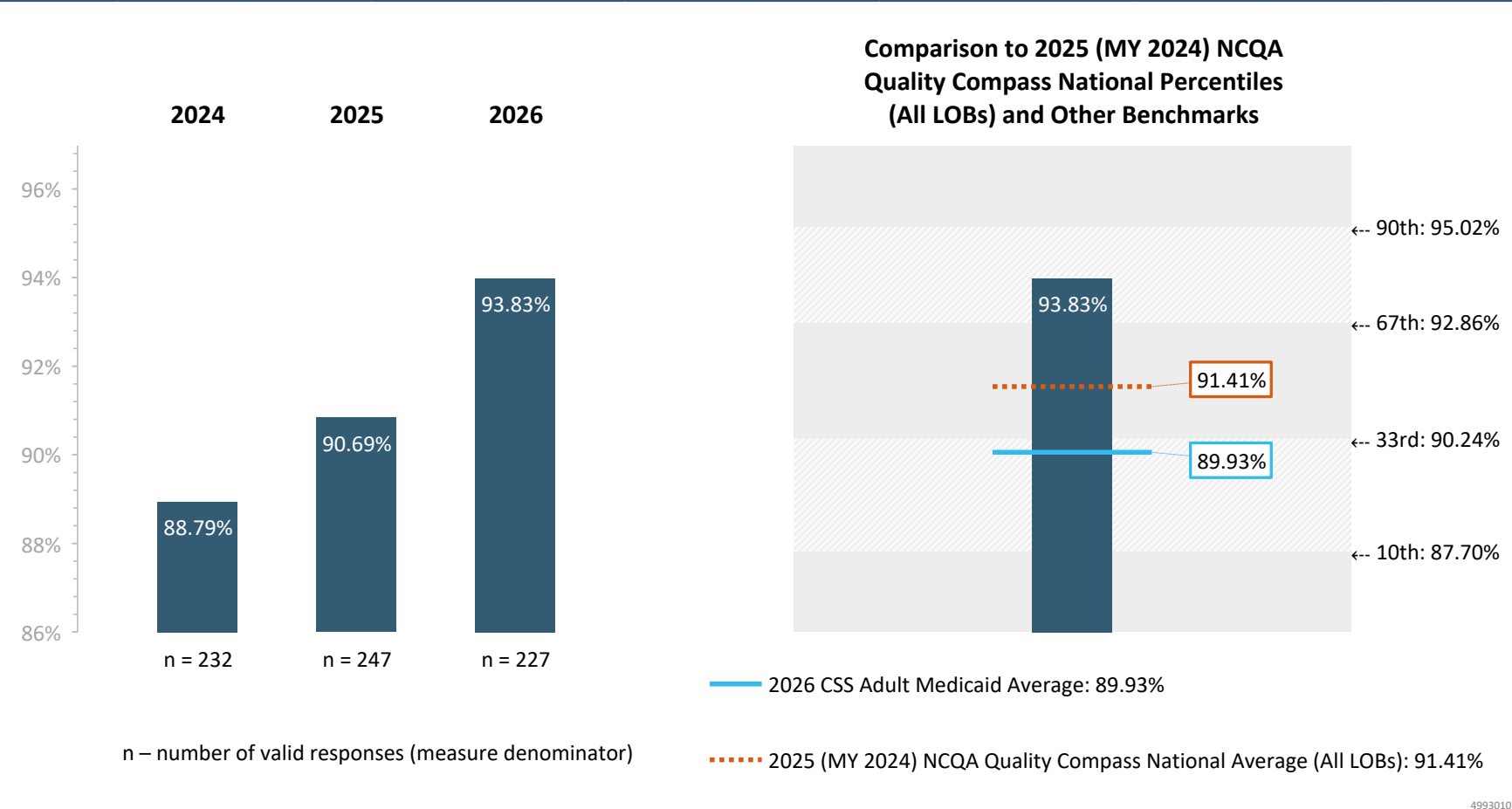


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Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

How Well Doctors Communicate: Doctor Spent Enough Time (Q15)

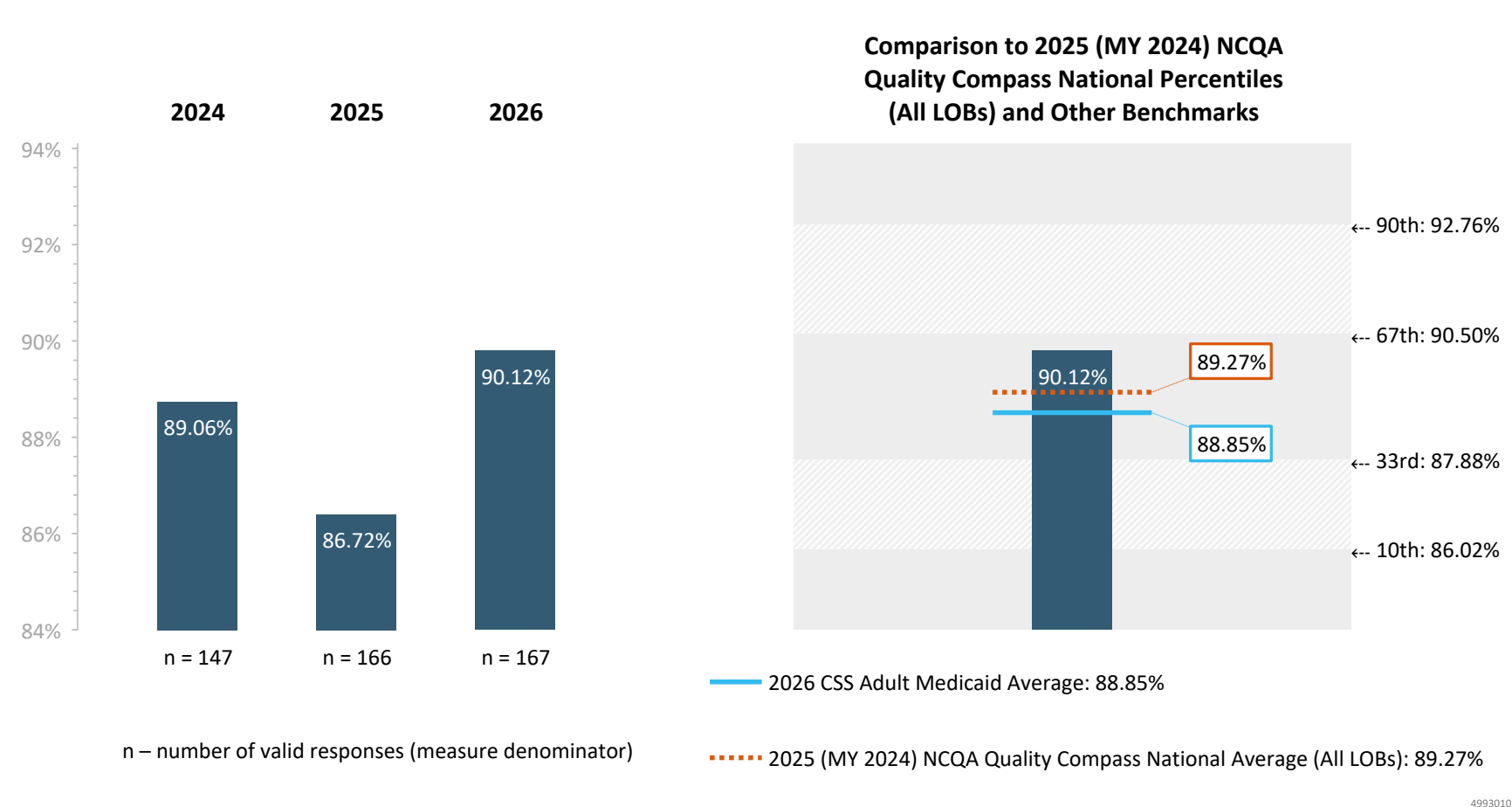
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Customer Service

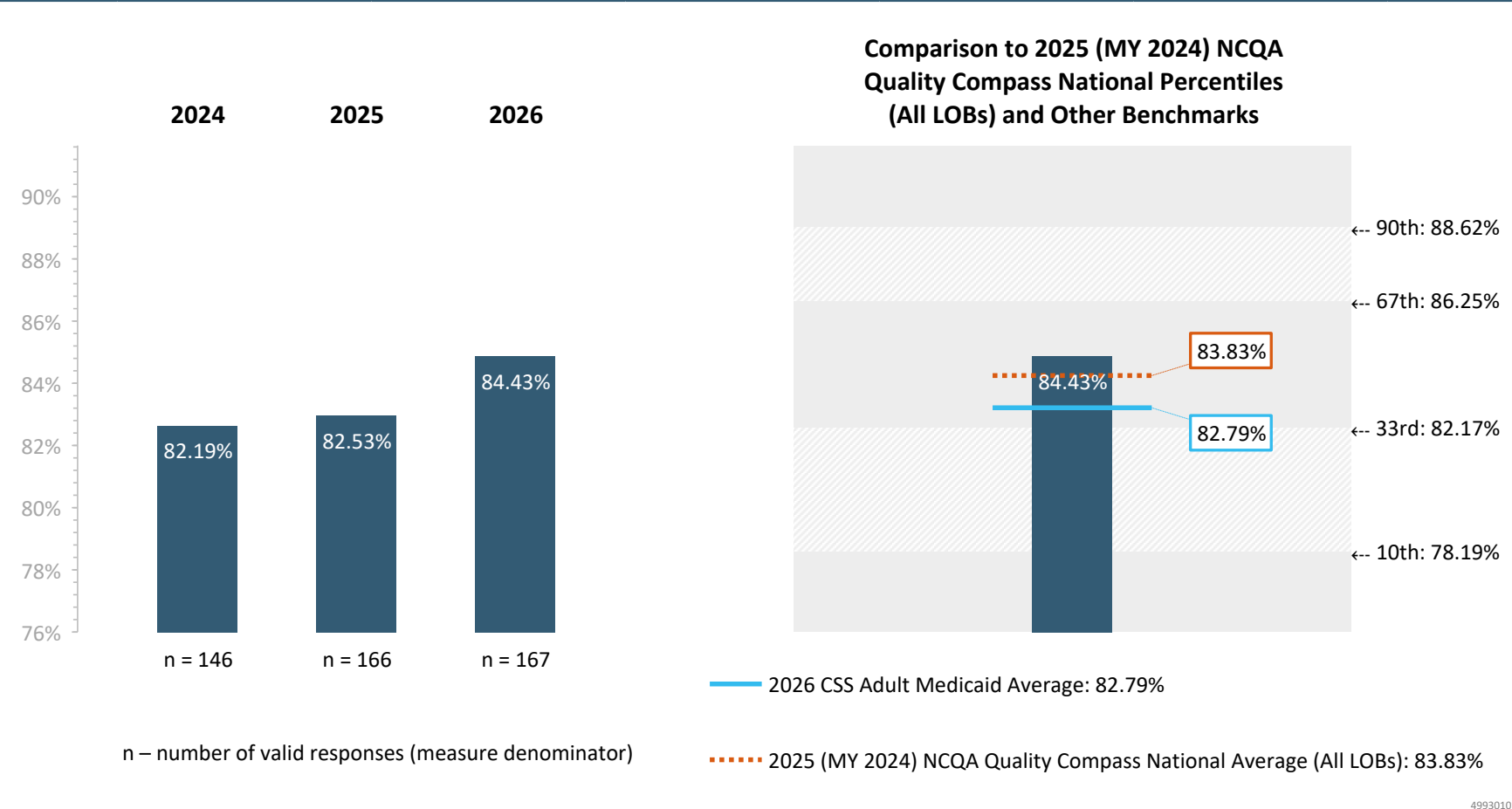
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Customer Service: Customer Service Provided Information/Help (Q24)

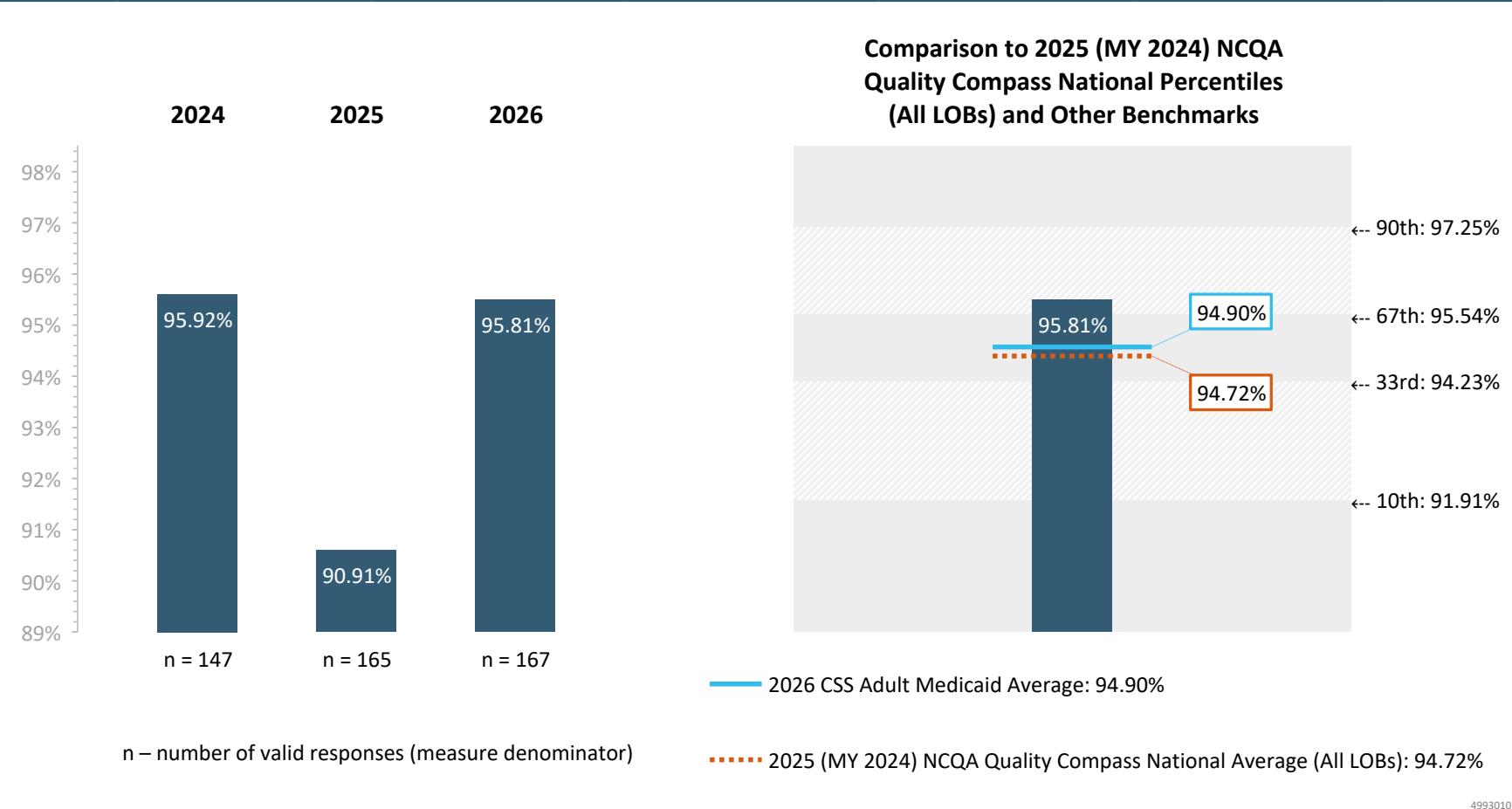
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Customer Service: Customer Service Was Courteous/Respectful (Q25)

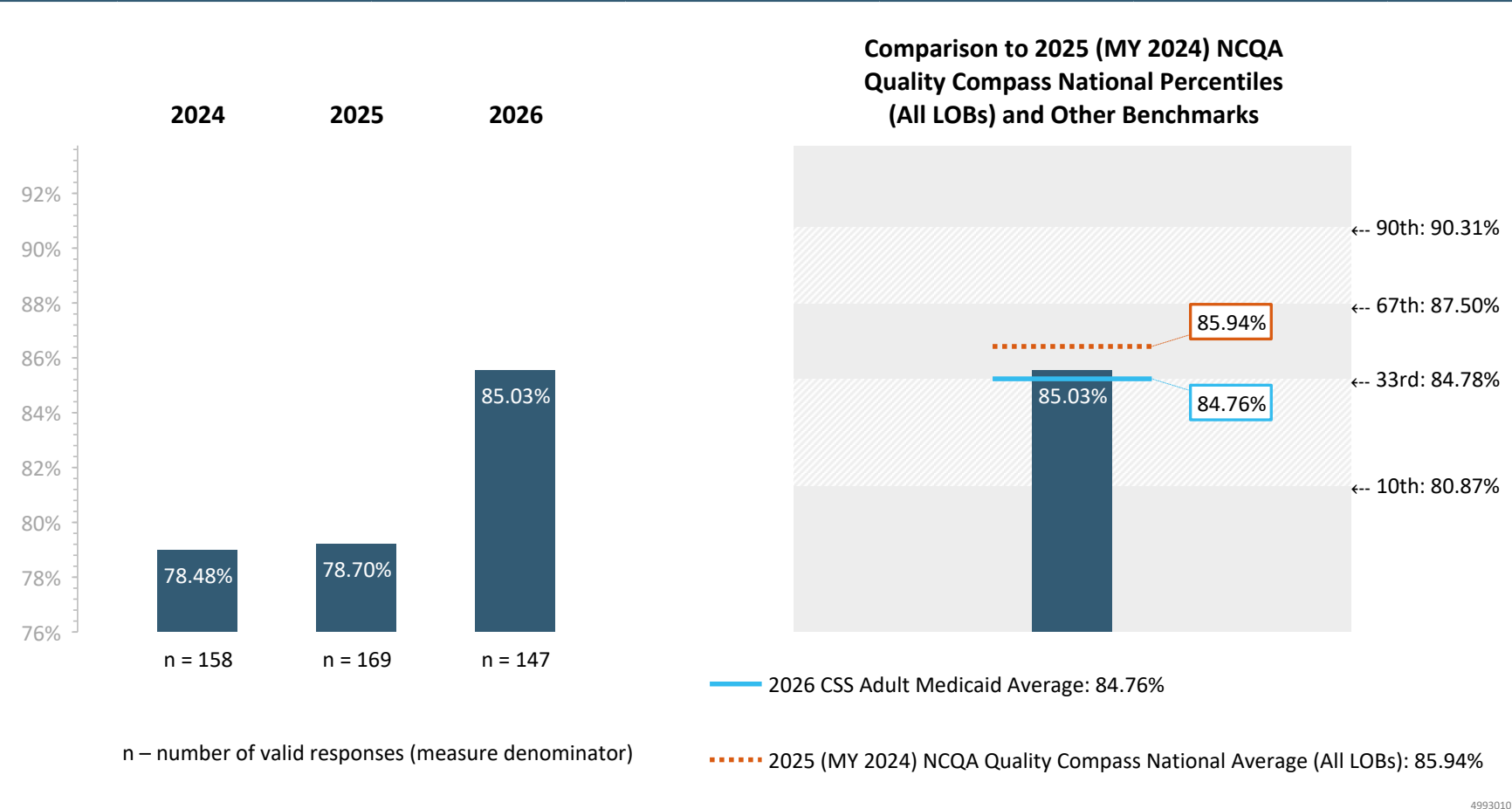
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Coordination of Care

Percent Responding Always or Usually (Not Reported in HPR)



4993010

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

EFFECTIVENESS OF CARE

The *Effectiveness of Care* domain applies to adult health plan members only and includes the *Medical Assistance With Smoking and Tobacco Use Cessation (MSC)* measure. Measure results are calculated based on two years of data collection using a rolling average methodology. A brief description of each component of the *MSC* measure, as it appears in *HEDIS 2026, Volume 3: Specifications for Survey Measures*, is provided below. Please refer to *Volume 3* for additional information.

MEDICAL ASSISTANCE WITH SMOKING AND TOBACCO USE CESSATION (MSC)

The following components of this measure assess different facets of providing medical assistance with smoking and tobacco use cessation:

- **Advising Smokers and Tobacco Users to Quit** – A rolling average rate represents the percentage of current smokers or tobacco users who received advice to quit during the measurement year.
- **Discussing Cessation Medications** – A rolling average rate represents the percentage of current smokers or tobacco users who discussed or were recommended cessation medications during the measurement year.
- **Discussing Cessation Strategies** – A rolling average rate represents the percentage of current smokers or tobacco users who discussed or were provided cessation methods or strategies during the measurement year.

CALCULATION AND REPORTING OF RESULTS

The rolling average method relies on two consecutive years of data collection to obtain a denominator sufficient to calculate measure results. Rolling average results are calculated using data reported for the current year and, when available, data reported for the prior year. NCQA calculates and reports rolling average rates according to the following rules:

- For a health plan with two consecutive years of reported data, the rate is calculated if the rolling average denominator is 100 or more. If the rolling average denominator is less than 100, NCQA reports the measure result as “NA.”
- If the plan did not report results in the prior year but reports results for the current year, the rate is calculated if the current-year denominator is 100 or more. If the current year denominator is less than 100, NCQA reports the measure result as “NA.”

A plan that does not report an *MSC* result for the current year is assigned a result of “NR” by NCQA. Note that, as with all other measures, CSS reports the plan’s *MSC* rates regardless of whether the plan reports them to NCQA or achieves the minimum denominator of 100 valid responses required for NCQA reporting.

Table 9 provides a summary of Mercy Care *MSC* measure results. Comparisons to prior-year rates (if available) as well as to the relevant national multi-plan benchmarks with statistical significance tests are included.

Table 9. Mercy Care Adult Medicaid Members: Medical Assistance With Smoking Cessation Measure Results

Medical Assistance With Smoking and Tobacco Use Cessation (MSC) (% A+U+S)	Your Organization							Benchmark Comparisons				Your Organization's Estimated 2026 NCQA Health Plan (Star) Rating
	2026			2025		2024		2026 CSS Adult Medicaid Average		2025 (MY 2024) NCQA Quality Compass National Average (All LOBs)		
	Rate	95% CI	(n)	Rate	Change	Rate	Change	Rate	Difference	Rate	Difference	
Advising Smokers to Quit	75.96%	(±8.21)	(104)	68.52%	[+7.44]	71.19%	[+4.78]	72.33%	[+3.63]	73.42%	[+2.54]	Not reported in NCQA Health Plan Ratings
Discussing Cessation Meds	50.50%	(±9.75)	(101)	46.15%	[+4.34]	47.01%	[+3.49]	51.51%	[-1.01]	53.23%	[-2.73]	
Discussing Cessation Strategies	44.23%	(±9.55)	(104)	44.44%	[-0.21]	39.66%	[+4.58]	46.59%	[-2.36]	47.23%	[-3.00]	

The 95% confidence interval (CI) and the number of valid responses (*n*, or measure denominator) are provided for the current-year measure rate only. Statistically significant differences between the current-year rate and the comparison rate are marked with a checkmark (✓) symbol.

MEMBERSHIP PROFILE AND ANALYSIS OF PLAN RATINGS BY MEMBER SEGMENT

This section of the report presents a detailed profile of the Mercy Care membership, including demographics, self-reported health status, and responses to survey questions that assess utilization of health care services.

A health plan's membership mix is shaped by multiple factors, most of which are beyond the scope of the CAHPS survey. These include benefit design, geography, availability of health plan choices, and member self-selection into products that best meet their needs. CSS's analysis of industry data suggests that there is considerable variation in member demographic makeup and utilization patterns across plans. To the extent that various member segments have distinct health care needs, utilization patterns, expectations, and experiences, as well as attitudes and perceptions, their assessments of the same product, provider, or service will likely differ.

Certain member characteristics (e.g., health status) appear to be directly related to differences in health care needs and utilization levels. For example, some plans have predominantly healthy members, whose interactions with care providers and the plan tend to be limited. By contrast, other plans serve populations with higher rates of illness. These members tend to have more frequent encounters with the health care system and, as a result, may become more experienced users of health plans. The ways in which members use the plan, the frequency of their interactions with providers and staff, and their overall level of familiarity with how the plan works may affect ratings.

In addition to health care needs and utilization patterns, demographic characteristics have been shown to influence survey responses. For example, all else being equal, older respondents and members of certain ethnic groups tend to rate their health care providers and plans more positively. By contrast, more educated members rate their health care providers and plans more critically, regardless of age or ethnicity.

While the interplay between these membership variables (often referred to as the plan's "case mix") and health plan ratings is complex, health plan ratings clearly vary across demographic groups and user segments. Understanding the plan's case mix can help managers gain insight into possible sources of this variation.

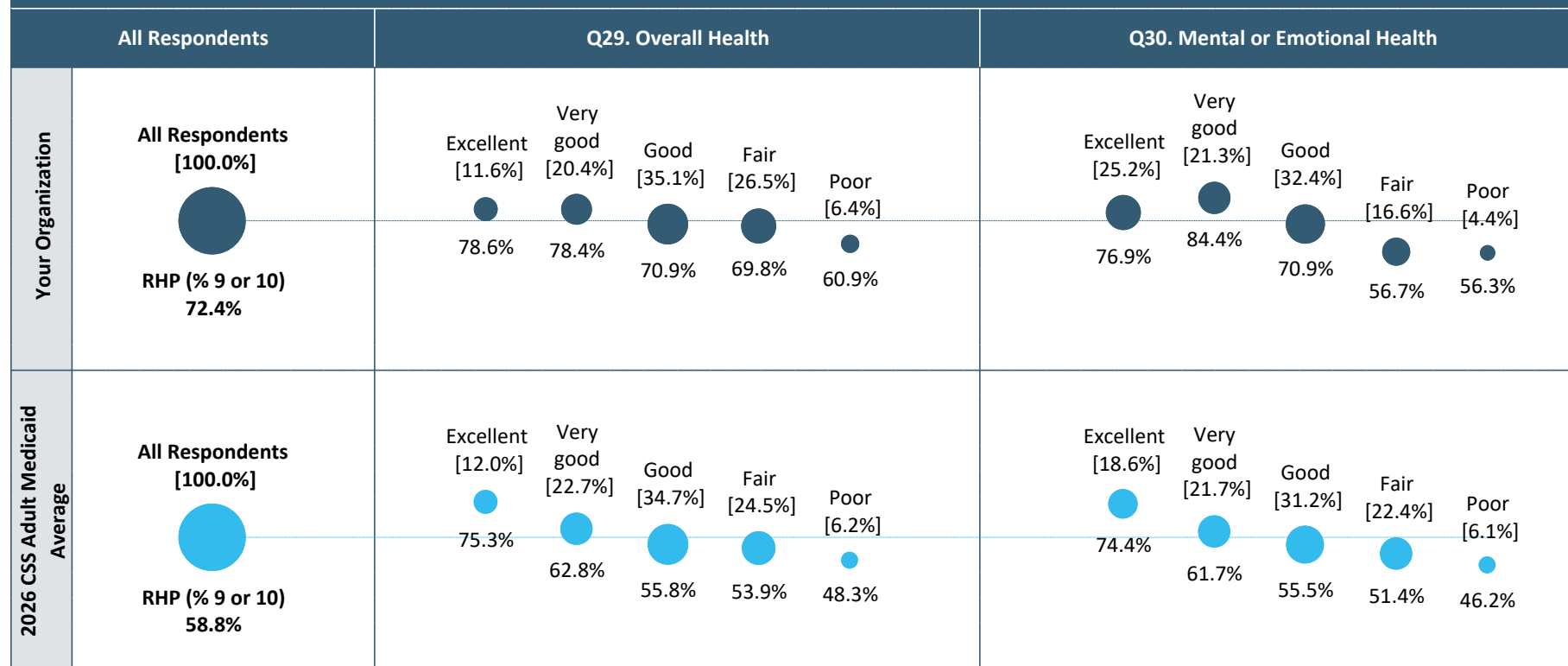
The charts on the following pages show how the *Rating of Health Plan (RHP)* measure, reported as percent responding 9 or 10, varies by the member subgroup of Mercy Care compared to the relevant benchmark distribution(s). Each demographic or utilization subgroup is represented by a "bubble" on the chart. The label above the bubble identifies the subgroup and the percentage in square brackets below it corresponds to its size. The area of the bubble visually represents the size of the subgroup. Unless a member belongs to more than one subgroup (e.g., race category), subgroup sizes should add up to 100%. Note that these charts only include members who answered the relevant demographic/utilization question on the survey **and** provided a valid response to the *Rating of Health Plan* question. For this reason, the reported subgroup sizes may differ slightly from the proportions reported in the cross-tabulations.

HEALTH STATUS AND DEMOGRAPHICS

The following characteristics are profiled in this section:

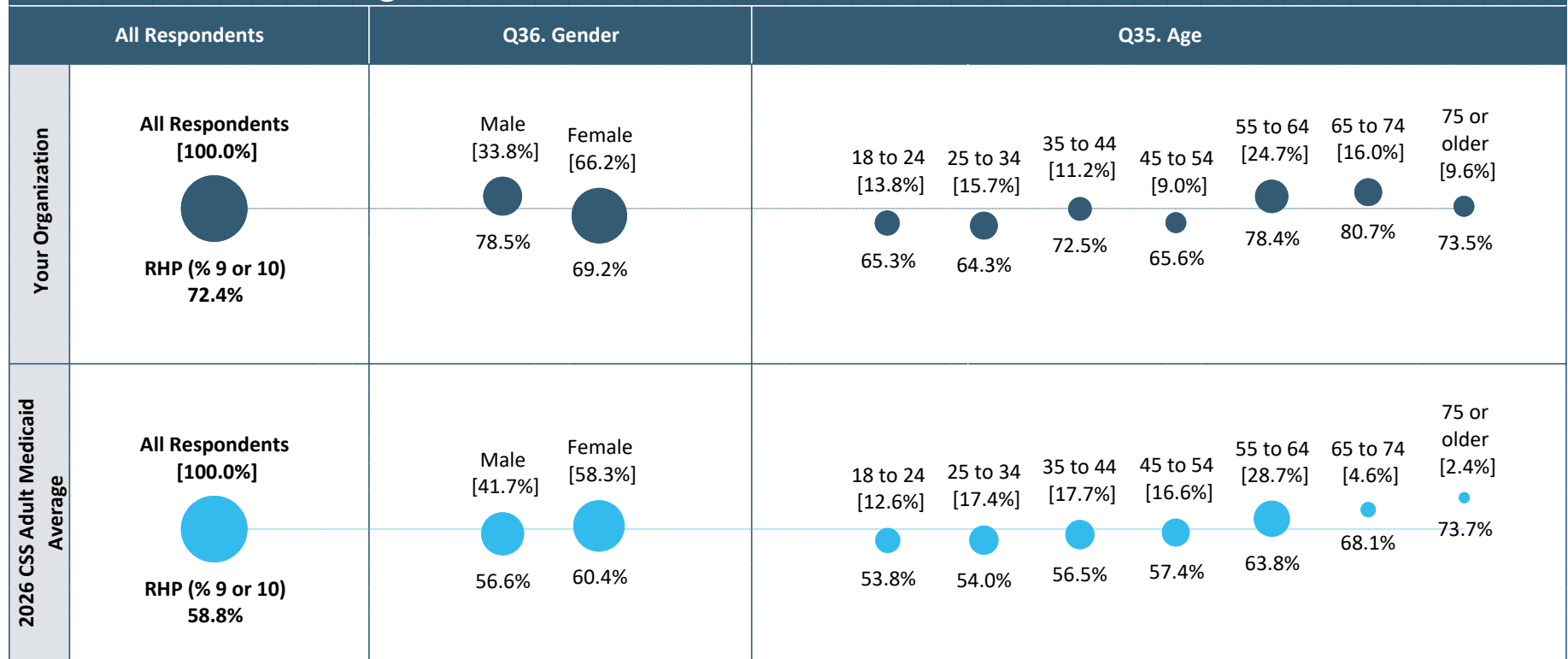
- Health status
- Gender
- Age
- Race
- Ethnicity (Hispanic or Latino)
- Education level

Member Health Status



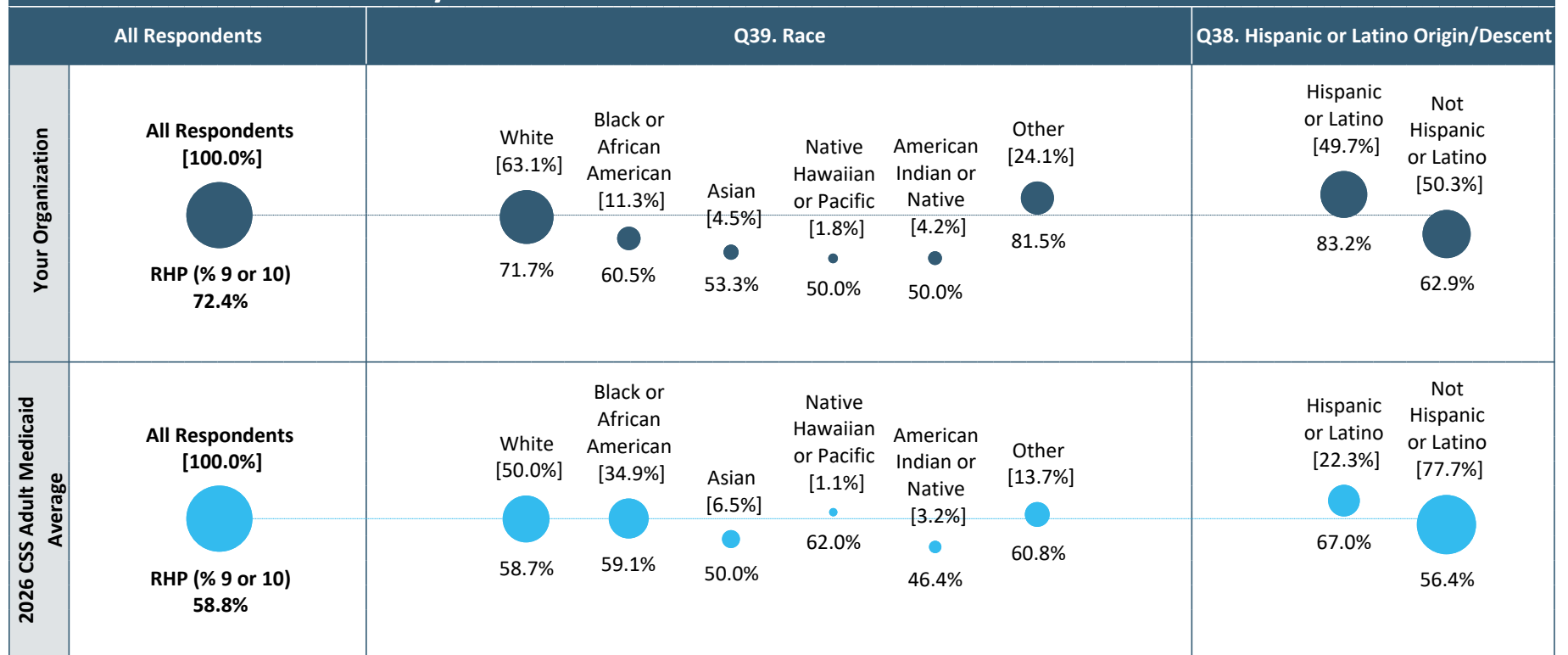
"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories with 5 or more respondents.

Member Gender and Age

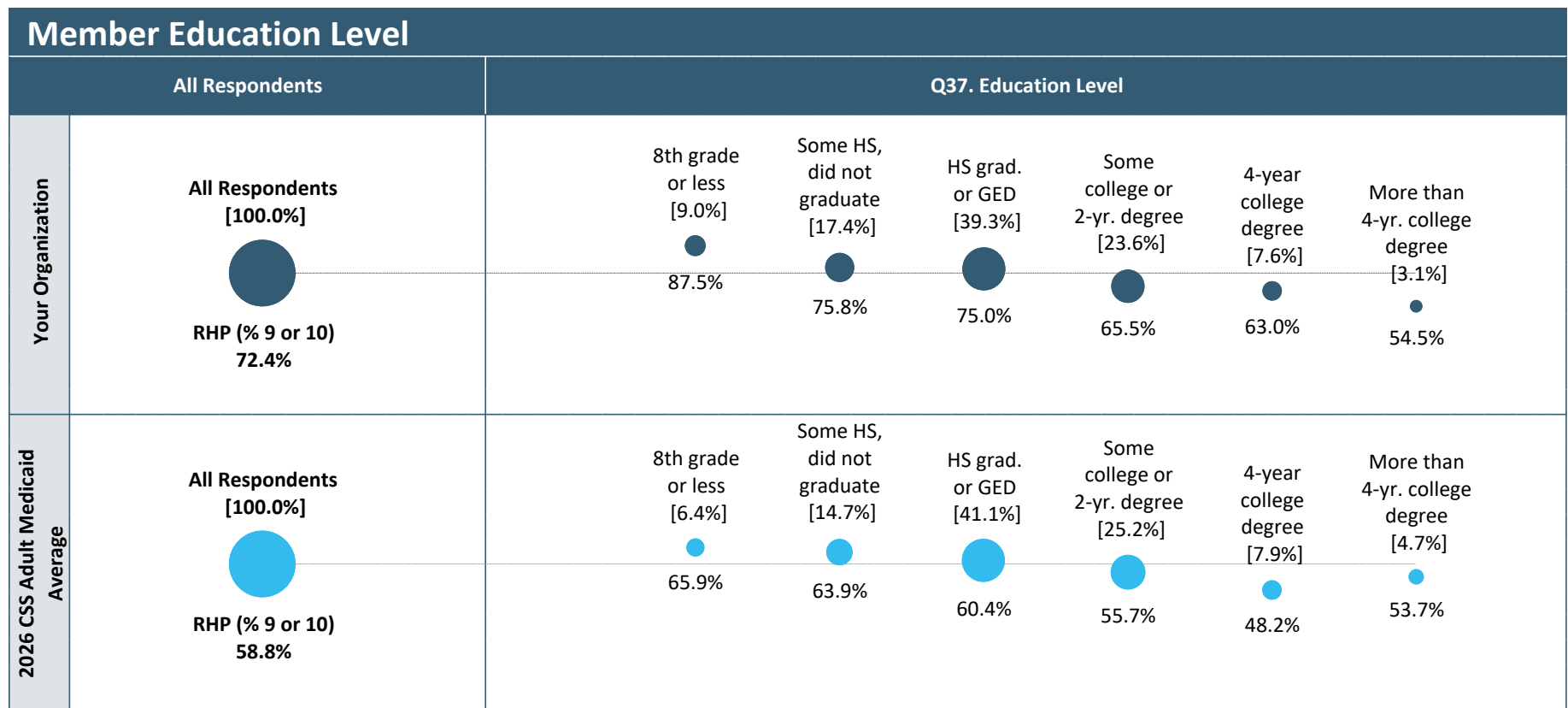


"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories with 5 or more respondents.

Member Race and Ethnicity



"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories with 5 or more respondents.

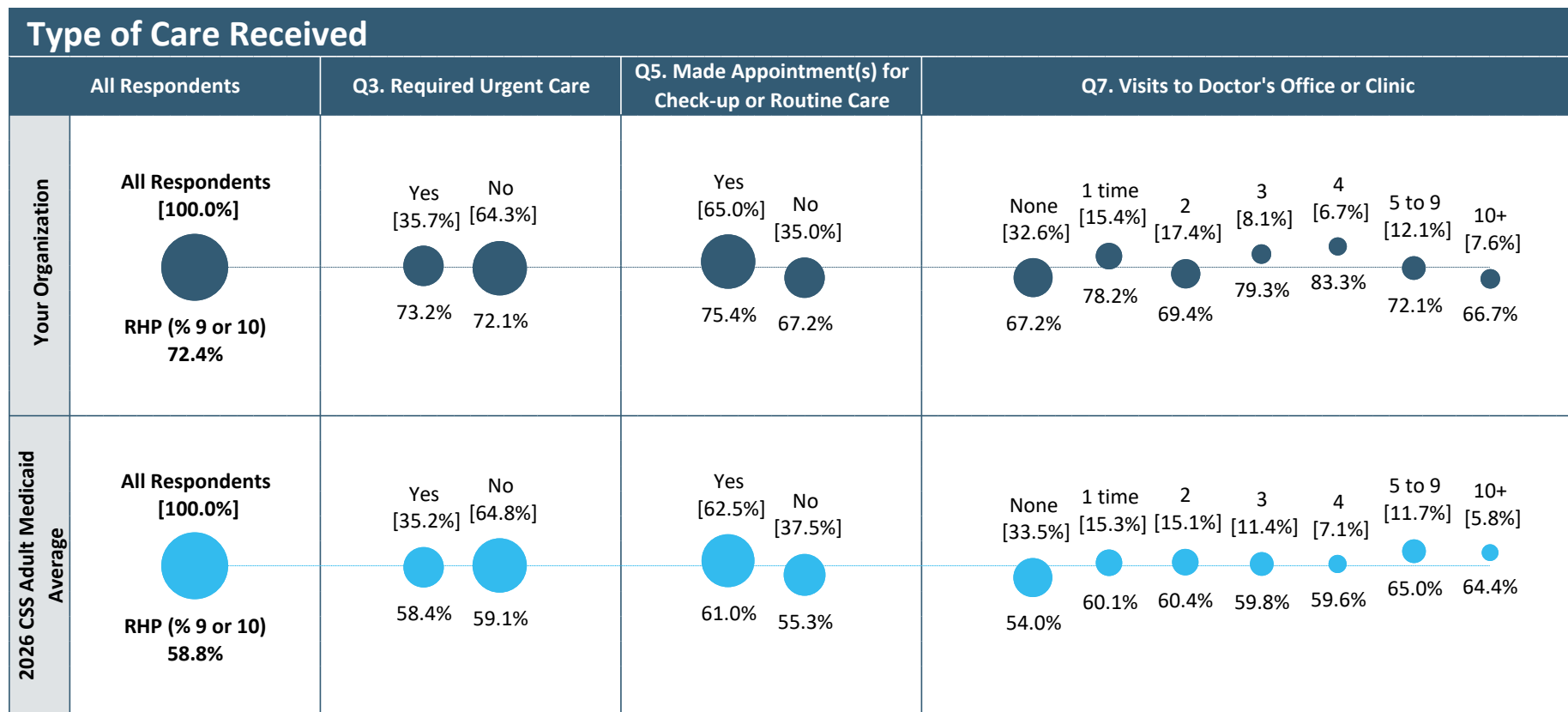


"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories with 5 or more respondents.

USE OF SERVICES

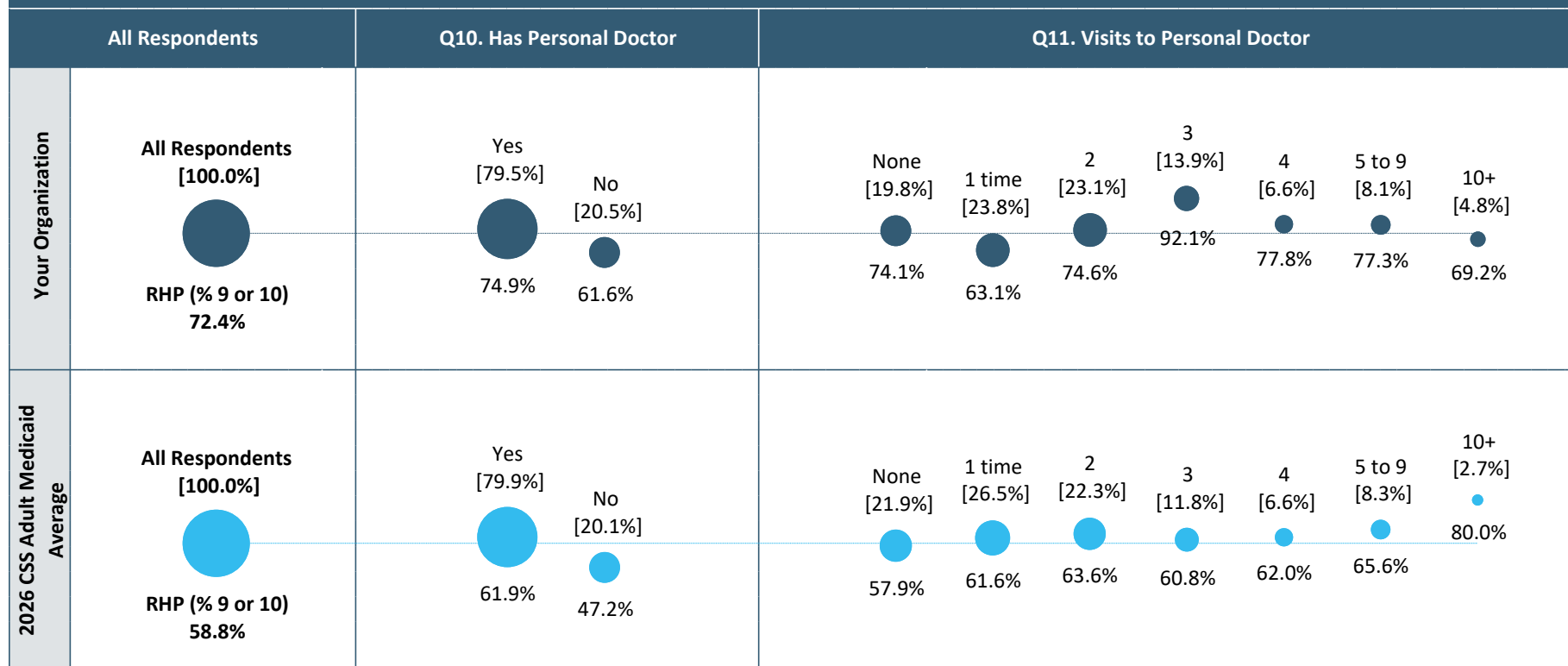
The following utilization measures are included in this section:

- Type of care received
- Frequency of visits
- Care received from personal doctor
- Specialty and other non-primary care



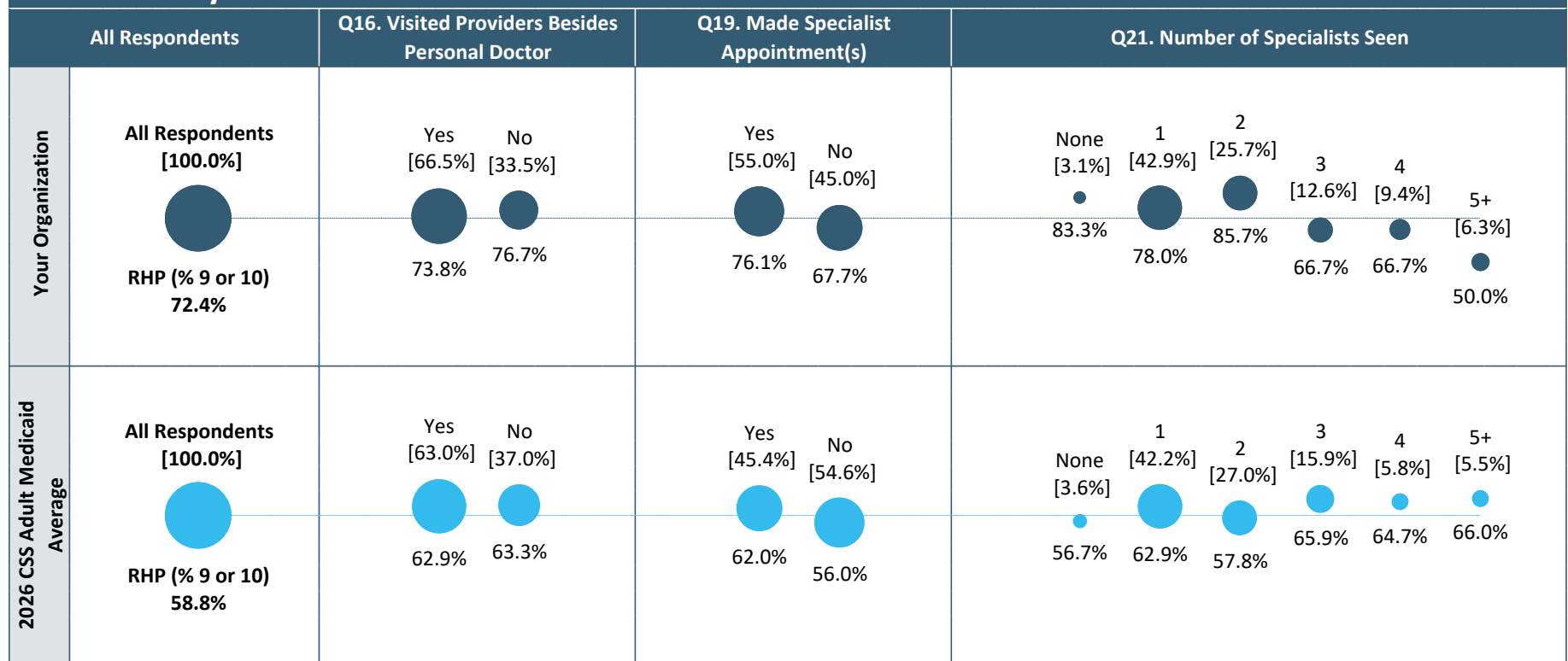
"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories with 5 or more respondents.

Personal Doctor Care



"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories with 5 or more respondents.

Non-Primary Care



"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories with 5 or more respondents.

KEY DRIVER ANALYSIS

OBJECTIVES

CSS's *Key Driver Analysis (KDA)* highlights some of the key differences between high- and low-rated health plans at the industry level. The principal objectives of the KDA are:

- To isolate a set of plan attributes, or key drivers, that distinguish high-rated plans from low-rated plans
- To highlight industry best practices on the key driver measures
- To compare the current performance of Mercy Care to industry best practices in these areas
- To estimate the impact of improving performance on these measures on the *Rating of Health Plan* measure

TECHNICAL APPROACH

Industry-level analysis, which uses health plans as units of analysis, has several important advantages compared to the alternative approach, which focuses on member experiences within a single plan. Certain plan attributes are strongly related to member satisfaction at the industry level. However, these relationships may be missed if we focus on only one plan at a time. For example, it has been shown that plans that are rated highly on measures of access and availability of care tend to have high overall ratings. Conversely, poor access scores are associated with low overall plan scores. This relationship is clear when ratings are compared *across* plans. However, within a specific plan, member experiences may not be sufficiently varied to reveal the underlying relationship. For example, if all plan members report poor access to care, access measures may show a misleadingly low correlation with the overall rating of the plan. As a result, the plan may underestimate the role of access in member experience and miss a critical opportunity for improvement.

In addition, expressing every CAHPS survey variable as a plan-level rate yields a complete and rich information set on each plan. This effectively eliminates any “gaps” in respondent-level data from a single plan caused by survey skip patterns and allows every response to be used in the analysis.

Finally, in addition to the standard CAHPS performance measures, other sources of differences between health plans can be explored, increasing the explanatory power of the model and allowing for a more precise estimation of the individual key driver effects. These include experience rates, which are based on responses to the CAHPS screener questions. Screeners establish whether a member had a particular type of experience or interaction with

the plan (e.g., contacted customer service, submitted a claim, etc.). CSS's analysis shows that these experience indicators explain a significant portion of the plan's overall rating score. Additional components of the overall score include utilization rates and demographic characteristics of the plan's membership, which are addressed in more detail in the *Membership Profile and Analysis of Plan Ratings by Member Segment* section of this report. Clearly, from the plan's perspective, some of these factors are more actionable than others. However, to yield an accurate model of member experience, the analysis must consider all of its measurable aspects.

The 2026 CSS *Key Driver Model* was developed based on survey results of 244 Medicaid plans surveyed by CSS in 2025 and 2026. CSS performed a regression analysis of health plan ratings to identify sources of variation in overall scores across the industry, using individual health plans as units of analysis. Regression analysis quantifies the relationship between plan attributes (predictors) and the global *Rating of Health Plan* score, controlling for interdependencies among the predictors and other factors that may influence ratings (e.g., member demographics, utilization patterns, etc.). Predictors were chosen carefully to yield a model that is both meaningful and actionable from the health plan's point of view.

All of the plan variables, including potential drivers of member experience (i.e., variables that the plan may consider actionable) and control variables (member demographics, health status, utilization rates, product type, and year of data collection), were entered into the regression model, and the independent contribution of each variable was estimated. As in the past, CSS excluded *Rating of All Health Care* from the list of predictors, both because of its high correlation with *Rating of Health Plan* and the availability of other survey questions addressing specific member experience touch points. If included, the *Rating of All Health Care* measure would account for a large portion of the variance and confound coefficient estimates for the other variables in the model.

INDUSTRY KEY DRIVER MODEL

The table below lists six key drivers of Medicaid member experience in order of importance, from highest to lowest, based on their relative contribution to the *Rating of Health Plan* measure. These variables have statistically significant coefficients in the regression model (p -value < 0.05). Performance on these variables, together with the control variables, explains 80% of the variation in the *Rating of Health Plan* results among Medicaid plans. Note that this ordering reflects the strength of the overall relationship between each key driver and the *Rating of Health Plan* measure *at the industry level*. It does not consider how Mercy Care is currently performing on these measures. Improvement targets identified specifically for Mercy Care, which consider both the strength of each key driver and the current level of performance, are presented graphically in the next section.

Medicaid member ratings of the plan are strongly related to having access to highly rated providers (Q18 and Q22). More generally, access to needed care, tests, and treatment (Q9), including primary (Q10) and specialty (Q19) care, are all significant drivers of member experience. Relying on customer service to get needed information or help (Q24) is also important.

Table 10. CSS Industry Model of Key Drivers of Medicaid Member Experience

Key Driver	Interpretation
Q9. Ease of getting needed care, tests, or treatment (percent <i>Usually</i> or <i>Always</i>)	The higher the proportion of plan members reporting that the necessary care, tests, or treatment were easy to get, the higher the overall plan score.
Q19. Made specialist appointments (percent <i>Yes</i>)	The higher the proportion of plan members who made specialist appointments, the higher the overall plan score.
Q18. Rating of Personal Doctor (percent 9 or 10)	The higher the proportion of members rating their personal doctor as 9 or 10, the higher the overall plan score.
Q10. Has a personal doctor (percent <i>Yes</i>)	The higher the proportion of plan members reporting that they have a personal doctor, the higher the overall plan score.
Q22. Rating of Specialist Seen Most Often (percent 9 or 10)	The higher the proportion of members rating their specialist as 9 or 10, the higher the overall plan score.
Q24. Customer service provided information or help (percent <i>Usually</i> or <i>Always</i>)	The higher the proportion of members reporting they were able to get needed information or help from customer service, the higher the overall plan score.

OPPORTUNITIES FOR HEALTH PLAN QUALITY IMPROVEMENT

Specific improvement opportunities for Mercy Care are presented in Table 11. The ordering of the key drivers reflects both the strength of each key driver at the industry level and how well Mercy Care is currently performing on each measure. The middle column compares how Mercy Care is performing relative to the “best practice” rate on each key driver. CSS defined the best practice rate as the best result among the 26 plans contributing to the 2026 CSS Adult Medicaid Average. Room for improvement, represented by the length of the blue arrows, is the difference between the current level of Mercy Care performance and the best practice rate. The bar on the right displays the incremental gain in the overall *Rating of Health Plan* measure that Mercy Care could achieve if it performed on par with the best practice plan on each of the key driver measures. Each bar represents room for improvement on the key driver weighted by its contribution to the *Rating of Health Plan* measure.

Table 11. Mercy Care Adult Medicaid Members: Key Areas and Priorities for Improvement

Current Key Driver Performance		Room for Improvement on Key Driver	Overall Improvement Opportunity
Your Organization's 2026 Rate		Percentage Point Difference Between Current Key Driver Rate and Best Practice Rate*	Expected Percentage Point Improvement in Rating of Health Plan (percent 9 or 10) if Key Driver Performs at Best Practice Level
Q10. Has a personal doctor (percent <i>Yes</i>)	79.67%	+11.27%  90.95%	 +2.28%
Q19. Made specialist appointments (percent <i>Yes</i>)	54.99%	+5.62%  60.61%	 +0.98%
Q24. Customer service provided information or help (percent <i>Usually or Always</i>)	84.43%	+7.00%  91.43%	 +0.98%
Q18. Rating of Personal Doctor (percent 9 or 10)	75.96%	+2.72%  78.67%	 +0.65%
Q9. Ease of getting needed care, tests, or treatment (percent <i>Usually or Always</i>)	90.16%	+1.35%  91.51%	 +0.37%
Q22. Rating of Specialist Seen Most Often (percent 9 or 10)	72.87%	+2.13%  75.00%	 +0.26%

* Best result among all plans included in the 2026 CSS Adult Medicaid Average

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HEALTH PLAN QUALITY IMPROVEMENT RESOURCES

CSS's *Key Driver Analysis* identified improvement opportunities and priorities for Mercy Care. This section, which lists some helpful publicly available quality improvement resources, is included as a guide to assist plan managers in their efforts. The inclusion of these sources should not be construed as an endorsement of any programs or activities. For a useful introduction to quality improvement (QI), refer to the Agency for Healthcare Research and Quality's (AHRQ) [CAHPS Ambulatory Care Improvement Guide, Section 4: Ways to Approach the Quality Improvement Process](#), which includes descriptions of QI strategies in health delivery systems.

IMPROVING MEMBER ACCESS TO CARE

Removing barriers to care is central to improving the health care experience of plan members. The following resources suggest ways to improve patient access to care, tests, and treatment.

Same-Day Appointment Scheduling

- In Section 6 of its guide, AHRQ recommends a method of scheduling that leaves a part of each physician's day open for same-day appointments, rather than a traditional scheduling model that books appointments weeks or months in advance. Because the method does not differentiate between urgent and routine care, patients with non-urgent concerns are able to schedule appointments sooner than under traditional scheduling methods. For more information, see [Strategy 6A: Open Access Scheduling for Routine and Urgent Appointments](#).
- Patients who switch health care providers often cite appointment availability as a key reason. The article "[Same-Day Access: Making It Actually Work](#)" describes same-day scheduling models including fixed carve-outs and dynamic capacity; it also discusses the best time of day to open appointment slots and triage criteria for scheduling patients for the next available appointment if a same-day appointment is unavailable.
- "[Developing a New Paradigm for Healthcare Delivery: Lessons Learned from Same-Day Access](#)" describes a pilot program to offer same-day appointments to newly-diagnosed cancer patients at an academic cancer center. The process included logistical, cultural, and resource challenges, but with strong leadership and communication it was ultimately successful in improving access, as well as potentially patient outcomes. The paper includes an examination of lessons learned about capacity, scheduling, workflow, culture, and use of technology.
- The American Academy of Pediatrics describes "[Innovative Scheduling Models](#)," including open access (same-day) and walk-in appointments and extended office hours (nights or weekends), as well as potential benefits of each.

Implement Process Improvements to Streamline Patient Flow

- Delays experienced by patients while waiting for care, tests, or treatment can be minimized through a variety of mechanisms. For example, reallocating tasks such as physical exams and ordering x-rays to physician assistants and nurse practitioners frees up physicians' time to attend to more pressing patient concerns. The exact form of these improvements will vary widely by practice. See AHRQ's [Improving Patient Flow and Reducing Emergency Department Crowding: A Guide for Hospitals](#) to help plan and implement patient flow improvement strategies.
- **VIDEO** A webinar on YouTube from the Virginia Mason Institute, "[Fundamentals for Improving Flow in the Ambulatory Setting](#)," demonstrates how Virginia Mason Franciscan Health approached this process in their facility.
- A literature review in *PLOS One*, "[Understanding the Impacts of Health Information Systems on Patient Flow Management](#)," discovered that HIS use improved patient flow management across different departments, systems, and outcome measures in 75% of the 44 studies reviewed.

Patient-Centered Medical Homes (PCMH)

- For AHRQ's resources detailing transitioning a practice to a patient-centered medical home model, see [Patient Centered Medical Home \(PCMH\): Transforming the Organization and Delivery of Primary Care](#), as well as links to additional resources at [Defining the PCMH](#).
- Not all primary care practices designated as PCMHs have lower costs, better care and outcomes. "[Unpacking the Patient-Centered Medical Home](#)" posits that practice-level research might discover which elements of PCMHs (e.g., use of decision support, participation in other alternative payment models) lead to such improvements, and for which patient populations.
- **VIDEO** "[Quality Improvement and Patient Centered Medical Home \(PCMH\) for Clinical Leaders & Their Care Teams: A System-Based Approach](#)" is a webinar from the National Association of Community Health Centers featuring presenters from The Joint Commission and the National Committee for Quality Assurance speaking about quality improvement as it relates to PCMHs (watch on YouTube).
- For more background on the PCMH model of care and health equity, see "[The Impact of the Patient-Centered Medical Home on Health Care Disparities](#)," "[Effect of the Patient-Centered Medical Home on Racial Disparities in Quality of Care](#)," and "[Community Social Determinants and Health Outcomes Drive Availability of Patient-Centered Medical Homes](#)."

Alternative Access Centers

- An article from the American Hospital Association, “[Retail Clinics Target Chronic Diseases](#),” describes how retail health clinics are increasingly providing primary care and notes that treating patients with chronic diseases is a growth opportunity. Retail clinics tend to be more convenient and lower-cost but currently operate primarily in metropolitan areas with more affluent customers.
- Alternative sites of care – including retail clinics, telehealth, community health centers, and others – can increase access to physical and mental health care for underserved populations, according to an article in *HealthLeaders* titled “[Deloitte: Alternative Care Sites Provide Solutions to Several Healthcare Problems](#).”
- In its data brief “[Urgent Care Center and Retail Health Clinic Utilization Among Adults: United States, 2019](#),” the National Center for Health Statistics provides statistics on utilization by sex, race, age, and education level.

Telehealth Solutions

- The COVID-19 pandemic accelerated the usage and acceptance of telehealth by providers and patients alike. An article in *The Lancet* details “[Opportunities and Challenges for Telehealth Within, and Beyond, a Pandemic](#).”
- Telemedicine was underutilized until the pandemic, when changes to regulations and payment policies permitted its rapid growth. Telemedicine improves access and equity, though barriers remain (see “[The State of Telehealth Before and After the COVID-19 Pandemic](#)”).
- The meta-analysis “[Digital Health Transformation Through Telemedicine \(2020–2025\): Barriers, Facilitators, and Clinical Outcomes](#)” found that, for most types of telemedicine services, outcomes were comparable to those of in-person care, especially for chronic conditions. In addition, telemedicine improved patient access, convenience, and satisfaction.
- **VIDEO** The webinar “[Telehealth and Its Emergence During the Pandemic](#)” discusses “how people, processes, regulation, and technology work together to support a successful telehealth transformation... potentially improving access, quality and costs.”
- **PODCAST** The American Medical Association’s (AMA) “[Moving Medicine: What Physicians Need to Know About Telehealth](#)” describes how, post-pandemic, telehealth is key to the future of digitally enabled care, which integrates in-person and virtual care in a clinically appropriate manner.

- The U.S. Department of Health and Human Services (HHS) provides a website with [telehealth resources](#) for patients in a Q&A format, as well as best practices guides and other information for providers.

IMPROVING HEALTH PLAN PROVIDER NETWORK

These resources concentrate on improving the physician-patient relationship, with a focus on communication. Implementing the solutions proposed here may result in improved patient ratings of doctors.

Improve Physician Communication

- Seminars and workshops for physicians serve as resources to learn and practice patient-centered communication techniques. For general recommendations, see AHRQ's ambulatory care improvement guide, [Strategy 6G: Training to Advance Physicians' Communication Skills](#).
- AHRQ also provides resources for using the SHARE Approach, including [Using the Teach-Back Technique](#) and [Conversation Starters](#).
- The American College of Obstetricians & Gynecologists' Committee on Advancing Equity in Obstetric and Gynecologic Health Care released a statement on [Effective Patient-Physician Communication](#), which emphasizes relationship-centered communication that engenders trust and improves patients' experiences and health outcomes. The statement includes a strong focus on communicating with "cultural humility."
- The AMA provides a list of 11 "[Do's and Don'ts for Effective Patient-Physician Communication](#)," takeaways from a more comprehensive [JAMA Insights article](#) (full article requires login).
- Similarly, a *HealthStream* blog post shares "[10 Ways to Encourage Better Physician Communication](#)" using the RELATE (Reassure, Explain, Listen, Answer questions, Take action, and Express appreciation) model.

Help Patients Communicate

- Patients who can effectively communicate their needs tend to have higher satisfaction with their care. AHRQ recommends four interventions that prepare patients to better communicate with their providers, including record sharing, writing down talking points prior to visits, and "coached care" programs. See [Strategy 6I: Shared Decision-Making](#) and [Strategy 6H: Tools to Help Patients Communicate Their Needs](#) in the improvement guide.

- **TOOL** The National Institutes of Health offers five [worksheets](#) to help patients choose a new health care provider and talk to their provider about family health history, medications, life changes, and health or other concerns.
- **TOOL** The National Institute on Aging has [A Guide for Older Adults: Talking With Your Doctor](#), which includes checklists, worksheets, tips, and additional resources on various topics related to aging, as well as an infographic that lists “[5 Ways to Make the Most of Your Doctor Visit](#).”
- **TOOL** The AHRQ [Questions Are the Answer](#) page includes links to tools and resources including [tips for patients to become more engaged in their health care](#) before, during, and after the appointment; a list of “[The 10 Questions You Should Know](#)”; and a Question Builder tool that patients can use to customize a list of questions for their appointments. The tool is available for [printing online](#) and in a [downloadable app](#) in the Apple App Store and Google Play.
- **TOOL** [AHRQ](#) and Centers for Medicare & Medicaid Services ([CMS](#)) provide sample discharge preparation/care transition documents that health care providers, patients, and caregivers can fill out and discuss prior to discharge from a hospital or nursing home.

Build Physician-Patient Relationships

- An [editorial](#) in *Frontiers in Medicine*, “Patient-Centered Care: Strengthening Trust and Communication in Healthcare Relationships,” describes the socioecological context of care, in which health experiences and outcomes are shaped across multiple interconnected levels, from individual to interpersonal (relationships) to community and societal. The editorial introduces a Research Topic that includes [23 articles](#).
- AHRQ describes the [SHARE Approach to shared decision-making](#) in a quick reference guide and provides links to [SHARE Approach resources](#), including a three-part video training series, on their website.
- Cultural competence is increasingly important to the physician-patient relationship. Tips are available in [The SHARE Approach: Cultural Competence and Getting to Know Your Patient](#).

Improve Referral Communication

- The coordination of care between primary and specialist providers can be a challenge and may affect patient perceptions of their specialist care. Improving coordination of care and case management can increase patient satisfaction with specialists. In “[Communication Lays the Groundwork for Successful Physician Referral Strategies](#),” the Medical Group Management Association gives tips for building relationships with specialists.

- AHRQ’s [Health Literacy Universal Precautions Toolkit, 3rd Edition](#) includes a section on [making the referral process easier for patients](#).
- High-functioning referral networks are critical for positive patient outcomes and require communication, measurement, and monitoring (see [“Optimizing Physician Referrals: A Key to Successful Population Health Management”](#)).
- [“A Guide to Maximizing Physician Referral Strategies”](#) from the AMA includes tips for both primary care and specialist practices.
- The [High Value Care Coordination Toolkit](#) from the American College of Physicians includes resources to optimize communication between referring physicians and specialists, including information to include in the referral (“pertinent data sets”), checklists, and other resources.

IMPROVING CUSTOMER SERVICE

It is important that health plan information be both easily available and useful to members. As representatives of the plan, customer service staff must ensure that members have confidence and trust in the customer service staff’s ability to address the members’ questions and concerns. The following resources contain recommendations for improving customer service.

Develop Customer Service Standards

- To improve customer service, AHRQ suggests first articulating which aspects of customer service are most important to the plan. After developing these standards, monitor performance and promote accountability among staff. For more information, see [Strategy 6Q: Standards for Customer Service](#) in AHRQ’s ambulatory care improvement guide.
- **SAMPLE** The Veterans Health Administration has published a directive, [“VHA Veteran Patient Experience,”](#) that is focused on veterans and service members but includes information that is broadly applicable to customer service in other health care settings. It comprises sections on definitions, policies, responsibilities of key staff members, service recovery programs, process improvement mechanisms, and staff training.
- **SAMPLE** Froedtert Health has a [“Customer Service Standards”](#) brochure that can be used as a model.

Implement Service Recovery Procedures

- When members have a complaint, service recovery programs support customer service staff to identify and remedy the problem. While complaints may be inevitable, proper handling of complaints can reassure patients and restore loyalty to the health plan. For more information, see AHRQ's ambulatory care improvement guide [Strategy 6P: Service Recovery Programs](#).
- An article in *Forbes*, "[Service Recovery in Healthcare: Effective Strategies to Retain Unsatisfied Patients](#)," defines service recovery and describes effective strategies to implement it.
- **VIDEO** [Service Recovery in Health Care](#), a four-part training series, was developed as part of a grant from the Health Resources & Services Administration. The videos total one hour and focus on why service recovery matters, eight steps for front-line staff, tips for de-escalation, and embedding service recovery into everyday practice.
- **SAMPLE** Sharp HealthCare has an infographic, "[Service Recovery: Foundations of The Sharp Experience](#)," that can be used as a model.

IMPROVING HEALTH PLAN-RELATED INFORMATION

Many people look to their health plan for information not only on how the health plan works but also on resources to help them improve their health, particularly when dealing with chronic illnesses. Improved access to trusted health information has been shown to lead to improved outcomes.

Make Plan Information Accessible to All Members

- The AHIMA Foundation issue brief "[The Critical Role of Web Accessibility in Health Information Access, Understanding, and Use](#)" addresses the importance of website accessibility for older adults and persons with disabilities to obtain, understand, and use health information.
- Similarly, the U.S. Centers for Disease Control and Prevention ([CDC](#)) recommends using user-centered design approaches to ensure online health information meant for older adults is understandable and usable.
- CMS provides information on communication accessibility planning for individuals who are [blind or have low vision](#), those who are [deaf or hard-of-hearing](#), and those with [limited English proficiency](#).
- **TOOL** The University of Michigan has developed a [plain language medical dictionary](#) that is available to be embedded as a website widget.

Increase Access to Trusted Health Information

- Online sources of reliable health information are available in multiple languages. These include the National Library of Medicine’s MedlinePlus (arranged by [language](#) or [health topic](#)) and [Health Information Translations](#) (searchable by language, health topic, and keyword).
- The AMA offers “[What Doctors Want Patients to Know™](#),” articles that help consumers learn about health-related topics.
- The James Madison University Library’s [Consumer Health](#) microsite includes sub-pages with links to reliable sources of health information, information for teens and young adults, and information about medications and supplements, among others.

Evaluate the Organization’s Health Literacy Programs

- The National Academy of Medicine published a discussion paper describing [Ten Attributes of Health Literate Health Care Organizations](#), including components of each. AHRQ includes a page on its website with [links to resources](#) to help address each of the attributes.
- The CDC has defined [attributes of a health-literate organization](#) and developed guidance on [assessing an organization’s health literacy](#) and [evaluating its health literacy program](#), including links to resources, tools, and training.
- The CDC’s National Prevention Information Network also offers [health communication language and literacy tools](#) to create health materials in plain language to reduce health disparities.
- “[Organizational Health Literacy as a Tool for Health Equity: Application in a High-Risk Infant Follow-Up Program](#)” describes an evaluation of the accessibility of the hospital and clinic environment as well as patient forms, assessments, and education materials for high-risk infants, from discharge from the hospital’s NICU through age 3. It includes information on assessment tools used, in addition to results and next steps.
- HHS has a strong focus on health literacy in its Healthy People 2030 initiative, with six objectives related to the topic. See information on these goals and the definitions of personal and organizational health literacy at [Health Literacy in Healthy People 2030](#), as well as resources on their [Health Literacy](#) webpages.

Improve Patient Health Literacy

- The Center for Health Care Strategies offers five [health literacy fact sheets](#) that include definitions, ways to identify limited health literacy, how to improve health literacy to advance equity, guidelines for effective written and verbal communications, and resources.
- [Health literacy resources](#) assembled by the HHS Office of Disease Prevention and Health Promotion outline steps to improve health literacy, which may help patients to better absorb the information they obtain from written materials or the internet.
- AHRQ also has developed its own health literacy toolkit to support physicians, the [Health Literacy Universal Precautions Toolkit, 3rd Edition](#).
- The companion [Guide to Implementing the AHRQ Health Literacy Universal Precautions Toolkit](#) presents advice based on the experiences of 12 primary-care practices that implemented the Toolkit.

APPENDIX A. SCORING METHODOLOGY AND GLOSSARY

NCQA CALCULATION GUIDELINES FOR RATING AND COMPOSITE GLOBAL PROPORTIONS

NCQA's *HEDIS 2026, Volume 3: Specifications for Survey Measures* contains detailed guidelines for calculating survey results. These guidelines include:

- Criteria for including a survey in the results calculation. A questionnaire must have the final disposition code of *Complete and Valid Survey* to be included in the calculation of plan-level scores.
- Rules for handling appropriately answered questions (i.e., questions that comply with survey skip-pattern instructions).
- Rules for handling inappropriately answered questions (e.g., unanswered questions, multiple-mark questions, questions that should have been skipped, and questions within a skip pattern of an inappropriately answered or skipped gate item).
- Denominator reporting thresholds. Health plans must achieve a denominator of at least 100 responses to obtain a reportable result. If the denominator for a particular survey result calculation is less than 100, NCQA assigns a measure result of "NA."
- Rules for calculating denominators for questions and composites. The denominator for a question is equal to the total number of responses to that question. The denominator for a composite is the average number of responses across all questions in the composite.
- Rules for handling changes in the definition of the submission entity (for example, if a health plan changes how it reports CAHPS results from one year to the next).

COMPOSITE GLOBAL PROPORTIONS

Global proportions are the average proportions of respondents who gave the plan a favorable rating on each question in a composite. The steps involved in calculating the composite global proportion are:

Step 1

For each question in a composite, determine the proportion of respondents selecting the reported response option(s).

Step 2

Calculate the average proportion across all the questions in the composite, as illustrated in Table 12 below. These are the composite global proportions. All questions in a composite are weighted equally, regardless of how many members responded.

Table 12. Example of Calculating a Composite Global Proportion

Response option	Question 4	Question 6	Global Proportion
<i>Never or Sometimes</i>	$1 / 5 = 0.20$	$1 / 4 = 0.25$	$(0.20 + 0.25) / 2 = 0.2250$
<i>Usually</i>	$2 / 5 = 0.40$	$1 / 4 = 0.25$	$(0.40 + 0.25) / 2 = 0.3250$
<i>Always</i>	$2 / 5 = 0.40$	$2 / 4 = 0.50$	$(0.40 + 0.50) / 2 = 0.4500$
<i>Usually or Always</i>	$4 / 5 = 0.80$	$3 / 4 = 0.75$	$(0.80 + 0.75) / 2 = 0.7750$

Therefore, 80% and 75% of members respectively provided favorable responses to the *Getting Care Quickly* questions 4 and 6. Averaging these two proportions yields the global proportion score of 77.5% for the *Getting Care Quickly* composite.

NCQA HEALTH PLAN RATINGS METHODOLOGY

[NCQA's Health Plan Report Cards](#) rate health plans based on their combined HEDIS® and CAHPS® scores and NCQA Accreditation status. NCQA evaluates health plans on the quality of care patients receive, how happy patients are with their care, and health plans' efforts to keep improving. Accredited plans earn an overall star rating (on a five-star scale) as well as measure-level, HPR composite-level, and HPR sub-composite-level star ratings. Note that HPR uses the terms “composite” and “sub-composite” to refer to groupings of individual measures. HPR composites (e.g., *Patient Experience*) are different from CAHPS composites (e.g., *Getting Care Quickly*).

The list of measures included in NCQA's 2026 Health Plan Ratings is provided in the *Estimated NCQA Health Plan Ratings (Star Ratings)* section (see Table 7 on page 19). Below are the steps to assign star ratings to applicable measures.

ASSIGNMENT OF STAR RATINGS

Step 1

Compare reported rates to the current-year National Percentiles for All Lines of Business. For any reports CSS issues **prior** to NCQA releasing the current-year benchmarks (usually in September), HPR scores are estimated based on the prior-year benchmarks. The reports CSS issues **after** NCQA releases the current-year benchmarks use these updated benchmarks. The reported rate is translated into a measure rating score – the 1-5 score derived by comparing the plan's reported rate to the current-year national 10th, 33rd, 67th, and 90th percentiles for All Lines of Business, unless the measure has a trending concern.

Step 2

Assign individual measure star ratings. The individual measure rating score (ultimately reported as a star rating) is calculated as follows:

- 5 stars: a plan that is in the top one-tenth (decile) of all plans
- 4 stars: a plan that is in the top one-third of plans, but not in the top decile
- 3 stars: a plan in the middle one-third of all plans
- 2 stars: a plan that is in the bottom one-third of plans, but not in the bottom decile

- 1 star: a plan that is in the bottom decile of plans

Step 3

Assign domain (HPR “composite”) and sub-domain (HPR “sub-composite”) star ratings. Measure rating scores for the *Patient Experience* domain and its three sub-domains (*Getting Care*, *Satisfaction With Plan Physicians*, and *Satisfaction With Plan Services*) are calculated using the formula:

$$\text{Domain or Sub-Domain Measure Rating Score} = \sum (\text{Measure Rating} * \text{Measure Weight}) / \sum \text{Weights}$$

All CAHPS measures have a weight of 1.5.

For example, if a plan earns 3 stars on *Getting Needed Care* and 4 stars on *Getting Care Quickly*, the plan’s *Getting Care* sub-domain score is calculated as $(3 * 1.5 + 4 * 1.5) / (1.5 + 1.5) = 3.5$ stars.

SMALL DENOMINATORS

To be included in HPR scoring, individual *Patient Experience* (CAHPS) measures must achieve a reportable denominator of at least 100 valid responses. An HPR composite or sub-composite star rating is calculated only if at least half of all individual measures comprising the composite or sub-composite have reportable denominators. (Note: CSS ignores individual measure denominators in calculating HPR stars.)

GLOSSARY OF TERMS

Attributes	Areas of health plan performance and member experience assessed with the CAHPS survey.
Benchmark	A reference score (e.g., the NCQA National Average rate, the CSS multi-plan average, or the plan's own prior-year rate) against which performance on the measure is assessed.
Best Practice	The result of the top-performing plan on a given measure among all plans included in a reference distribution (e.g., the plans included in the calculation of the CSS multi-plan average).
CAHPS Surveys	Consumer Assessment of Healthcare Providers and Systems (CAHPS) is a series of surveys designed to collect consumer feedback on their health care experiences. The CAHPS 5.1H Health Plan Survey asks members to report on their experiences with access to appointments and care through their health plan, communication with doctors available through the plan, and customer service. The Commercial plan version asks about member experiences in the previous twelve months, whereas the Medicaid version refers to the previous six months. The Medicaid version is available for adults and children; the Commercial version is for adults only. The Adult survey is intended for respondents who are 18 and older; the Child survey asks parents or guardians about the experiences of children 17 and younger. Health plans report survey results as part of HEDIS data collection. NCQA uses survey results to create national benchmarks for care and to report health plan performance to consumers. Health plans might also collect CAHPS survey data for internal quality improvement purposes.
Composite Measures	Composite measures combine results from related survey questions into a single score to summarize health plan performance in a specific area of care or service. The set of applicable composites varies slightly by survey version.
Confidence Interval	A confidence interval (CI) is a range of values that is likely to contain the value of an unknown population parameter (e.g., mean or proportion). Since it is usually impossible to measure entire populations, these parameters are estimated using samples. Parameter estimates are subject to random sampling error. A confidence interval places a margin of error around the sample estimate to help us understand how wrong the estimate might be. A narrower CI indicates a more precise estimate, while a wider CI indicates a less precise estimate. For example, suppose the proportion of sample members rating their plan as 9 or 10 is 52%. A 95% confidence interval for the proportion was computed to be [49%, 55%], or 52 (±3%). This means that we are 95% confident that the proportion of the plan population that would rate it as 9 or 10 is between 49% and 55%.

Confidence Level	A confidence level is associated with tests of statistical significance of observed differences in survey scores. It is expressed as a percentage and represents how often the observed difference (e.g., between the plan's current-year rate and the relevant benchmark rate) is real and not simply due to chance. A 95% confidence level associated with a statistical test means that if repeated samples were surveyed, in 95 out of 100 samples the observed measure score would be truly different from the comparison score.
Correlation	A degree of association between two variables, or attributes, typically measured by the <i>Pearson correlation coefficient</i> . The coefficient value of 1 indicates a strong positive relationship; -1 indicates a strong negative relationship; zero indicates no relationship at all.
Denominator (<i>n</i> , or Usable Responses)	Number of valid (appropriately answered) responses available to calculate a measure result. Examples of inappropriately answered questions include ambiguously marked answers, multiple marks when a single answer choice is expected, and responses that violate survey skip patterns. The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in the composite. If the denominator is less than the NCQA-required minimum of 100 responses, NCQA assigns a measure result of "NA."
Disposition	The final status given to a member record in the survey sample at the end of the study (e.g., completed survey, refusal, non-response, etc.).
Eligible Population	Members who are eligible to participate in the survey based on the following NCQA criteria: • Current enrollment (as of the date the sample frame is generated). Some members may no longer be enrolled by the time they complete the survey. They become ineligible and will be excluded from survey results based on their responses to the first two questions on the survey, which confirm membership. • Continuous enrollment (twelve months for Commercial and six months for Medicaid, with no more than one enrollment break of 45 days or less). • Member age (18 years old or older for the Adult survey and 17 years old or younger for the Child survey as of December 31 of the measurement year).

	• Primary coverage (through Medicaid or a commercial product line for Medicaid and Commercial surveys, respectively).
Global Proportions	Applies to composite measures. The proportion of respondents selecting the favorable response(s) (e.g., <i>Usually</i> or <i>Always</i>) averaged across the questions that make up the composite.
Health Plan Ratings (HPR)	NCQA rates health plans in three categories: private/commercial plans in which people enroll through work or on their own; plans that serve Medicare beneficiaries in the Medicare Advantage program (not supplemental plans); and plans that serve Medicaid beneficiaries. NCQA ratings are based on three types of quality measures: measures of clinical quality from NCQA's Healthcare Effectiveness Data and Information Set (HEDIS); measures of patient experience using the Consumer Assessment of Healthcare Providers and Systems (CAHPS); and results from NCQA's review of a health plan's health quality processes (NCQA Accreditation). NCQA rates health plans that choose to report measures publicly. The overall rating is the weighted average of a plan's HEDIS and CAHPS measure ratings, plus Accreditation bonus points (if the plan is Accredited by NCQA), rounded to the nearest half point and displayed as stars. The overall rating is based on performance on dozens of measures of care and is calculated on a 0-5 (5 is highest) scale in half points. Performance includes three subcategories (also scored 0-5 in half points): • Patient Experience: Patient-reported experience of care, including experience with doctors, services, and customer service (measures in the <i>Patient Experience</i> category). • Rates for Clinical Measures: The proportion of eligible members who received preventive services (prevention measures) and the proportion of eligible members who received recommended care for certain conditions (treatment measures). • NCQA Health Plan Accreditation: For a plan with an Accredited or Provisional status, 0.5 bonus points are added to the overall rating before being rounded to the nearest half point and displayed as stars. A plan with an Interim status receives 0.15 bonus points added to the overall rating before being rounded to the nearest half point and displayed as stars.
HEDIS	The Healthcare Effectiveness Data and Information Set (HEDIS) is a set of performance measures in the managed care industry, developed and maintained by NCQA. HEDIS was designed to allow consumers to compare health plan performance to other plans and to national or regional benchmarks as well as to track year-to-year performance. HEDIS is one component

	of NCQA's Accreditation process, although some plans submit HEDIS data without seeking NCQA Accreditation. CAHPS measures are a subset of HEDIS.
Key Drivers	Key Drivers are plan attributes that have been shown to be closely related to members' overall assessment of the plan. Performance on these attributes predicts how the plan is rated overall and, when viewed from the industry perspective, helps to distinguish highly rated plans from poorly performing plans.
NCQA	The National Committee for Quality Assurance (NCQA) is an independent non-profit organization that works to improve health care quality through the administration of evidence-based standards, measures, programs, and accreditation. NCQA manages voluntary accreditation programs for individual physicians, medical groups, and health plans. Health plans seek NCQA Accreditation and measure performance through the administration and submission of the Healthcare Effectiveness Data and Information Set (HEDIS) and Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey.
Oversampling	Sampling more than the minimum NCQA-specified sample size for a given survey type. A health plan must oversample if it cannot eliminate disenrolled members from membership files; correct addresses and, when appropriate, telephone numbers; provide updated, accurate sample frames to the survey vendor by the required date; or if it anticipates a high rate of disenrollment after providing the sample frame to the survey vendor. In such cases, oversampling will help ensure that enough survey-eligible members remain in the sample. Another reason to oversample is to obtain a greater number of completed surveys. For example, the health plan may oversample if it has a prior history of low survey response rates or if it anticipates that a considerable number of the telephone numbers in the membership files are inaccurate. Collecting more completed surveys will help the plan to achieve reportable results and/or detect statistically significant differences or changes in scores. The oversampling rate must be a whole number representing the percent of the base sample to be oversampled (e.g., 7).
Question Summary Rate	Question Summary Rates express the proportion of respondents selecting the response option(s) of interest (typically representing the most favorable outcome(s) from a given question on the survey). Many survey items use a <i>Never, Sometimes, Usually, or Always</i> response scale, with <i>Always</i> being the most favorable outcome. Results are typically reported as the proportion of members selecting <i>Usually</i> or <i>Always</i> .
Regression Analysis	Regression analysis is a statistical technique used to identify which variables (e.g., member experience touch points) have a measurable impact on an outcome measure of interest (e.g., overall rating of the health plan).

Response Rate	Survey response rate is calculated by NCQA using the following formula: $\text{Response Rate} = \frac{\text{Complete and Eligible Surveys}}{[\text{Complete and Eligible} + \text{Incomplete (but Eligible)} + \text{Refusal} + \text{Nonresponse after maximum attempts} + \text{Added to Do Not Call (DNC) List}]}$
Rolling Average Rate Calculation Method	The rolling averages method was introduced by NCQA to accommodate measures with small denominators. To report the results of these measures, there must be at least 100 responses collected over two years of survey administration. The numerators and the denominators of these measures are combined over a two-year period to calculate the final reported rate.
Sample Size	The NCQA-required sample size is 1,100 for Adult Commercial plans, 1,350 for Adult Medicaid plans, and 1,650 for Child Medicaid plans.
Statistically Significant Difference	When survey results are calculated based on sample data and compared to a benchmark score (e.g., the NCQA National Average rate, the CSS multi-plan average, or the plan's own prior-year rate), the question is whether the observed difference is real or due to chance. A difference is said to be statistically significant at a given confidence level (e.g., 95%) if it has a 95% chance of being true.
Trending	Comparison of survey results over time.
Usable Responses (<i>n</i>)	See <i>Denominator</i> .
Valid Response	Any acceptable response to a survey question (i.e., falling within a predefined set) that follows the NCQA skip pattern rules and data cleaning guidelines.

APPENDIX B. SURVEY RESULTS AT A GLANCE

2026 (MY 2025) CAHPS® 5.1H Survey Results at a Glance



Mercy Care (Adult Medicaid Survey)

Abbreviated Measure Name and Reported Rate	This Health Plan						Benchmark Comparisons				This Health Plan's Estimated 2026 NCQA Health Plan Rating (HPR)	
	2026			2025		2024		2026 CSS Adult Medicaid Average		2025 (MY 2024) NCQA Quality Compass National Average (All LOBs)		
	Rate	95% CI	(n)	Rate	Change	Rate	Change	Rate	Difference	Rate		Difference
PATIENT EXPERIENCE											★★★★★	
Getting Care											★★★★☆	
Getting Needed Care (% A+U)	85.13%	(±4.67)	(223)	83.53%	[+1.60]	83.54%	[+1.59]	81.63%	[+3.50]	82.05%	[+3.08]	★★★★★
Ease of Getting Needed Care	90.16%	(±3.74)	(244)	88.12%	[+2.04]	87.70%	[+2.47]	84.82%	[+5.34] ✓	85.15%	[+5.01] ✓	Not reported in HPR
Ease of Seeing a Specialist	80.10%	(±5.52)	(201)	78.95%	[+1.15]	79.38%	[+0.72]	78.43%	[+1.67]	78.92%	[+1.18]	
Getting Care Quickly (% A+U)	80.50%	(±5.77)	(181)	80.49%	[+0.01]	79.35%	[+1.15]	79.55%	[+0.95]	81.57%	[-1.07]	★★★★☆
Ease of Getting Urgent Care	87.50%	(±5.73)	(128)	82.99%	[+4.51]	81.16%	[+6.34]	81.49%	[+6.01]	83.67%	[+3.83]	Not reported in HPR
Ease of Getting Routine Care	73.50%	(±5.65)	(234)	77.99%	[-4.49]	77.54%	[-4.04]	77.62%	[-4.11]	79.20%	[-5.70] ✓	
Satisfaction With Plan and Plan Services											★★★★★	
Rating of Health Plan (% 9+10)	72.38%	(±4.61)	(362)	67.45%	[+4.93]	63.90%	[+8.47] ✓	58.84%	[+13.53] ✓	61.66%	[+10.72] ✓	★★★★★
Rating of Health Care (% 9+10)	65.71%	(±5.94)	(245)	54.83%	[+10.89] ✓	55.38%	[+10.34] ✓	57.12%	[+8.59] ✓	57.72%	[+7.99] ✓	★★★★★
ADDITIONAL MEASURES AND RATES												
Coordination of Care (% A+U)	85.03%	(±5.77)	(147)	78.70%	[+6.34]	78.48%	[+6.55]	84.76%	[+0.28]	85.94%	[-0.91]	Not reported in HPR
Doctor Communication (% A+U)	96.80%	(±2.29)	(227)	93.13%	[+3.67]	93.34%	[+3.46]	92.59%	[+4.21] ✓	93.37%	[+3.43] ✓	
Doctor Explained Things	96.48%	(±2.40)	(227)	93.15%	[+3.33]	92.70%	[+3.77]	92.43%	[+4.04] ✓	93.21%	[+3.27]	
Doctor Listened Carefully	97.79%	(±1.92)	(226)	92.74%	[+5.05] ✓	94.44%	[+3.34]	93.18%	[+4.61] ✓	93.65%	[+4.14] ✓	
Doctor Showed Respect	99.12%	(±1.22)	(226)	95.95%	[+3.16] ✓	97.42%	[+1.69]	94.84%	[+4.28] ✓	95.14%	[+3.98] ✓	
Doctor Spent Enough Time	93.83%	(±3.13)	(227)	90.69%	[+3.14]	88.79%	[+5.04]	89.93%	[+3.91]	91.41%	[+2.42]	
Customer Service (% A+U)	90.12%	(±4.53)	(167)	86.72%	[+3.40]	89.06%	[+1.06]	88.85%	[+1.27]	89.27%	[+0.85]	
Customer Service Provided Info/Help	84.43%	(±5.50)	(167)	82.53%	[+1.90]	82.19%	[+2.24]	82.79%	[+1.64]	83.83%	[+0.60]	
Customer Service Courteous/Respectful	95.81%	(±3.04)	(167)	90.91%	[+4.90]	95.92%	[-0.11]	94.90%	[+0.91]	94.72%	[+1.09]	
Rating of Health Care (% 8+9+10)	81.63%	(±4.85)	(245)	76.45%	[+5.18]	79.28%	[+2.35]	77.05%	[+4.58]	76.48%	[+5.15]	
Rating of Doctor (% 8+9+10)	88.50%	(±3.69)	(287)	82.47%	[+6.03] ✓	85.56%	[+2.94]	84.35%	[+4.16]	84.56%	[+3.94]	
Rating of Doctor (% 9+10)	75.96%	(±4.94)	(287)	69.48%	[+6.48]	66.20%	[+9.76] ✓	69.26%	[+6.70] ✓	70.70%	[+5.26]	
Rating of Specialist (% 8+9+10)	86.70%	(±4.85)	(188)	78.11%	[+8.59] ✓	78.53%	[+8.17] ✓	82.16%	[+4.54]	83.06%	[+3.64]	
Rating of Specialist (% 9+10)	72.87%	(±6.36)	(188)	64.18%	[+8.69]	65.45%	[+7.43]	66.61%	[+6.27]	68.19%	[+4.68]	
Rating of Health Plan (% 8+9+10)	85.36%	(±3.64)	(362)	83.33%	[+2.03]	78.61%	[+6.75] ✓	76.29%	[+9.07] ✓	77.61%	[+7.75] ✓	
MEDICAL ASSISTANCE WITH SMOKING CESSATION												
Advising Smokers to Quit (% A+U+S)	75.96%	(±8.21)	(104)	68.52%	[+7.44]	71.19%	[+4.78]	72.33%	[+3.63]	73.42%	[+2.54]	Not reported in HPR
Discussing Cessation Meds (% A+U+S)	50.50%	(±9.75)	(101)	46.15%	[+4.34]	47.01%	[+3.49]	51.51%	[-1.01]	53.23%	[-2.73]	
Discussing Cessation Strategies (% A+U+S)	44.23%	(±9.55)	(104)	44.44%	[-0.21]	39.66%	[+4.58]	46.59%	[-2.36]	47.23%	[-3.00]	

The 95% confidence interval (CI) and the number of valid responses (*n*, or measure denominator) are provided for the current-year measure rate only. Statistically significant differences between the current-year rate and the comparison rate are marked with a checkmark (✓) symbol.

Unofficial Health Plan Ratings (HPR) were estimated by CSS based on the prior-year (2025, or MY 2024) NCQA Quality Compass national benchmarks. The official 2026 Health Plan Ratings, based on the current-year (2026, or MY 2025) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2026. NCQA removed Rating of Personal Doctor from HPR 2026 (MY 2025).

APPENDIX C. CROSS-TABULATIONS

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Patient Experience Measures

	Reportable Rates					Estimated Health Plan Rating (HPR)	
	2025 NCQA Quality Compass National Average, All LOBs	2026 CSS Average	Plan Rate			Percentile	Stars
			2026	2025	2024		
Consumer Satisfaction							4.5
Getting Care							3.5
Getting Needed Care (% A+U)	82.05%	81.63%	85.13%	83.53%	83.54%	67th	4.0
Getting Care Quickly (% A+U)	81.57%	79.55%	80.50%	80.49%	79.35%	33rd	3.0
Satisfaction with Plan and Plan Services							5.0
Rating of All Health Care (% 9+10)	57.72%	57.12%	65.71%	54.83%	55.38%	90th	5.0
Rating of Health Plan (% 9+10)	61.66%	58.84%	72.38%	67.45%	63.90%	90th	5.0
Non-HPR Measures							
Rating of Specialist Seen Most Often (% 9+10)	68.19%	66.61%	72.87%	64.18%	65.45%		
Rating of Personal Doctor (% 9+10)	70.70%	69.26%	75.96%	69.48%	66.20%		
Coordination of Care (% A+U)	85.94%	84.76%	85.03%	78.70%	78.48%		
How Well Doctors Communicate (% A+U)	93.37%	92.59%	96.80%	93.13%	93.34%		
Customer Service (% A+U)	89.27%	88.85%	90.12%	86.72%	89.06%		

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Note: The official Health Plan Ratings (HPR) scores will be released by NCQA in September 2026 using current year (2026 or MY 2025) benchmarks. The results presented in this report use the 2025 benchmarks (MY 2024) released by NCQA to estimate the MY 2025 HPR; therefore the HPR scores presented in this report should be treated as estimates. Results are presented for NCQA's top-box rates (% 9+10 or % Usually+Always). At least 100 valid responses must be collected for a measure to be reportable by NCQA. A lighter display is used to indicate that a result is not reportable by NCQA due to insufficient denominator (fewer than 100 responses). In such cases, CSS calculates measure results only for internal plan reporting.

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Effectiveness of Care Measures

		2026 Reported Rate	2026 Rate (Single Year)	2025 Rate (Single Year)
Medical Assistance with Smoking and Tobacco Use Cessation (MSC)				
Base: All eligible respondents who smoke or use tobacco				
Advising Smokers and Tobacco Users to Quit	Advised to quit	79	42	37
	Usable responses	104	50	54
	MSC Rate	76.0%	84.0%	68.5%
Discussing Cessation Medications	Discussed medications	51	27	24
	Usable responses	101	49	52
	MSC Rate	50.5%	55.1%	46.2%
Discussing Cessation Strategies	Discussed strategies	46	22	24
	Usable responses	104	50	54
	MSC Rate	44.2%	44.0%	44.4%

Note: Results are presented regardless of whether the plan is reporting the measure(s) to NCQA or meets the minimum reporting threshold of 100 valid responses. A lighter display is used to indicate that the measure does not meet the NCQA minimum denominator threshold. The 2026 Reported Rate for the MSC measures were calculated using NCQA's rolling average methodology. For more detail on the calculation of these rates, please refer to HEDIS® Measurement Year 2025, Volume 3: Specifications for Survey Measures, Section 2: Effectiveness of Care. CSS provides unofficial Effectiveness of Care results only for internal plan reporting.

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

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Question 3

In the last 6 months, did you have an illness, injury, or condition that needed care right away?

Base: All respondents

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,704	375	398	381	108	72	183	125	240	238	84	41	175	180	201	29	113	122	176	71	121	129	119
Number missing or multiple answer	92	6	8	3	2	1	3	1	5	4	0	1	3	2	1	2	3	2	2	1	1	3	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,612 98.6%	369 98.4%	390 98.0%	378 99.2%	106 98.1%	71 98.6%	180 98.4%	124 99.2%	235 97.9%	234 98.3%	84 100.0%	40 97.6%	172 98.3%	178 98.9%	200 99.5%	27 93.1%	110 97.3%	120 98.4%	174 98.9%	70 98.6%	120 99.2%	126 97.7%	117 98.3%
Yes	2,319 35.1%	132 35.8%	154 39.5%	141 37.3%	38 35.8%	29 40.8%	62 34.4%	43 34.7%	87 37.0%	74 31.6%	43 51.2%	12 30.0%	58 33.7%	69 38.8%	77 38.5%	9 33.3%	40 36.4%	14 11.7%	73 42.0%	43 61.4%	26 21.7%	48 38.1%	56 47.9%
No	4,293 64.9%	237 64.2%	236 60.5%	237 62.7%	68 64.2%	42 59.2%	118 65.6%	81 65.3%	148 63.0%	160 68.4%	41 48.8%	28 70.0%	114 66.3%	109 61.2%	123 61.5%	18 66.7%	70 63.6%	106 88.3%	101 58.0%	27 38.6%	94 78.3%	78 61.9%	61 52.1%
Significantly different from column:*										K	JL	K						ST	RT	RS	VW	U	U

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

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Question 4

In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

Base: All respondents who needed care right away (Q3)

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,319	132	154	141	38	29	62	43	87	74	43	12	58	69	77	9	40	14	73	43	26	48	56
Number missing or multiple answer	66	4	7	3	1	0	3	0	4	4	0	0	3	1	3	0	1	0	3	1	3	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,253 97.2%	128 97.0%	147 95.5%	138 97.9%	37 97.4%	29 100.0%	59 95.2%	43 100.0%	83 95.4%	70 94.6%	43 100.0%	12 100.0%	55 94.8%	68 98.6%	74 96.1%	9 100.0%	39 97.5%	14 100.0%	70 95.9%	42 97.7%	23 88.5%	47 97.9%	56 100.0%
Never	67 3.0%	2 1.6%	4 2.7%	3 2.2%	0 0.0%	1 3.4%	1 1.7%	0 0.0%	2 2.4%	0 0.0%	1 2.3%	1 8.3%	1 1.8%	1 1.5%	0 0.0%	0 0.0%	2 5.1%	1 7.1%	0 0.0%	1 2.4%	0 0.0%	0 0.0%	2 3.6%
Sometimes	350 15.5%	14 10.9%	21 14.3%	23 16.7%	4 10.8%	4 13.8%	6 10.2%	2 4.7%	12 14.5%	6 8.6%	7 16.3%	1 8.3%	5 9.1%	9 13.2%	10 13.5%	0 0.0%	4 10.3%	0 0.0%	7 10.0%	7 16.7%	1 4.3%	3 6.4%	10 17.9%
Usually	494 21.9%	29 22.7%	30 20.4%	33 23.9%	6 16.2%	6 20.7%	15 25.4%	13 30.2%	15 18.1%	15 21.4%	10 23.3%	2 16.7%	11 20.0%	16 23.5%	17 23.0%	5 55.6%	6 15.4%	6 42.9%	16 22.9%	7 16.7%	3 13.0%	11 23.4%	14 25.0%
Always	1,342 59.6%	83 64.8%	92 62.6%	79 57.2%	27 73.0%	18 62.1%	37 62.7%	28 65.1%	54 65.1%	49 70.0%	25 58.1%	8 66.7%	38 69.1%	42 61.8%	47 63.5%	4 44.4%	27 69.2%	7 50.0%	47 67.1%	27 64.3%	19 82.6%	33 70.2%	30 53.6%
Significantly different from column:*																					W		U
Usually or Always	1,836 81.5%	112 87.5%	122 83.0%	112 81.2%	33 89.2%	24 82.8%	52 88.1%	41 95.3%	69 83.1%	64 91.4%	35 81.4%	10 83.3%	49 89.1%	58 85.3%	64 86.5%	9 100.0%	33 84.6%	13 92.9%	63 90.0%	34 81.0%	22 95.7%	44 93.6%	44 78.6%
Significantly different from column:*																					W		V

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4993010

Question 5

In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care?

Base: All respondents

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,704	375	398	381	108	72	183	125	240	238	84	41	175	180	201	29	113	122	176	71	121	129	119
Number missing or multiple answer	90	5	5	4	2	2	1	0	4	4	1	0	4	1	1	0	2	3	1	1	2	1	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,614 98.7%	370 98.7%	393 98.7%	377 99.0%	106 98.1%	70 97.2%	182 99.5%	125 100.0%	236 98.3%	234 98.3%	83 98.8%	41 100.0%	171 97.7%	179 99.4%	200 99.5%	29 100.0%	111 98.2%	119 97.5%	175 99.4%	70 98.6%	119 98.3%	128 99.2%	117 98.3%
Yes	4,104 62.1%	239 64.6%	265 67.4%	242 64.2%	62 58.5%	47 67.1%	122 67.0%	77 61.6%	156 66.1%	149 63.7%	57 68.7%	27 65.9%	111 64.9%	117 65.4%	136 68.0%	18 62.1%	70 63.1%	33 27.7%	138 78.9%	64 91.4%	68 57.1%	85 66.4%	81 69.2%
No	2,510 37.9%	131 35.4%	128 32.6%	135 35.8%	44 41.5%	23 32.9%	60 33.0%	48 38.4%	80 33.9%	85 36.3%	26 31.3%	14 34.1%	60 35.1%	62 34.6%	64 32.0%	11 37.9%	41 36.9%	86 72.3%	37 21.1%	6 8.6%	51 42.9%	43 33.6%	36 30.8%
Significantly different from column:*																		ST	RT	RS			

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4993010

Question 6

In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?

Base: All respondents who made an appointment for a check-up or routine care (Q5)

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	4,104	239	265	242	62	47	122	77	156	149	57	27	111	117	136	18	70	33	138	64	68	85	81
Number missing or multiple answer	74	5	6	6	0	0	5	2	3	5	0	0	0	5	3	0	2	1	2	1	1	2	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,030 98.2%	234 97.9%	259 97.7%	236 97.5%	62 100.0%	47 100.0%	117 95.9%	75 97.4%	153 98.1%	144 96.6%	57 100.0%	27 100.0%	111 100.0%	112 95.7%	133 97.8%	18 100.0%	68 97.1%	32 97.0%	136 98.6%	63 98.4%	67 98.5%	83 97.6%	79 97.5%
Never	112 2.8%	11 4.7%	9 3.5%	5 2.1%	6 9.7%	4 8.5%	1 0.9%	5 6.7%	6 3.9%	7 4.9%	2 3.5%	2 7.4%	7 6.3%	4 3.6%	7 5.3%	0 0.0%	3 4.4%	5 15.6%	5 3.7%	1 1.6%	4 6.0%	2 2.4%	5 6.3%
Sometimes	790 19.6%	51 21.8%	48 18.5%	48 20.3%	17 27.4%	10 21.3%	24 20.5%	13 17.3%	38 24.8%	32 22.2%	14 24.6%	5 18.5%	26 23.4%	24 21.4%	30 22.6%	3 16.7%	18 26.5%	11 34.4%	29 21.3%	11 17.5%	22 32.8%	12 14.5%	17 21.5%
Usually	1,053 26.1%	52 22.2%	79 30.5%	65 27.5%	11 17.7%	6 12.8%	31 26.5%	16 21.3%	34 22.2%	30 20.8%	16 28.1%	4 14.8%	23 20.7%	26 23.2%	28 21.1%	4 22.2%	14 20.6%	6 18.8%	32 23.5%	14 22.2%	12 17.9%	18 21.7%	20 25.3%
Always	2,075 51.5%	120 51.3%	123 47.5%	118 50.0%	28 45.2%	27 57.4%	61 52.1%	41 54.7%	75 49.0%	75 52.1%	25 43.9%	16 59.3%	55 49.5%	58 51.8%	68 51.1%	11 61.1%	33 48.5%	10 31.3%	70 51.5%	37 58.7%	29 43.3%	51 61.4%	37 46.8%
Significantly different from column:*																		ST	R	R	V	U	
Usually or Always	3,128 77.6%	172 73.5%	202 78.0%	183 77.5%	39 62.9%	33 70.2%	92 78.6%	57 76.0%	109 71.2%	105 72.9%	41 71.9%	20 74.1%	78 70.3%	84 75.0%	96 72.2%	15 83.3%	47 69.1%	16 50.0%	102 75.0%	51 81.0%	41 61.2%	69 83.1%	57 72.2%
Significantly different from column:*					G		E											ST	R	R	V	U	

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4993010

Question 7

In the last 6 months, not counting the times you went to an emergency room, how many times did you get health care for yourself in person, by phone, or by video?

Base: All respondents

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,704	375	398	381	108	72	183	125	240	238	84	41	175	180	201	29	113	122	176	71	121	129	119
Number missing or multiple answer	165	6	14	9	1	0	5	4	2	4	1	0	3	3	3	0	3	0	0	0	2	1	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,539 97.5%	369 98.4%	384 96.5%	372 97.6%	107 99.1%	72 100.0%	178 97.3%	121 96.8%	238 99.2%	234 98.3%	83 98.8%	41 100.0%	172 98.3%	177 98.3%	198 98.5%	29 100.0%	110 97.3%	122 100.0%	176 100.0%	71 100.0%	119 98.3%	128 99.2%	116 97.5%
None	2,218 33.9%	122 33.1%	121 31.5%	119 32.0%	44 41.1%	19 26.4%	53 29.8%	43 35.5%	73 30.7%	83 35.5%	20 24.1%	13 31.7%	61 35.5%	53 29.9%	49 24.7%	13 44.8%	42 38.2%	122 100.0%	0 0.0%	0 0.0%	45 37.8%	47 36.7%	27 23.3%
1 time	1,003 15.3%	57 15.4%	57 14.8%	42 11.3%	15 14.0%	15 20.8%	25 14.0%	23 19.0%	33 13.9%	38 16.2%	10 12.0%	7 17.1%	25 14.5%	26 14.7%	35 17.7%	7 24.1%	11 10.0%	0 0.0%	57 32.4%	0 0.0%	24 20.2%	16 12.5%	16 13.8%
2	975 14.9%	63 17.1%	58 15.1%	66 17.7%	16 15.0%	14 19.4%	32 18.0%	20 16.5%	43 18.1%	35 15.0%	18 21.7%	10 24.4%	30 17.4%	32 18.1%	36 18.2%	4 13.8%	20 18.2%	0 0.0%	63 35.8%	0 0.0%	25 21.0%	23 18.0%	15 12.9%
3	743 11.4%	32 8.7%	42 10.9%	31 8.3%	8 7.5%	2 2.8%	20 11.2%	13 10.7%	17 7.1%	18 7.7%	9 10.8%	2 4.9%	15 8.7%	14 7.9%	17 8.6%	1 3.4%	11 10.0%	0 0.0%	32 18.2%	0 0.0%	6 5.0%	13 10.2%	11 9.5%
4	467 7.1%	24 6.5%	40 10.4%	42 11.3%	6 5.6%	6 8.3%	12 6.7%	4 3.3%	19 8.0%	17 7.3%	5 6.0%	2 4.9%	16 9.3%	7 4.0%	15 7.6%	0 0.0%	7 6.4%	0 0.0%	24 13.6%	0 0.0%	4 3.4%	12 9.4%	8 6.9%
5 to 9	755 11.5%	43 11.7%	45 11.7%	50 13.4%	11 10.3%	8 11.1%	24 13.5%	10 8.3%	33 13.9%	28 12.0%	12 14.5%	3 7.3%	16 9.3%	26 14.7%	27 13.6%	4 13.8%	10 9.1%	0 0.0%	0 0.0%	43 60.6%	9 7.6%	15 11.7%	19 16.4%
10 or more times	378 5.8%	28 7.6%	21 5.5%	22 5.9%	7 6.5%	8 11.1%	12 6.7%	8 6.6%	20 8.4%	15 6.4%	9 10.8%	4 9.8%	9 5.2%	19 10.7%	19 9.6%	0 0.0%	9 8.2%	0 0.0%	0 0.0%	28 39.4%	6 5.0%	2 1.6%	20 17.2%
5 or more times	1,133 17.3%	71 19.2%	66 17.2%	72 19.4%	18 16.8%	16 22.2%	36 20.2%	18 14.9%	53 22.3%	43 18.4%	21 25.3%	7 17.1%	25 14.5%	45 25.4%	46 23.2%	4 13.8%	19 17.3%	0 0.0%	0 0.0%	71 100.0%	15 12.6%	17 13.3%	39 33.6%
Significantly different from column:*													N	M				T	T	RS	W	W	UV

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4993010

Question 8

Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

Base: All respondents who got care in person, by phone, or by video, excluding emergency room visits (Q7)

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	4,321	247	263	253	63	53	125	78	165	151	63	28	111	124	149	16	68	0	176	71	74	81	89
Number missing or multiple answer	46	2	4	2	2	0	0	2	0	2	0	0	1	0	1	0	0	0	2	0	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,275 98.9%	245 99.2%	259 98.5%	251 99.2%	61 96.8%	53 100.0%	125 100.0%	76 97.4%	165 100.0%	149 98.7%	63 100.0%	28 100.0%	110 99.1%	124 100.0%	148 99.3%	16 100.0%	68 100.0%	0 ---	174 98.9%	71 100.0%	72 97.3%	81 100.0%	89 100.0%
0 Worst health care possible	23 0.5%	1 0.4%	1 0.4%	0 0.0%	0 0.0%	0 0.0%	1 0.8%	1 1.3%	0 0.0%	1 0.7%	0 0.0%	0 0.0%	0 0.0%	1 0.8%	1 0.7%	0 0.0%	0 0.0%	0 ---	1 0.6%	0 0.0%	0 0.0%	0 0.0%	1 1.1%
1	14 0.3%	3 1.2%	3 1.2%	1 0.4%	0 0.0%	1 1.9%	2 1.6%	0 0.0%	3 1.8%	2 1.3%	0 0.0%	1 3.6%	0 0.0%	3 2.4%	2 1.4%	1 6.3%	0 0.0%	0 ---	3 1.7%	0 0.0%	1 1.4%	0 0.0%	2 2.2%
2	21 0.5%	1 0.4%	0 0.0%	1 0.4%	1 1.6%	0 0.0%	0 0.0%	0 0.0%	1 0.6%	0 0.0%	1 1.6%	0 0.0%	0 0.0%	1 0.8%	0 0.0%	0 0.0%	1 1.5%	0 ---	0 0.0%	1 1.4%	0 0.0%	1 1.2%	0 0.0%
3	49 1.1%	0 0.0%	3 1.2%	3 1.2%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
4	49 1.1%	0 0.0%	2 0.8%	4 1.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
5	182 4.3%	11 4.5%	13 5.0%	12 4.8%	1 1.6%	2 3.8%	8 6.4%	4 5.3%	7 4.2%	8 5.4%	1 1.6%	2 7.1%	4 3.6%	7 5.6%	7 4.7%	0 0.0%	4 5.9%	0 ---	8 4.6%	3 4.2%	2 2.8%	1 1.2%	8 9.0%
6	183 4.3%	10 4.1%	14 5.4%	10 4.0%	2 3.3%	3 5.7%	5 4.0%	3 3.9%	7 4.2%	8 5.4%	2 3.2%	0 0.0%	2 1.8%	6 4.8%	3 2.0%	2 12.5%	5 7.4%	0 ---	8 4.6%	2 2.8%	0 0.0%	5 6.2%	5 5.6%
7	460 10.8%	19 7.8%	25 9.7%	21 8.4%	6 9.8%	6 11.3%	7 5.6%	4 5.3%	15 9.1%	10 6.7%	7 11.1%	2 7.1%	5 4.5%	14 11.3%	15 10.1%	1 6.3%	3 4.4%	0 ---	12 6.9%	7 9.9%	2 2.8%	8 9.9%	9 10.1%
8	852 19.9%	39 15.9%	56 21.6%	60 23.9%	13 21.3%	9 17.0%	16 12.8%	12 15.8%	27 16.4%	18 12.1%	15 23.8%	5 17.9%	19 17.3%	19 15.3%	25 16.9%	2 12.5%	10 14.7%	0 ---	27 15.5%	12 16.9%	10 13.9%	16 19.8%	13 14.6%
9	638 14.9%	39 15.9%	45 17.4%	39 15.5%	11 18.0%	8 15.1%	20 16.0%	13 17.1%	26 15.8%	23 15.4%	11 17.5%	5 17.9%	17 15.5%	21 16.9%	25 16.9%	2 12.5%	9 13.2%	0 ---	27 15.5%	12 16.9%	16 22.2%	12 14.8%	11 12.4%
10 Best health care possible	1,804 42.2%	122 49.8%	97 37.5%	100 39.8%	27 44.3%	24 45.3%	66 52.8%	39 51.3%	79 47.9%	79 53.0%	26 41.3%	13 46.4%	63 57.3%	52 41.9%	70 47.3%	8 50.0%	36 52.9%	0 ---	88 50.6%	34 47.9%	41 56.9%	38 46.9%	40 44.9%

NA - Not applicable

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4993010

Question 8

Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

Base: All respondents who got care in person, by phone, or by video, excluding emergency room visits (Q7)

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	4,321	247	263	253	63	53	125	78	165	151	63	28	111	124	149	16	68	0	176	71	74	81	89
Number missing or multiple answer	46	2	4	2	2	0	0	2	0	2	0	0	1	0	1	0	0	0	2	0	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,275 98.9%	245 99.2%	259 98.5%	251 99.2%	61 96.8%	53 100.0%	125 100.0%	76 97.4%	165 100.0%	149 98.7%	63 100.0%	28 100.0%	110 99.1%	124 100.0%	148 99.3%	16 100.0%	68 100.0%	0 ---	174 98.9%	71 100.0%	72 97.3%	81 100.0%	89 100.0%
0 to 4	156 3.6%	5 2.0%	9 3.5%	9 3.6%	1 1.6%	1 1.9%	3 2.4%	1 1.3%	4 2.4%	3 2.0%	1 1.6%	1 3.6%	0 0.0%	5 4.0%	3 2.0%	1 6.3%	1 1.5%	0 ---	4 2.3%	1 1.4%	1 1.4%	1 1.2%	3 3.4%
5	182 4.3%	11 4.5%	13 5.0%	12 4.8%	1 1.6%	2 3.8%	8 6.4%	4 5.3%	7 4.2%	8 5.4%	1 1.6%	2 7.1%	4 3.6%	7 5.6%	7 4.7%	0 0.0%	4 5.9%	0 ---	8 4.6%	3 4.2%	2 2.8%	1 1.2%	8 9.0%
6 to 7	643 15.0%	29 11.8%	39 15.1%	31 12.4%	8 13.1%	9 17.0%	12 9.6%	7 9.2%	22 13.3%	18 12.1%	9 14.3%	2 7.1%	7 6.4%	20 16.1%	18 12.2%	3 18.8%	8 11.8%	0 ---	20 11.5%	9 12.7%	2 2.8%	13 16.0%	14 15.7%
8 to 10	3,294 77.1%	200 81.6%	198 76.4%	199 79.3%	51 83.6%	41 77.4%	102 81.6%	64 84.2%	132 80.0%	120 80.5%	52 82.5%	23 82.1%	99 90.0%	92 74.2%	120 81.1%	12 75.0%	55 80.9%	0 ---	142 81.6%	58 81.7%	67 93.1%	66 81.5%	64 71.9%
Significantly different from column:*													N	M							VW	U	U
0 to 6	521 12.2%	26 10.6%	36 13.9%	31 12.4%	4 6.6%	6 11.3%	16 12.8%	8 10.5%	18 10.9%	19 12.8%	4 6.3%	3 10.7%	6 5.5%	18 14.5%	13 8.8%	3 18.8%	10 14.7%	0 ---	20 11.5%	6 8.5%	3 4.2%	7 8.6%	16 18.0%
7 to 8	1,312 30.7%	58 23.7%	81 31.3%	81 32.3%	19 31.1%	15 28.3%	23 18.4%	16 21.1%	42 25.5%	28 18.8%	22 34.9%	7 25.0%	24 21.8%	33 26.6%	40 27.0%	3 18.8%	13 19.1%	0 ---	39 22.4%	19 26.8%	12 16.7%	24 29.6%	22 24.7%
9 to 10	2,442 57.1%	161 65.7%	142 54.8%	139 55.4%	38 62.3%	32 60.4%	86 68.8%	52 68.4%	105 63.6%	102 68.5%	37 58.7%	18 64.3%	80 72.7%	73 58.9%	95 64.2%	10 62.5%	45 66.2%	0 ---	115 66.1%	46 64.8%	57 79.2%	50 61.7%	51 57.3%
Significantly different from column:*		ACD											N	M							VW	U	U

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4993010

Question 9

In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

Base: All respondents who got care in person, by phone, or by video, excluding emergency room visits (Q7)

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	4,321	247	263	253	63	53	125	78	165	151	63	28	111	124	149	16	68	0	176	71	74	81	89
Number missing or multiple answer	45	3	2	1	2	1	0	3	0	3	0	0	2	0	1	0	0	0	3	0	3	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,276 99.0%	244 98.8%	261 99.2%	252 99.6%	61 96.8%	52 98.1%	125 100.0%	75 96.2%	165 100.0%	148 98.0%	63 100.0%	28 100.0%	109 98.2%	124 100.0%	148 99.3%	16 100.0%	68 100.0%	0 ---	173 98.3%	71 100.0%	71 95.9%	81 100.0%	89 100.0%
Never	75 1.8%	1 0.4%	4 1.5%	7 2.8%	0 0.0%	0 0.0%	1 0.8%	0 0.0%	1 0.6%	0 0.0%	1 1.6%	0 0.0%	0 0.0%	1 0.8%	1 0.7%	0 0.0%	0 0.0%	0 ---	1 0.6%	0 0.0%	0 0.0%	0 0.0%	1 1.1%
Sometimes	574 13.4%	23 9.4%	27 10.3%	24 9.5%	5 8.2%	8 15.4%	10 8.0%	5 6.7%	18 10.9%	14 9.5%	5 7.9%	4 14.3%	8 7.3%	15 12.1%	17 11.5%	0 0.0%	6 8.8%	0 ---	14 8.1%	9 12.7%	2 2.8%	5 6.2%	16 18.0%
Usually	1,189 27.8%	66 27.0%	87 33.3%	70 27.8%	21 34.4%	11 21.2%	34 27.2%	17 22.7%	49 29.7%	36 24.3%	18 28.6%	11 39.3%	30 27.5%	33 26.6%	40 27.0%	4 25.0%	19 27.9%	0 ---	44 25.4%	22 31.0%	18 25.4%	21 25.9%	27 30.3%
Always	2,438 57.0%	154 63.1%	143 54.8%	151 59.9%	35 57.4%	33 63.5%	80 64.0%	53 70.7%	97 58.8%	98 66.2%	39 61.9%	13 46.4%	71 65.1%	75 60.5%	90 60.8%	12 75.0%	43 63.2%	0 ---	114 65.9%	40 56.3%	51 71.8%	55 67.9%	45 50.6%
Significantly different from column:*										L		J									W	W	UV
Usually or Always	3,627 84.8%	220 90.2%	230 88.1%	221 87.7%	56 91.8%	44 84.6%	114 91.2%	70 93.3%	146 88.5%	134 90.5%	57 90.5%	24 85.7%	101 92.7%	108 87.1%	130 87.8%	16 100.0%	62 91.2%	0 ---	158 91.3%	62 87.3%	69 97.2%	76 93.8%	72 80.9%
Significantly different from column:*		A																			W	W	UV

NA - Not applicable

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Question 10

A personal doctor is the one you would talk to if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

Base: All respondents

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,704	375	398	381	108	72	183	125	240	238	84	41	175	180	201	29	113	122	176	71	121	129	119
Number missing or multiple answer	76	6	7	4	1	1	3	4	2	4	2	0	4	2	1	0	4	4	1	1	1	4	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,628 98.9%	369 98.4%	391 98.2%	377 99.0%	107 99.1%	71 98.6%	180 98.4%	121 96.8%	238 99.2%	234 98.3%	82 97.6%	41 100.0%	171 97.7%	178 98.9%	200 99.5%	29 100.0%	109 96.5%	118 96.7%	175 99.4%	70 98.6%	120 99.2%	125 96.9%	118 99.2%
Yes	5,265 79.4%	294 79.7%	314 80.3%	286 75.9%	68 63.6%	55 77.5%	162 90.0%	95 78.5%	190 79.8%	180 76.9%	72 87.8%	33 80.5%	131 76.6%	149 83.7%	165 82.5%	22 75.9%	82 75.2%	76 64.4%	150 85.7%	62 88.6%	92 76.7%	99 79.2%	98 83.1%
No	1,363 20.6%	75 20.3%	77 19.7%	91 24.1%	39 36.4%	16 22.5%	18 10.0%	26 21.5%	48 20.2%	54 23.1%	10 12.2%	8 19.5%	40 23.4%	29 16.3%	35 17.5%	7 24.1%	27 24.8%	42 35.6%	25 14.3%	8 11.4%	28 23.3%	26 20.8%	20 16.9%
Significantly different from column:*					FG	EG	EF			K	J							ST	R	R			

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 11

In the last 6 months, how many times did you have an in person, phone, or video visit with your personal doctor about your health?

Base: All respondents who have a personal doctor (Q10)

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,265	294	314	286	68	55	162	95	190	180	72	33	131	149	165	22	82	76	150	62	92	99	98
Number missing or multiple answer	129	10	11	4	1	0	8	5	4	7	2	0	6	3	5	1	2	4	5	1	3	3	4
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,136 97.5%	284 96.6%	303 96.5%	282 98.6%	67 98.5%	55 100.0%	154 95.1%	90 94.7%	186 97.9%	173 96.1%	70 97.2%	33 100.0%	125 95.4%	146 98.0%	160 97.0%	21 95.5%	80 97.6%	72 94.7%	145 96.7%	61 98.4%	89 96.7%	96 97.0%	94 95.9%
None	1,133 22.1%	57 20.1%	55 18.2%	48 17.0%	18 26.9%	9 16.4%	28 18.2%	17 18.9%	38 20.4%	35 20.2%	14 20.0%	6 18.2%	26 20.8%	28 19.2%	33 20.6%	5 23.8%	13 16.3%	35 48.6%	17 11.7%	4 6.6%	28 31.5%	18 18.8%	11 11.7%
1 time	1,358 26.4%	69 24.3%	71 23.4%	76 27.0%	21 31.3%	17 30.9%	29 18.8%	27 30.0%	40 21.5%	38 22.0%	20 28.6%	9 27.3%	25 20.0%	40 27.4%	37 23.1%	8 38.1%	18 22.5%	12 16.7%	49 33.8%	8 13.1%	25 28.1%	24 25.0%	18 19.1%
2	1,133 22.1%	64 22.5%	71 23.4%	63 22.3%	12 17.9%	14 25.5%	38 24.7%	21 23.3%	43 23.1%	38 22.0%	14 20.0%	12 36.4%	29 23.2%	33 22.6%	33 20.6%	4 19.0%	23 28.8%	15 20.8%	40 27.6%	8 13.1%	18 20.2%	25 26.0%	21 22.3%
3	606 11.8%	40 14.1%	39 12.9%	32 11.3%	7 10.4%	3 5.5%	28 18.2%	10 11.1%	28 15.1%	28 16.2%	8 11.4%	2 6.1%	23 18.4%	15 10.3%	24 15.0%	2 9.5%	10 12.5%	5 6.9%	23 15.9%	11 18.0%	8 9.0%	14 14.6%	16 17.0%
4	337 6.6%	19 6.7%	26 8.6%	27 9.6%	2 3.0%	4 7.3%	11 7.1%	5 5.6%	12 6.5%	8 4.6%	7 10.0%	2 6.1%	9 7.2%	8 5.5%	12 7.5%	1 4.8%	3 3.8%	2 2.8%	11 7.6%	6 9.8%	3 3.4%	6 6.3%	9 9.6%
5 to 9	429 8.4%	22 7.7%	32 10.6%	30 10.6%	5 7.5%	4 7.3%	13 8.4%	7 7.8%	15 8.1%	19 11.0%	3 4.3%	0 0.0%	9 7.2%	13 8.9%	12 7.5%	1 4.8%	9 11.3%	3 4.2%	4 2.8%	14 23.0%	3 3.4%	7 7.3%	12 12.8%
10 or more times	140 2.7%	13 4.6%	9 3.0%	6 2.1%	2 3.0%	4 7.3%	7 4.5%	3 3.3%	10 5.4%	7 4.0%	4 5.7%	2 6.1%	4 3.2%	9 6.2%	9 5.6%	0 0.0%	4 5.0%	0 0.0%	1 0.7%	10 16.4%	4 4.5%	2 2.1%	7 7.4%
5 or more times	569 11.1%	35 12.3%	41 13.5%	36 12.8%	7 10.4%	8 14.5%	20 13.0%	10 11.1%	25 13.4%	26 15.0%	7 10.0%	2 6.1%	13 10.4%	22 15.1%	21 13.1%	1 4.8%	13 16.3%	3 4.2%	5 3.4%	24 39.3%	7 7.9%	9 9.4%	19 20.2%
Significantly different from column:*																		T	T	RS	W	W	UV

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 12

In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

Base: All respondents who have a personal doctor and visited their personal doctor to get care (Q10 & Q11)

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	4,003	227	248	234	49	46	126	73	148	138	56	27	99	118	127	16	67	37	128	57	61	78	83
Number missing or multiple answer	12	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,991 99.7%	227 100.0%	248 100.0%	233 99.6%	49 100.0%	46 100.0%	126 100.0%	73 100.0%	148 100.0%	138 100.0%	56 100.0%	27 100.0%	99 100.0%	118 100.0%	127 100.0%	16 100.0%	67 100.0%	37 100.0%	128 100.0%	57 100.0%	61 100.0%	78 100.0%	83 100.0%
Never	42 1.1%	2 0.9%	2 0.8%	1 0.4%	2 4.1%	0 0.0%	0 0.0%	1 1.4%	1 0.7%	1 0.7%	1 1.8%	0 0.0%	1 1.0%	1 0.8%	1 0.8%	0 0.0%	1 1.5%	2 5.4%	0 0.0%	0 0.0%	1 1.6%	1 1.3%	0 0.0%
Sometimes	260 6.5%	6 2.6%	15 6.0%	16 6.9%	1 2.0%	1 2.2%	4 3.2%	0 0.0%	6 4.1%	5 3.6%	0 0.0%	1 3.7%	3 3.0%	3 2.5%	3 2.4%	0 0.0%	3 4.5%	2 5.4%	4 3.1%	0 0.0%	1 1.6%	0 0.0%	5 6.0%
Usually	683 17.1%	35 15.4%	41 16.5%	31 13.3%	8 16.3%	6 13.0%	21 16.7%	17 23.3%	18 12.2%	21 15.2%	9 16.1%	5 18.5%	15 15.2%	19 16.1%	23 18.1%	2 12.5%	8 11.9%	5 13.5%	18 14.1%	12 21.1%	7 11.5%	16 20.5%	12 14.5%
Always	3,006 75.3%	184 81.1%	190 76.6%	185 79.4%	38 77.6%	39 84.8%	101 80.2%	55 75.3%	123 83.1%	111 80.4%	46 82.1%	21 77.8%	80 80.8%	95 80.5%	100 78.7%	14 87.5%	55 82.1%	28 75.7%	106 82.8%	45 78.9%	52 85.2%	61 78.2%	66 79.5%
Significantly different from column:*																							
Usually or Always	3,689 92.4%	219 96.5%	231 93.1%	216 92.7%	46 93.9%	45 97.8%	122 96.8%	72 98.6%	141 95.3%	132 95.7%	55 98.2%	26 96.3%	95 96.0%	114 96.6%	123 96.9%	16 100.0%	63 94.0%	33 89.2%	124 96.9%	57 100.0%	59 96.7%	77 98.7%	78 94.0%
Significantly different from column:*		A																					

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 13

In the last 6 months, how often did your personal doctor listen carefully to you?

Base: All respondents who have a personal doctor and visited their personal doctor to get care (Q10 & Q11)

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	4,003	227	248	234	49	46	126	73	148	138	56	27	99	118	127	16	67	37	128	57	61	78	83
Number missing or multiple answer	15	1	0	0	0	0	1	0	1	1	0	0	1	0	0	0	1	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,988 99.6%	226 99.6%	248 100.0%	234 100.0%	49 100.0%	46 100.0%	125 99.2%	73 100.0%	147 99.3%	137 99.3%	56 100.0%	27 100.0%	98 99.0%	118 100.0%	127 100.0%	16 100.0%	66 98.5%	36 97.3%	128 100.0%	57 100.0%	60 98.4%	78 100.0%	83 100.0%
Never	48 1.2%	1 0.4%	4 1.6%	1 0.4%	1 2.0%	0 0.0%	0 0.0%	0 0.0%	1 0.7%	0 0.0%	1 1.8%	0 0.0%	0 0.0%	1 0.8%	1 0.8%	0 0.0%	0 0.0%	1 2.8%	0 0.0%	0 0.0%	1 1.7%	0 0.0%	0 0.0%
Sometimes	224 5.6%	4 1.8%	14 5.6%	12 5.1%	0 0.0%	1 2.2%	3 2.4%	1 1.4%	3 2.0%	2 1.5%	1 1.8%	1 3.7%	0 0.0%	4 3.4%	3 2.4%	0 0.0%	1 1.5%	0 0.0%	2 1.6%	2 3.5%	0 0.0%	1 1.3%	3 3.6%
Usually	599 15.0%	38 16.8%	46 18.5%	36 15.4%	12 24.5%	7 15.2%	18 14.4%	11 15.1%	26 17.7%	22 16.1%	12 21.4%	3 11.1%	19 19.4%	18 15.3%	22 17.3%	3 18.8%	10 15.2%	6 16.7%	19 14.8%	13 22.8%	10 16.7%	13 16.7%	14 16.9%
Always	3,117 78.2%	183 81.0%	184 74.2%	185 79.1%	36 73.5%	38 82.6%	104 83.2%	61 83.6%	117 79.6%	113 82.5%	42 75.0%	23 85.2%	79 80.6%	95 80.5%	101 79.5%	13 81.3%	55 83.3%	29 80.6%	107 83.6%	42 73.7%	49 81.7%	64 82.1%	66 79.5%
Significantly different from column:*																							
Usually or Always	3,716 93.2%	221 97.8%	230 92.7%	221 94.4%	48 98.0%	45 97.8%	122 97.6%	72 98.6%	143 97.3%	135 98.5%	54 96.4%	26 96.3%	98 100.0%	113 95.8%	123 96.9%	16 100.0%	65 98.5%	35 97.2%	126 98.4%	55 96.5%	59 98.3%	77 98.7%	80 96.4%
Significantly different from column:*		AC																					

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 14

In the last 6 months, how often did your personal doctor show respect for what you had to say?

Base: All respondents who have a personal doctor and visited their personal doctor to get care (Q10 & Q11)

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	4,003	227	248	234	49	46	126	73	148	138	56	27	99	118	127	16	67	37	128	57	61	78	83
Number missing or multiple answer	13	1	1	1	0	0	1	0	1	1	0	0	1	0	0	0	1	1	0	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,990 99.7%	226 99.6%	247 99.6%	233 99.6%	49 100.0%	46 100.0%	125 99.2%	73 100.0%	147 99.3%	137 99.3%	56 100.0%	27 100.0%	98 99.0%	118 100.0%	127 100.0%	16 100.0%	66 98.5%	36 97.3%	128 100.0%	57 100.0%	61 100.0%	78 100.0%	82 98.8%
Never	37 0.9%	0 0.0%	3 1.2%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Sometimes	169 4.2%	2 0.9%	7 2.8%	6 2.6%	0 0.0%	0 0.0%	2 1.6%	0 0.0%	2 1.4%	2 1.5%	0 0.0%	0 0.0%	1 1.0%	1 0.8%	1 0.8%	0 0.0%	1 1.5%	0 0.0%	2 1.6%	0 0.0%	0 0.0%	0 0.0%	2 2.4%
Usually	470 11.8%	23 10.2%	41 16.6%	24 10.3%	4 8.2%	7 15.2%	12 9.6%	7 9.6%	16 10.9%	13 9.5%	8 14.3%	2 7.4%	8 8.2%	15 12.7%	16 12.6%	0 0.0%	6 9.1%	2 5.6%	11 8.6%	10 17.5%	2 3.3%	9 11.5%	12 14.6%
Always	3,314 83.1%	201 88.9%	196 79.4%	203 87.1%	45 91.8%	39 84.8%	111 88.8%	66 90.4%	129 87.8%	122 89.1%	48 85.7%	25 92.6%	89 90.8%	102 86.4%	110 86.6%	16 100.0%	59 89.4%	34 94.4%	115 89.8%	47 82.5%	59 96.7%	69 88.5%	68 82.9%
Significantly different from column:*		AC																			W		U
Usually or Always	3,784 94.8%	224 99.1%	237 96.0%	227 97.4%	49 100.0%	46 100.0%	123 98.4%	73 100.0%	145 98.6%	135 98.5%	56 100.0%	27 100.0%	97 99.0%	117 99.2%	126 99.2%	16 100.0%	65 98.5%	36 100.0%	126 98.4%	57 100.0%	61 100.0%	78 100.0%	80 97.6%
Significantly different from column:*		AC																					

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 15

In the last 6 months, how often did your personal doctor spend enough time with you?

Base: All respondents who have a personal doctor and visited their personal doctor to get care (Q10 & Q11)

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	4,003	227	248	234	49	46	126	73	148	138	56	27	99	118	127	16	67	37	128	57	61	78	83
Number missing or multiple answer	22	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,981 99.5%	227 100.0%	247 99.6%	232 99.1%	49 100.0%	46 100.0%	126 100.0%	73 100.0%	148 100.0%	138 100.0%	56 100.0%	27 100.0%	99 100.0%	118 100.0%	127 100.0%	16 100.0%	67 100.0%	37 100.0%	128 100.0%	57 100.0%	61 100.0%	78 100.0%	83 100.0%
Never	67 1.7%	1 0.4%	4 1.6%	3 1.3%	0 0.0%	1 2.2%	0 0.0%	1 1.4%	0 0.0%	1 0.7%	0 0.0%	0 0.0%	1 1.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.8%	0 0.0%	1 1.6%	0 0.0%	0 0.0%
Sometimes	334 8.4%	13 5.7%	19 7.7%	23 9.9%	3 6.1%	2 4.3%	8 6.3%	4 5.5%	9 6.1%	5 3.6%	5 8.9%	3 11.1%	6 6.1%	7 5.9%	8 6.3%	1 6.3%	4 6.0%	2 5.4%	6 4.7%	5 8.8%	3 4.9%	5 6.4%	5 6.0%
Usually	761 19.1%	48 21.1%	56 22.7%	41 17.7%	14 28.6%	10 21.7%	23 18.3%	10 13.7%	37 25.0%	31 22.5%	13 23.2%	3 11.1%	18 18.2%	28 23.7%	29 22.8%	2 12.5%	14 20.9%	9 24.3%	23 18.0%	15 26.3%	9 14.8%	16 20.5%	22 26.5%
Always	2,819 70.8%	165 72.7%	168 68.0%	165 71.1%	32 65.3%	33 71.7%	95 75.4%	58 79.5%	102 68.9%	101 73.2%	38 67.9%	21 77.8%	74 74.7%	83 70.3%	90 70.9%	13 81.3%	49 73.1%	26 70.3%	98 76.6%	37 64.9%	48 78.7%	57 73.1%	56 67.5%
Significantly different from column:*																							
Usually or Always	3,580 89.9%	213 93.8%	224 90.7%	206 88.8%	46 93.9%	43 93.5%	118 93.7%	68 93.2%	139 93.9%	132 95.7%	51 91.1%	24 88.9%	92 92.9%	111 94.1%	119 93.7%	15 93.8%	63 94.0%	35 94.6%	121 94.5%	52 91.2%	57 93.4%	73 93.6%	78 94.0%
Significantly different from column:*																							

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4993010

Question 16

In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

Base: All respondents who have a personal doctor and visited their personal doctor to get care (Q10 & Q11)

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	4,003	227	248	234	49	46	126	73	148	138	56	27	99	118	127	16	67	37	128	57	61	78	83
Number missing or multiple answer	52	2	3	4	0	0	1	0	1	1	0	0	1	0	1	0	0	0	2	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,951 98.7%	225 99.1%	245 98.8%	230 98.3%	49 100.0%	46 100.0%	125 99.2%	73 100.0%	147 99.3%	137 99.3%	56 100.0%	27 100.0%	98 99.0%	118 100.0%	126 99.2%	16 100.0%	67 100.0%	37 100.0%	126 98.4%	57 100.0%	61 100.0%	78 100.0%	82 98.8%
Yes	2,492 63.1%	150 66.7%	169 69.0%	159 69.1%	30 61.2%	31 67.4%	85 68.0%	47 64.4%	100 68.0%	86 62.8%	43 76.8%	17 63.0%	58 59.2%	85 72.0%	85 67.5%	10 62.5%	46 68.7%	16 43.2%	77 61.1%	53 93.0%	33 54.1%	53 67.9%	61 74.4%
No	1,459 36.9%	75 33.3%	76 31.0%	71 30.9%	19 38.8%	15 32.6%	40 32.0%	26 35.6%	47 32.0%	51 37.2%	13 23.2%	10 37.0%	40 40.8%	33 28.0%	41 32.5%	6 37.5%	21 31.3%	21 56.8%	49 38.9%	4 7.0%	28 45.9%	25 32.1%	21 25.6%
Significantly different from column:*													N	M				T	T	RS	W		U

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 17

In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

Base: All respondents who have a personal doctor, visited their personal doctor, and got care from another health provider besides their personal doctor (Q10, Q11, & Q16)

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,492	150	169	159	30	31	85	47	100	86	43	17	58	85	85	10	46	16	77	53	33	53	61
Number missing or multiple answer	25	3	0	1	0	1	2	3	0	2	1	0	1	2	2	0	1	0	2	1	1	0	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,467 99.0%	147 98.0%	169 100.0%	158 99.4%	30 100.0%	30 96.8%	83 97.6%	44 93.6%	100 100.0%	84 97.7%	42 97.7%	17 100.0%	57 98.3%	83 97.6%	83 97.6%	10 100.0%	45 97.8%	16 100.0%	75 97.4%	52 98.1%	32 97.0%	53 100.0%	59 96.7%
Never	88 3.6%	1 0.7%	9 5.3%	5 3.2%	1 3.3%	0 0.0%	0 0.0%	0 0.0%	1 1.0%	0 0.0%	1 2.4%	0 0.0%	0 0.0%	1 1.2%	0 0.0%	0 0.0%	1 2.2%	0 0.0%	0 0.0%	1 1.9%	0 0.0%	1 1.9%	0 0.0%
Sometimes	288 11.7%	21 14.3%	27 16.0%	29 18.4%	6 20.0%	5 16.7%	10 12.0%	3 6.8%	18 18.0%	10 11.9%	7 16.7%	4 23.5%	9 15.8%	12 14.5%	13 15.7%	0 0.0%	8 17.8%	1 6.3%	10 13.3%	10 19.2%	4 12.5%	7 13.2%	10 16.9%
Usually	646 26.2%	40 27.2%	33 19.5%	42 26.6%	8 26.7%	6 20.0%	25 30.1%	16 36.4%	23 23.0%	19 22.6%	15 35.7%	5 29.4%	13 22.8%	25 30.1%	25 30.1%	4 40.0%	8 17.8%	8 50.0%	16 21.3%	16 30.8%	5 15.6%	15 28.3%	19 32.2%
Always	1,445 58.6%	85 57.8%	100 59.2%	82 51.9%	15 50.0%	19 63.3%	48 57.8%	25 56.8%	58 58.0%	55 65.5%	19 45.2%	8 47.1%	35 61.4%	45 54.2%	45 54.2%	6 60.0%	28 62.2%	7 43.8%	49 65.3%	25 48.1%	23 71.9%	30 56.6%	30 50.8%
Significantly different from column:*										K	J												
Usually or Always	2,091 84.8%	125 85.0%	133 78.7%	124 78.5%	23 76.7%	25 83.3%	73 88.0%	41 93.2%	81 81.0%	74 88.1%	34 81.0%	13 76.5%	48 84.2%	70 84.3%	70 84.3%	10 100.0%	36 80.0%	15 93.8%	65 86.7%	41 78.8%	28 87.5%	45 84.9%	49 83.1%
Significantly different from column:*																							

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 18

Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

Base: All respondents who have a personal doctor (Q10)

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,265	294	314	286	68	55	162	95	190	180	72	33	131	149	165	22	82	76	150	62	92	99	98
Number missing or multiple answer	116	7	6	2	0	0	6	4	2	5	1	0	5	2	4	0	1	4	3	0	3	2	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,149 97.8%	287 97.6%	308 98.1%	284 99.3%	68 100.0%	55 100.0%	156 96.3%	91 95.8%	188 98.9%	175 97.2%	71 98.6%	33 100.0%	126 96.2%	147 98.7%	161 97.6%	22 100.0%	81 98.8%	72 94.7%	147 98.0%	62 100.0%	89 96.7%	97 98.0%	96 98.0%
0 Worst personal doctor possible	35 0.7%	0 0.0%	1 0.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
1	19 0.4%	0 0.0%	1 0.3%	1 0.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
2	25 0.5%	1 0.3%	3 1.0%	1 0.4%	0 0.0%	1 1.8%	0 0.0%	0 0.0%	1 0.5%	1 0.6%	0 0.0%	0 0.0%	0 0.0%	1 0.7%	1 0.6%	0 0.0%	0 0.0%	0 0.0%	1 0.7%	0 0.0%	1 1.1%	0 0.0%	0 0.0%
3	34 0.7%	1 0.3%	3 1.0%	2 0.7%	0 0.0%	0 0.0%	1 0.6%	0 0.0%	1 0.5%	0 0.0%	1 1.4%	0 0.0%	0 0.0%	1 0.7%	1 0.6%	0 0.0%	0 0.0%	0 0.0%	1 0.7%	0 0.0%	0 0.0%	1 1.0%	0 0.0%
4	41 0.8%	1 0.3%	3 1.0%	3 1.1%	0 0.0%	0 0.0%	1 0.6%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	1 3.0%	0 0.0%	1 0.7%	0 0.0%	1 4.5%	0 0.0%	1 1.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.0%
5	172 3.3%	7 2.4%	12 3.9%	13 4.6%	3 4.4%	0 0.0%	4 2.6%	3 3.3%	4 2.1%	5 2.9%	2 2.8%	0 0.0%	2 1.6%	5 3.4%	4 2.5%	0 0.0%	3 3.7%	3 4.2%	4 2.7%	0 0.0%	3 3.4%	2 2.1%	2 2.1%
6	144 2.8%	8 2.8%	7 2.3%	6 2.1%	2 2.9%	0 0.0%	5 3.2%	3 3.3%	4 2.1%	4 2.3%	2 2.8%	1 3.0%	4 3.2%	3 2.0%	6 3.7%	0 0.0%	1 1.2%	3 4.2%	4 2.7%	1 1.6%	1 1.1%	4 4.1%	3 3.1%
7	336 6.5%	15 5.2%	24 7.8%	15 5.3%	6 8.8%	3 5.5%	6 3.8%	6 6.6%	9 4.8%	8 4.6%	5 7.0%	2 6.1%	6 4.8%	9 6.1%	11 6.8%	1 4.5%	2 2.5%	4 5.6%	5 3.4%	6 9.7%	4 4.5%	3 3.1%	8 8.3%
8	777 15.1%	36 12.5%	40 13.0%	55 19.4%	10 14.7%	9 16.4%	17 10.9%	14 15.4%	22 11.7%	19 10.9%	11 15.5%	6 18.2%	13 10.3%	22 15.0%	21 13.0%	4 18.2%	10 12.3%	12 16.7%	17 11.6%	7 11.3%	14 15.7%	13 13.4%	9 9.4%
9	791 15.4%	49 17.1%	50 16.2%	31 10.9%	15 22.1%	11 20.0%	23 14.7%	11 12.1%	37 19.7%	26 14.9%	18 25.4%	5 15.2%	23 18.3%	25 17.0%	24 14.9%	4 18.2%	16 19.8%	10 13.9%	27 18.4%	11 17.7%	13 14.6%	22 22.7%	14 14.6%
10 Best personal doctor possible	2,775 53.9%	169 58.9%	164 53.2%	157 55.3%	32 47.1%	31 56.4%	99 63.5%	54 59.3%	109 58.0%	112 64.0%	32 45.1%	18 54.5%	78 61.9%	80 54.4%	93 57.8%	12 54.5%	49 60.5%	39 54.2%	88 59.9%	37 59.7%	53 59.6%	52 53.6%	59 61.5%

NA - Not applicable

Question 18

Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

Base: All respondents who have a personal doctor (Q10)

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,265	294	314	286	68	55	162	95	190	180	72	33	131	149	165	22	82	76	150	62	92	99	98
Number missing or multiple answer	116	7	6	2	0	0	6	4	2	5	1	0	5	2	4	0	1	4	3	0	3	2	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,149 97.8%	287 97.6%	308 98.1%	284 99.3%	68 100.0%	55 100.0%	156 96.3%	91 95.8%	188 98.9%	175 97.2%	71 98.6%	33 100.0%	126 96.2%	147 98.7%	161 97.6%	22 100.0%	81 98.8%	72 94.7%	147 98.0%	62 100.0%	89 96.7%	97 98.0%	96 98.0%
0 to 4	154 3.0%	3 1.0%	11 3.6%	7 2.5%	0 0.0%	1 1.8%	2 1.3%	0 0.0%	3 1.6%	1 0.6%	1 1.4%	1 3.0%	0 0.0%	3 2.0%	2 1.2%	1 4.5%	0 0.0%	1 1.4%	2 1.4%	0 0.0%	1 1.1%	1 1.0%	1 1.0%
5	172 3.3%	7 2.4%	12 3.9%	13 4.6%	3 4.4%	0 0.0%	4 2.6%	3 3.3%	4 2.1%	5 2.9%	2 2.8%	0 0.0%	2 1.6%	5 3.4%	4 2.5%	0 0.0%	3 3.7%	3 4.2%	4 2.7%	0 0.0%	3 3.4%	2 2.1%	2 2.1%
6 to 7	480 9.3%	23 8.0%	31 10.1%	21 7.4%	8 11.8%	3 5.5%	11 7.1%	9 9.9%	13 6.9%	12 6.9%	7 9.9%	3 9.1%	10 7.9%	12 8.2%	17 10.6%	1 4.5%	3 3.7%	7 9.7%	9 6.1%	7 11.3%	5 5.6%	7 7.2%	11 11.5%
8 to 10	4,343 84.3%	254 88.5%	254 82.5%	243 85.6%	57 83.8%	51 92.7%	139 89.1%	79 86.8%	168 89.4%	157 89.7%	61 85.9%	29 87.9%	114 90.5%	127 86.4%	138 85.7%	20 90.9%	75 92.6%	61 84.7%	132 89.8%	55 88.7%	80 89.9%	87 89.7%	82 85.4%
Significantly different from column:*		C																					
0 to 6	470 9.1%	18 6.3%	30 9.7%	26 9.2%	5 7.4%	1 1.8%	11 7.1%	6 6.6%	11 5.9%	10 5.7%	5 7.0%	2 6.1%	6 4.8%	11 7.5%	12 7.5%	1 4.5%	4 4.9%	7 9.7%	10 6.8%	1 1.6%	5 5.6%	7 7.2%	6 6.3%
7 to 8	1,113 21.6%	51 17.8%	64 20.8%	70 24.6%	16 23.5%	12 21.8%	23 14.7%	20 22.0%	31 16.5%	27 15.4%	16 22.5%	8 24.2%	19 15.1%	31 21.1%	32 19.9%	5 22.7%	12 14.8%	16 22.2%	22 15.0%	13 21.0%	18 20.2%	16 16.5%	17 17.7%
9 to 10	3,566 69.3%	218 76.0%	214 69.5%	188 66.2%	47 69.1%	42 76.4%	122 78.2%	65 71.4%	146 77.7%	138 78.9%	50 70.4%	23 69.7%	101 80.2%	105 71.4%	117 72.7%	16 72.7%	65 80.2%	49 68.1%	115 78.2%	48 77.4%	66 74.2%	74 76.3%	73 76.0%
Significantly different from column:*		AD																					

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4993010

Question 19

Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments with a specialist?

Base: All respondents

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,704	375	398	381	108	72	183	125	240	238	84	41	175	180	201	29	113	122	176	71	121	129	119
Number missing or multiple answer	64	4	3	6	0	1	3	2	2	2	1	1	1	2	1	0	3	3	1	0	0	3	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,640 99.0%	371 98.9%	395 99.2%	375 98.4%	108 100.0%	71 98.6%	180 98.4%	123 98.4%	238 99.2%	236 99.2%	83 98.8%	40 97.6%	174 99.4%	178 98.9%	200 99.5%	29 100.0%	110 97.3%	119 97.5%	175 99.4%	71 100.0%	121 100.0%	126 97.7%	118 99.2%
Yes	2,998 45.2%	204 55.0%	215 54.4%	195 52.0%	41 38.0%	37 52.1%	119 66.1%	59 48.0%	139 58.4%	127 53.8%	51 61.4%	18 45.0%	90 51.7%	102 57.3%	118 59.0%	15 51.7%	53 48.2%	37 31.1%	98 56.0%	65 91.5%	58 47.9%	62 49.2%	79 66.9%
No	3,642 54.8%	167 45.0%	180 45.6%	180 48.0%	67 62.0%	34 47.9%	61 33.9%	64 52.0%	99 41.6%	109 46.2%	32 38.6%	22 55.0%	84 48.3%	76 42.7%	82 41.0%	14 48.3%	57 51.8%	82 68.9%	77 44.0%	6 8.5%	63 52.1%	64 50.8%	39 33.1%
Significantly different from column:*		A			G	G	EF											ST	RT	RS	W	W	UV

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 20

In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?

Base: All respondents who made an appointment to see a specialist (Q19)

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,998	204	215	195	41	37	119	59	139	127	51	18	90	102	118	15	53	37	98	65	58	62	79
Number missing or multiple answer	35	3	6	1	0	0	3	1	1	2	0	0	3	0	2	0	0	2	1	0	1	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,963 98.8%	201 98.5%	209 97.2%	194 99.5%	41 100.0%	37 100.0%	116 97.5%	58 98.3%	138 99.3%	125 98.4%	51 100.0%	18 100.0%	87 96.7%	102 100.0%	116 98.3%	15 100.0%	53 100.0%	35 94.6%	97 99.0%	65 100.0%	57 98.3%	60 96.8%	79 100.0%
Never	117 3.9%	6 3.0%	8 3.8%	6 3.1%	2 4.9%	1 2.7%	2 1.7%	2 3.4%	4 2.9%	2 1.6%	3 5.9%	0 0.0%	2 2.3%	3 2.9%	3 2.6%	0 0.0%	3 5.7%	2 5.7%	2 2.1%	2 3.1%	1 1.8%	1 1.7%	4 5.1%
Sometimes	522 17.6%	34 16.9%	36 17.2%	34 17.5%	8 19.5%	10 27.0%	15 12.9%	7 12.1%	26 18.8%	18 14.4%	10 19.6%	5 27.8%	16 18.4%	17 16.7%	20 17.2%	3 20.0%	10 18.9%	5 14.3%	19 19.6%	10 15.4%	12 21.1%	5 8.3%	16 20.3%
Usually	844 28.5%	51 25.4%	65 31.1%	46 23.7%	9 22.0%	8 21.6%	31 26.7%	14 24.1%	34 24.6%	29 23.2%	12 23.5%	6 33.3%	21 24.1%	24 23.5%	30 25.9%	3 20.0%	9 17.0%	11 31.4%	18 18.6%	22 33.8%	12 21.1%	13 21.7%	23 29.1%
Always	1,480 49.9%	110 54.7%	100 47.8%	108 55.7%	22 53.7%	18 48.6%	68 58.6%	35 60.3%	74 53.6%	76 60.8%	26 51.0%	7 38.9%	48 55.2%	58 56.9%	63 54.3%	9 60.0%	31 58.5%	17 48.6%	58 59.8%	31 47.7%	32 56.1%	41 68.3%	36 45.6%
Significantly different from column:*																					W	V	
Usually or Always	2,324 78.4%	161 80.1%	165 78.9%	154 79.4%	31 75.6%	26 70.3%	99 85.3%	49 84.5%	108 78.3%	105 84.0%	38 74.5%	13 72.2%	69 79.3%	82 80.4%	93 80.2%	12 80.0%	40 75.5%	28 80.0%	76 78.4%	53 81.5%	44 77.2%	54 90.0%	59 74.7%
Significantly different from column:*						G	F														W	V	

NA - Not applicable

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Question 21

How many specialists have you talked to in the last 6 months?

Base: All respondents who made an appointment to see a specialist (Q19)

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,998	204	215	195	41	37	119	59	139	127	51	18	90	102	118	15	53	37	98	65	58	62	79
Number missing or multiple answer	46	6	7	1	0	1	5	2	3	3	2	0	3	3	3	0	1	2	2	1	2	3	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,952 98.5%	198 97.1%	208 96.7%	194 99.5%	41 100.0%	36 97.3%	114 95.8%	57 96.6%	136 97.8%	124 97.6%	49 96.1%	18 100.0%	87 96.7%	99 97.1%	115 97.5%	15 100.0%	52 98.1%	35 94.6%	96 98.0%	64 98.5%	56 96.6%	59 95.2%	78 98.7%
None	108 3.7%	7 3.5%	5 2.4%	3 1.5%	0 0.0%	3 8.3%	3 2.6%	2 3.5%	4 2.9%	5 4.0%	1 2.0%	0 0.0%	3 3.4%	3 3.0%	5 4.3%	1 6.7%	0 0.0%	5 14.3%	1 1.0%	1 1.6%	4 7.1%	0 0.0%	2 2.6%
1 specialist	1,244 42.1%	86 43.4%	79 38.0%	77 39.7%	24 58.5%	10 27.8%	49 43.0%	21 36.8%	62 45.6%	58 46.8%	21 42.9%	4 22.2%	39 44.8%	40 40.4%	41 35.7%	9 60.0%	27 51.9%	16 45.7%	49 51.0%	20 31.3%	32 57.1%	27 45.8%	24 30.8%
2	795 26.9%	50 25.3%	60 28.8%	49 25.3%	5 12.2%	9 25.0%	34 29.8%	18 31.6%	31 22.8%	32 25.8%	12 24.5%	4 22.2%	24 27.6%	23 23.2%	31 27.0%	2 13.3%	13 25.0%	9 25.7%	26 27.1%	13 20.3%	14 25.0%	17 28.8%	18 23.1%
3	469 15.9%	24 12.1%	38 18.3%	36 18.6%	6 14.6%	6 16.7%	12 10.5%	8 14.0%	16 11.8%	17 13.7%	3 6.1%	4 22.2%	9 10.3%	15 15.2%	16 13.9%	2 13.3%	6 11.5%	3 8.6%	11 11.5%	10 15.6%	3 5.4%	10 16.9%	11 14.1%
4	173 5.9%	18 9.1%	14 6.7%	12 6.2%	3 7.3%	3 8.3%	12 10.5%	3 5.3%	15 11.0%	9 7.3%	8 16.3%	1 5.6%	9 10.3%	9 9.1%	11 9.6%	1 6.7%	4 7.7%	2 5.7%	6 6.3%	10 15.6%	2 3.6%	3 5.1%	13 16.7%
5 or more specialists	163 5.5%	13 6.6%	12 5.8%	17 8.8%	3 7.3%	5 13.9%	4 3.5%	5 8.8%	8 5.9%	3 2.4%	4 8.2%	5 27.8%	3 3.4%	9 9.1%	11 9.6%	0 0.0%	2 3.8%	0 0.0%	3 3.1%	10 15.6%	1 1.8%	2 3.4%	10 12.8%
3 or more specialists	805 27.3%	55 27.8%	64 30.8%	65 33.5%	12 29.3%	14 38.9%	28 24.6%	16 28.1%	39 28.7%	29 23.4%	15 30.6%	10 55.6%	21 24.1%	33 33.3%	38 33.0%	3 20.0%	12 23.1%	5 14.3%	20 20.8%	30 46.9%	6 10.7%	15 25.4%	34 43.6%
Significantly different from column:*																		T	T	RS	VW	UW	UV

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 22

We want to know your rating of the specialist you talked to most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

Base: All respondents who saw a specialist (Q19 & Q21)

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,844	191	203	191	41	33	111	55	132	119	48	18	84	96	110	14	52	30	95	63	52	59	76
Number missing or multiple answer	35	3	2	0	1	0	1	0	2	1	1	0	1	1	1	0	1	0	2	1	0	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,809 98.8%	188 98.4%	201 99.0%	191 100.0%	40 97.6%	33 100.0%	110 99.1%	55 100.0%	130 98.5%	118 99.2%	47 97.9%	18 100.0%	83 98.8%	95 99.0%	109 99.1%	14 100.0%	51 98.1%	30 100.0%	93 97.9%	62 98.4%	52 100.0%	58 98.3%	75 98.7%
0 Worst specialist possible	13 0.5%	2 1.1%	0 0.0%	0 0.0%	1 2.5%	0 0.0%	1 0.9%	0 0.0%	2 1.5%	0 0.0%	2 4.3%	0 0.0%	1 1.2%	1 1.1%	0 0.0%	0 0.0%	2 3.9%	1 3.3%	0 0.0%	1 1.6%	0 0.0%	1 1.7%	1 1.3%
1	12 0.4%	0 0.0%	1 0.5%	2 1.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
2	14 0.5%	0 0.0%	3 1.5%	3 1.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
3	31 1.1%	2 1.1%	4 2.0%	3 1.6%	0 0.0%	1 3.0%	1 0.9%	0 0.0%	2 1.5%	2 1.7%	0 0.0%	0 0.0%	2 2.4%	0 0.0%	2 1.8%	0 0.0%	0 0.0%	0 0.0%	2 2.2%	0 0.0%	1 1.9%	0 0.0%	1 1.3%
4	42 1.5%	1 0.5%	2 1.0%	3 1.6%	0 0.0%	1 3.0%	0 0.0%	0 0.0%	1 0.8%	0 0.0%	1 2.1%	0 0.0%	1 1.2%	0 0.0%	1 0.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.6%	0 0.0%	0 0.0%	1 1.3%
5	80 2.8%	2 1.1%	7 3.5%	4 2.1%	0 0.0%	0 0.0%	1 0.9%	0 0.0%	1 0.8%	0 0.0%	1 2.1%	0 0.0%	0 0.0%	1 1.1%	1 0.9%	0 0.0%	0 0.0%	1 3.3%	1 1.1%	0 0.0%	0 0.0%	1 1.7%	0 0.0%
6	94 3.3%	7 3.7%	7 3.5%	7 3.7%	3 7.5%	1 3.0%	3 2.7%	1 1.8%	6 4.6%	4 3.4%	1 2.1%	2 11.1%	6 7.2%	1 1.1%	3 2.8%	1 7.1%	3 5.9%	2 6.7%	3 3.2%	1 1.6%	4 7.7%	0 0.0%	3 4.0%
7	215 7.7%	11 5.9%	20 10.0%	19 9.9%	3 7.5%	2 6.1%	6 5.5%	1 1.8%	10 7.7%	8 6.8%	2 4.3%	0 0.0%	2 2.4%	8 8.4%	4 3.7%	2 14.3%	3 5.9%	1 3.3%	4 4.3%	6 9.7%	0 0.0%	5 8.6%	6 8.0%
8	437 15.6%	26 13.8%	28 13.9%	25 13.1%	2 5.0%	8 24.2%	16 14.5%	7 12.7%	19 14.6%	15 12.7%	8 17.0%	3 16.7%	9 10.8%	16 16.8%	19 17.4%	1 7.1%	5 9.8%	4 13.3%	12 12.9%	10 16.1%	4 7.7%	7 12.1%	15 20.0%
9	444 15.8%	29 15.4%	27 13.4%	26 13.6%	7 17.5%	5 15.2%	16 14.5%	12 21.8%	16 12.3%	19 16.1%	6 12.8%	3 16.7%	12 14.5%	14 14.7%	16 14.7%	2 14.3%	6 11.8%	4 13.3%	16 17.2%	9 14.5%	9 17.3%	14 24.1%	5 6.7%
10 Best specialist possible	1,427 50.8%	108 57.4%	102 50.7%	99 51.8%	24 60.0%	15 45.5%	66 60.0%	34 61.8%	73 56.2%	70 59.3%	26 55.3%	10 55.6%	50 60.2%	54 56.8%	63 57.8%	8 57.1%	32 62.7%	17 56.7%	55 59.1%	34 54.8%	34 65.4%	30 51.7%	43 57.3%

NA - Not applicable

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4993010

Question 22

We want to know your rating of the specialist you talked to most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

Base: All respondents who saw a specialist (Q19 & Q21)

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,844	191	203	191	41	33	111	55	132	119	48	18	84	96	110	14	52	30	95	63	52	59	76
Number missing or multiple answer	35	3	2	0	1	0	1	0	2	1	1	0	1	1	1	0	1	0	2	1	0	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,809 98.8%	188 98.4%	201 99.0%	191 100.0%	40 97.6%	33 100.0%	110 99.1%	55 100.0%	130 98.5%	118 99.2%	47 97.9%	18 100.0%	83 98.8%	95 99.0%	109 99.1%	14 100.0%	51 98.1%	30 100.0%	93 97.9%	62 98.4%	52 100.0%	58 98.3%	75 98.7%
0 to 4	112 4.0%	5 2.7%	10 5.0%	11 5.8%	1 2.5%	2 6.1%	2 1.8%	0 0.0%	5 3.8%	2 1.7%	3 6.4%	0 0.0%	4 4.8%	1 1.1%	3 2.8%	0 0.0%	2 3.9%	1 3.3%	2 2.2%	2 3.2%	1 1.9%	1 1.7%	3 4.0%
5	80 2.8%	2 1.1%	7 3.5%	4 2.1%	0 0.0%	0 0.0%	1 0.9%	0 0.0%	1 0.8%	0 0.0%	1 2.1%	0 0.0%	0 0.0%	1 1.1%	1 0.9%	0 0.0%	0 0.0%	1 3.3%	1 1.1%	0 0.0%	0 0.0%	1 1.7%	0 0.0%
6 to 7	309 11.0%	18 9.6%	27 13.4%	26 13.6%	6 15.0%	3 9.1%	9 8.2%	2 3.6%	16 12.3%	12 10.2%	3 6.4%	2 11.1%	8 9.6%	9 9.5%	7 6.4%	3 21.4%	6 11.8%	3 10.0%	7 7.5%	7 11.3%	4 7.7%	5 8.6%	9 12.0%
8 to 10	2,308 82.2%	163 86.7%	157 78.1%	150 78.5%	33 82.5%	28 84.8%	98 89.1%	53 96.4%	108 83.1%	104 88.1%	40 85.1%	16 88.9%	71 85.5%	84 88.4%	98 89.9%	11 78.6%	43 84.3%	25 83.3%	83 89.2%	53 85.5%	47 90.4%	51 87.9%	63 84.0%
Significantly different from column:*		CD						I	H														
0 to 6	286 10.2%	14 7.4%	24 11.9%	22 11.5%	4 10.0%	3 9.1%	6 5.5%	1 1.8%	12 9.2%	6 5.1%	5 10.6%	2 11.1%	10 12.0%	3 3.2%	7 6.4%	1 7.1%	5 9.8%	4 13.3%	6 6.5%	3 4.8%	5 9.6%	2 3.4%	6 8.0%
7 to 8	652 23.2%	37 19.7%	48 23.9%	44 23.0%	5 12.5%	10 30.3%	22 20.0%	8 14.5%	29 22.3%	23 19.5%	10 21.3%	3 16.7%	11 13.3%	24 25.3%	23 21.1%	3 21.4%	8 15.7%	5 16.7%	16 17.2%	16 25.8%	4 7.7%	12 20.7%	21 28.0%
9 to 10	1,871 66.6%	137 72.9%	129 64.2%	125 65.4%	31 77.5%	20 60.6%	82 74.5%	46 83.6%	89 68.5%	89 75.4%	32 68.1%	13 72.2%	62 74.7%	68 71.6%	79 72.5%	10 71.4%	38 74.5%	21 70.0%	71 76.3%	43 69.4%	43 82.7%	44 75.9%	48 64.0%
Significantly different from column:*								I	H												W		U

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 23

In the last 6 months, did you get information or help from your health plan's customer service?

Base: All respondents

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,704	375	398	381	108	72	183	125	240	238	84	41	175	180	201	29	113	122	176	71	121	129	119
Number missing or multiple answer	145	9	15	7	0	3	1	4	1	4	0	0	2	1	1	0	2	4	5	0	1	0	4
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,559 97.8%	366 97.6%	383 96.2%	374 98.2%	108 100.0%	69 95.8%	182 99.5%	121 96.8%	239 99.6%	234 98.3%	84 100.0%	41 100.0%	173 98.9%	179 99.4%	200 99.5%	29 100.0%	111 98.2%	118 96.7%	171 97.2%	71 100.0%	120 99.2%	129 100.0%	115 96.6%
Yes	2,817 42.9%	171 46.7%	168 43.9%	147 39.3%	42 38.9%	31 44.9%	94 51.6%	49 40.5%	120 50.2%	106 45.3%	44 52.4%	20 48.8%	91 52.6%	76 42.5%	106 53.0%	10 34.5%	47 42.3%	39 33.1%	86 50.3%	42 59.2%	56 46.7%	62 48.1%	52 45.2%
No	3,742 57.1%	195 53.3%	215 56.1%	227 60.7%	66 61.1%	38 55.1%	88 48.4%	72 59.5%	119 49.8%	128 54.7%	40 47.6%	21 51.2%	82 47.4%	103 57.5%	94 47.0%	19 65.5%	64 57.7%	79 66.9%	85 49.7%	29 40.8%	64 53.3%	67 51.9%	63 54.8%
Significantly different from column:*		D			G		E											ST	R	R			

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 24

In the last 6 months, how often did your health plan’s customer service give you the information or help you needed?

Base: All respondents who got information or help from the health plan's customer service (Q23)

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,817	171	168	147	42	31	94	49	120	106	44	20	91	76	106	10	47	39	86	42	56	62	52
Number missing or multiple answer	33	4	2	1	1	0	3	1	3	4	0	0	3	0	1	0	2	2	2	0	2	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,784 98.8%	167 97.7%	166 98.8%	146 99.3%	41 97.6%	31 100.0%	91 96.8%	48 98.0%	117 97.5%	102 96.2%	44 100.0%	20 100.0%	88 96.7%	76 100.0%	105 99.1%	10 100.0%	45 95.7%	37 94.9%	84 97.7%	42 100.0%	54 96.4%	60 96.8%	52 100.0%
Never	59 2.1%	1 0.6%	6 3.6%	2 1.4%	0 0.0%	1 3.2%	0 0.0%	0 0.0%	1 0.9%	0 0.0%	1 2.3%	0 0.0%	0 0.0%	1 1.3%	1 1.0%	0 0.0%	0 0.0%	0 0.0%	1 1.2%	0 0.0%	0 0.0%	0 0.0%	1 1.9%
Sometimes	420 15.1%	25 15.0%	23 13.9%	24 16.4%	9 22.0%	8 25.8%	7 7.7%	7 14.6%	17 14.5%	12 11.8%	8 18.2%	4 20.0%	11 12.5%	13 17.1%	16 15.2%	2 20.0%	5 11.1%	5 13.5%	14 16.7%	6 14.3%	4 7.4%	11 18.3%	9 17.3%
Usually	688 24.7%	45 26.9%	40 24.1%	34 23.3%	9 22.0%	7 22.6%	28 30.8%	15 31.3%	30 25.6%	25 24.5%	13 29.5%	7 35.0%	22 25.0%	23 30.3%	32 30.5%	2 20.0%	9 20.0%	8 21.6%	18 21.4%	19 45.2%	15 27.8%	15 25.0%	15 28.8%
Always	1,617 58.1%	96 57.5%	97 58.4%	86 58.9%	23 56.1%	15 48.4%	56 61.5%	26 54.2%	69 59.0%	65 63.7%	22 50.0%	9 45.0%	55 62.5%	39 51.3%	56 53.3%	6 60.0%	31 68.9%	24 64.9%	51 60.7%	17 40.5%	35 64.8%	34 56.7%	27 51.9%
Significantly different from column:*																		T	T	RS			
Usually or Always	2,305 82.8%	141 84.4%	137 82.5%	120 82.2%	32 78.0%	22 71.0%	84 92.3%	41 85.4%	99 84.6%	90 88.2%	35 79.5%	16 80.0%	77 87.5%	62 81.6%	88 83.8%	8 80.0%	40 88.9%	32 86.5%	69 82.1%	36 85.7%	50 92.6%	49 81.7%	42 80.8%
Significantly different from column:*																							

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 25

In the last 6 months, how often did your health plan’s customer service staff treat you with courtesy and respect?

Base: All respondents who got information or help from the health plan's customer service (Q23)

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,817	171	168	147	42	31	94	49	120	106	44	20	91	76	106	10	47	39	86	42	56	62	52
Number missing or multiple answer	54	4	3	0	0	0	3	0	3	3	0	0	2	0	1	0	1	1	3	0	1	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,763 98.1%	167 97.7%	165 98.2%	147 100.0%	42 100.0%	31 100.0%	91 96.8%	49 100.0%	117 97.5%	103 97.2%	44 100.0%	20 100.0%	89 97.8%	76 100.0%	105 99.1%	10 100.0%	46 97.9%	38 97.4%	83 96.5%	42 100.0%	55 98.2%	60 96.8%	52 100.0%
Never	24 0.9%	1 0.6%	6 3.6%	2 1.4%	0 0.0%	0 0.0%	1 1.1%	0 0.0%	1 0.9%	1 1.0%	0 0.0%	0 0.0%	1 1.1%	0 0.0%	0 0.0%	0 0.0%	1 2.2%	1 2.6%	0 0.0%	0 0.0%	0 0.0%	1 1.7%	0 0.0%
Sometimes	117 4.2%	6 3.6%	9 5.5%	4 2.7%	1 2.4%	2 6.5%	3 3.3%	3 6.1%	3 2.6%	2 1.9%	2 4.5%	2 10.0%	1 1.1%	5 6.6%	5 4.8%	1 10.0%	0 0.0%	3 7.9%	3 3.6%	0 0.0%	2 3.6%	3 5.0%	1 1.9%
Usually	424 15.3%	29 17.4%	25 15.2%	26 17.7%	12 28.6%	5 16.1%	12 13.2%	6 12.2%	23 19.7%	17 16.5%	10 22.7%	2 10.0%	16 18.0%	13 17.1%	18 17.1%	2 20.0%	7 15.2%	4 10.5%	12 14.5%	13 31.0%	6 10.9%	10 16.7%	13 25.0%
Always	2,198 79.6%	131 78.4%	125 75.8%	115 78.2%	29 69.0%	24 77.4%	75 82.4%	40 81.6%	90 76.9%	83 80.6%	32 72.7%	16 80.0%	71 79.8%	58 76.3%	82 78.1%	7 70.0%	38 82.6%	30 78.9%	68 81.9%	29 69.0%	47 85.5%	46 76.7%	38 73.1%
Significantly different from column:*																							
Usually or Always	2,622 94.9%	160 95.8%	150 90.9%	141 95.9%	41 97.6%	29 93.5%	87 95.6%	46 93.9%	113 96.6%	100 97.1%	42 95.5%	18 90.0%	87 97.8%	71 93.4%	100 95.2%	9 90.0%	45 97.8%	34 89.5%	80 96.4%	42 100.0%	53 96.4%	56 93.3%	51 98.1%
Significantly different from column:*																							

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 26

In the last 6 months, did your health plan give you any forms to fill out?

Base: All respondents

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,704	375	398	381	108	72	183	125	240	238	84	41	175	180	201	29	113	122	176	71	121	129	119
Number missing or multiple answer	258	8	29	10	0	0	3	0	3	3	0	0	1	2	1	1	1	2	4	2	0	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,446 96.2%	367 97.9%	369 92.7%	371 97.4%	108 100.0%	72 100.0%	180 98.4%	125 100.0%	237 98.8%	235 98.7%	84 100.0%	41 100.0%	174 99.4%	178 98.9%	200 99.5%	28 96.6%	112 99.1%	120 98.4%	172 97.7%	69 97.2%	121 100.0%	126 97.7%	119 100.0%
Yes	1,780 27.6%	128 34.9%	115 31.2%	111 29.9%	36 33.3%	25 34.7%	65 36.1%	44 35.2%	83 35.0%	84 35.7%	29 34.5%	13 31.7%	70 40.2%	55 30.9%	72 36.0%	8 28.6%	44 39.3%	29 24.2%	65 37.8%	30 43.5%	45 37.2%	47 37.3%	36 30.3%
No	4,666 72.4%	239 65.1%	254 68.8%	260 70.1%	72 66.7%	47 65.3%	115 63.9%	81 64.8%	154 65.0%	151 64.3%	55 65.5%	28 68.3%	104 59.8%	123 69.1%	128 64.0%	20 71.4%	68 60.7%	91 75.8%	107 62.2%	39 56.5%	76 62.8%	79 62.7%	83 69.7%
Significantly different from column:*		A																ST	R	R			

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 27

In the last 6 months, how often were the forms from your health plan easy to fill out?

Base: All respondents**

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,446	367	369	371	108	72	180	125	237	235	84	41	174	178	200	28	112	120	172	69	121	126	119
Number missing or multiple answer	39	1	5	2	0	0	1	1	0	1	0	0	0	1	1	0	0	1	0	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,407 99.4%	366 99.7%	364 98.6%	369 99.5%	108 100.0%	72 100.0%	179 99.4%	124 99.2%	237 100.0%	234 99.6%	84 100.0%	41 100.0%	174 100.0%	177 99.4%	199 99.5%	28 100.0%	112 100.0%	119 99.2%	172 100.0%	69 100.0%	121 100.0%	126 100.0%	118 99.2%
Never	72 1.1%	2 0.5%	3 0.8%	2 0.5%	0 0.0%	0 0.0%	2 1.1%	1 0.8%	1 0.4%	2 0.9%	0 0.0%	0 0.0%	1 0.6%	1 0.6%	2 1.0%	0 0.0%	0 0.0%	0 0.0%	2 1.2%	0 0.0%	1 0.8%	0 0.0%	1 0.8%
Sometimes	263 4.1%	16 4.4%	17 4.7%	18 4.9%	8 7.4%	4 5.6%	4 2.2%	8 6.5%	8 3.4%	9 3.8%	6 7.1%	0 0.0%	10 5.7%	6 3.4%	6 3.0%	3 10.7%	7 6.3%	8 6.7%	6 3.5%	1 1.4%	5 4.1%	7 5.6%	4 3.4%
Usually	517 8.1%	39 10.7%	32 8.8%	31 8.4%	9 8.3%	7 9.7%	21 11.7%	14 11.3%	25 10.5%	25 10.7%	7 8.3%	6 14.6%	17 9.8%	20 11.3%	23 11.6%	2 7.1%	13 11.6%	6 5.0%	20 11.6%	13 18.8%	13 10.7%	13 10.3%	13 11.0%
Always	5,555 86.7%	309 84.4%	312 85.7%	318 86.2%	91 84.3%	61 84.7%	152 84.9%	101 81.5%	203 85.7%	198 84.6%	71 84.5%	35 85.4%	146 83.9%	150 84.7%	168 84.4%	23 82.1%	92 82.1%	105 88.2%	144 83.7%	55 79.7%	102 84.3%	106 84.1%	100 84.7%
Significantly different from column:*																							
Usually or Always	6,072 94.8%	348 95.1%	344 94.5%	349 94.6%	100 92.6%	68 94.4%	173 96.6%	115 92.7%	228 96.2%	223 95.3%	78 92.9%	41 100.0%	163 93.7%	170 96.0%	191 96.0%	25 89.3%	105 93.8%	111 93.3%	164 95.3%	68 98.6%	115 95.0%	119 94.4%	113 95.8%
Significantly different from column:*																							

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Respondents answering "No" to question 26 are reported to NCQA as "Always" in question 27, and are used in calculating the Question Summary Rate.

Question 28

Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

Base: All respondents

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,704	375	398	381	108	72	183	125	240	238	84	41	175	180	201	29	113	122	176	71	121	129	119
Number missing or multiple answer	217	13	14	7	3	0	4	4	3	4	0	3	2	5	5	1	1	6	6	1	5	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,487 96.8%	362 96.5%	384 96.5%	374 98.2%	105 97.2%	72 100.0%	179 97.8%	121 96.8%	237 98.8%	234 98.3%	84 100.0%	38 92.7%	173 98.9%	175 97.2%	196 97.5%	28 96.6%	112 99.1%	116 95.1%	170 96.6%	70 98.6%	116 95.9%	127 98.4%	119 100.0%
0 Worst health plan possible	63 1.0%	2 0.6%	2 0.5%	6 1.6%	0 0.0%	0 0.0%	2 1.1%	0 0.0%	2 0.8%	1 0.4%	1 1.2%	0 0.0%	1 0.6%	0 0.0%	1 0.5%	0 0.0%	1 0.9%	2 1.7%	0 0.0%	0 0.0%	1 0.9%	0 0.0%	1 0.8%
1	30 0.5%	2 0.6%	0 0.0%	0 0.0%	1 1.0%	0 0.0%	1 0.6%	0 0.0%	2 0.8%	0 0.0%	1 1.2%	1 2.6%	0 0.0%	2 1.1%	2 1.0%	0 0.0%	0 0.0%	1 0.9%	1 0.6%	0 0.0%	1 0.9%	0 0.0%	1 0.8%
2	33 0.5%	1 0.3%	2 0.5%	3 0.8%	0 0.0%	0 0.0%	1 0.6%	0 0.0%	1 0.4%	1 0.4%	0 0.0%	0 0.0%	1 0.6%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	0 0.0%	1 0.6%	0 0.0%	0 0.0%	0 0.0%	1 0.8%
3	55 0.8%	1 0.3%	3 0.8%	3 0.8%	0 0.0%	1 1.4%	0 0.0%	0 0.0%	1 0.4%	0 0.0%	0 0.0%	1 2.6%	0 0.0%	1 0.6%	0 0.0%	0 0.0%	1 0.9%	0 0.0%	0 0.0%	1 1.4%	0 0.0%	0 0.0%	1 0.8%
4	105 1.6%	2 0.6%	2 0.5%	4 1.1%	0 0.0%	1 1.4%	1 0.6%	0 0.0%	2 0.8%	2 0.9%	0 0.0%	0 0.0%	1 0.6%	1 0.6%	1 0.5%	0 0.0%	1 0.9%	0 0.0%	2 1.2%	0 0.0%	1 0.9%	1 0.8%	0 0.0%
5	351 5.4%	17 4.7%	17 4.4%	19 5.1%	6 5.7%	3 4.2%	8 4.5%	3 2.5%	14 5.9%	6 2.6%	5 6.0%	5 13.2%	4 2.3%	11 6.3%	7 3.6%	4 14.3%	4 3.6%	7 6.0%	7 4.1%	3 4.3%	4 3.4%	4 3.1%	9 7.6%
6	285 4.4%	6 1.7%	6 1.6%	11 2.9%	2 1.9%	2 2.8%	2 1.1%	2 1.7%	4 1.7%	3 1.3%	1 1.2%	2 5.3%	2 1.2%	4 2.3%	5 2.6%	0 0.0%	1 0.9%	1 0.9%	4 2.4%	1 1.4%	1 0.9%	3 2.4%	2 1.7%
7	616 9.5%	22 6.1%	32 8.3%	34 9.1%	12 11.4%	3 4.2%	6 3.4%	9 7.4%	12 5.1%	12 5.1%	8 9.5%	1 2.6%	4 2.3%	16 9.1%	12 6.1%	4 14.3%	5 4.5%	9 7.8%	6 3.5%	7 10.0%	4 3.4%	9 7.1%	9 7.6%
8	1,132 17.5%	47 13.0%	61 15.9%	55 14.7%	16 15.2%	12 16.7%	18 10.1%	12 9.9%	35 14.8%	29 12.4%	13 15.5%	5 13.2%	16 9.2%	30 17.1%	26 13.3%	5 17.9%	14 12.5%	18 15.5%	20 11.8%	9 12.9%	13 11.2%	20 15.7%	14 11.8%
9	931 14.4%	54 14.9%	69 18.0%	49 13.1%	15 14.3%	7 9.7%	32 17.9%	18 14.9%	35 14.8%	33 14.1%	16 19.0%	3 7.9%	28 16.2%	25 14.3%	31 15.8%	1 3.6%	18 16.1%	13 11.2%	24 14.1%	15 21.4%	12 10.3%	25 19.7%	17 14.3%
10 Best health plan possible	2,886 44.5%	208 57.5%	190 49.5%	190 50.8%	53 50.5%	43 59.7%	108 60.3%	77 63.6%	129 54.4%	147 62.8%	39 46.4%	20 52.6%	116 67.1%	85 48.6%	110 56.1%	14 50.0%	67 59.8%	65 56.0%	105 61.8%	34 48.6%	79 68.1%	65 51.2%	64 53.8%

NA - Not applicable

Question 28

Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

Base: All respondents

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,704	375	398	381	108	72	183	125	240	238	84	41	175	180	201	29	113	122	176	71	121	129	119
Number missing or multiple answer	217	13	14	7	3	0	4	4	3	4	0	3	2	5	5	1	1	6	6	1	5	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,487 96.8%	362 96.5%	384 96.5%	374 98.2%	105 97.2%	72 100.0%	179 97.8%	121 96.8%	237 98.8%	234 98.3%	84 100.0%	38 92.7%	173 98.9%	175 97.2%	196 97.5%	28 96.6%	112 99.1%	116 95.1%	170 96.6%	70 98.6%	116 95.9%	127 98.4%	119 100.0%
0 to 4	286 4.4%	8 2.2%	9 2.3%	16 4.3%	1 1.0%	2 2.8%	5 2.8%	0 0.0%	8 3.4%	4 1.7%	2 2.4%	2 5.3%	3 1.7%	4 2.3%	5 2.6%	0 0.0%	3 2.7%	3 2.6%	4 2.4%	1 1.4%	3 2.6%	1 0.8%	4 3.4%
5	351 5.4%	17 4.7%	17 4.4%	19 5.1%	6 5.7%	3 4.2%	8 4.5%	3 2.5%	14 5.9%	6 2.6%	5 6.0%	5 13.2%	4 2.3%	11 6.3%	7 3.6%	4 14.3%	4 3.6%	7 6.0%	7 4.1%	3 4.3%	4 3.4%	4 3.1%	9 7.6%
6 to 7	901 13.9%	28 7.7%	38 9.9%	45 12.0%	14 13.3%	5 6.9%	8 4.5%	11 9.1%	16 6.8%	15 6.4%	9 10.7%	3 7.9%	6 3.5%	20 11.4%	17 8.7%	4 14.3%	6 5.4%	10 8.6%	10 5.9%	8 11.4%	5 4.3%	12 9.4%	11 9.2%
8 to 10	4,949 76.3%	309 85.4%	320 83.3%	294 78.6%	84 80.0%	62 86.1%	158 88.3%	107 88.4%	199 84.0%	209 89.3%	68 81.0%	28 73.7%	160 92.5%	140 80.0%	167 85.2%	20 71.4%	99 88.4%	96 82.8%	149 87.6%	58 82.9%	104 89.7%	110 86.6%	95 79.8%
Significantly different from column:*		AD								K	J		N	M							W		U
0 to 6	922 14.2%	31 8.6%	32 8.3%	46 12.3%	9 8.6%	7 9.7%	15 8.4%	5 4.1%	26 11.0%	13 5.6%	8 9.5%	9 23.7%	9 5.2%	19 10.9%	17 8.7%	4 14.3%	8 7.1%	11 9.5%	15 8.8%	5 7.1%	8 6.9%	8 6.3%	15 12.6%
7 to 8	1,748 26.9%	69 19.1%	93 24.2%	89 23.8%	28 26.7%	15 20.8%	24 13.4%	21 17.4%	47 19.8%	41 17.5%	21 25.0%	6 15.8%	20 11.6%	46 26.3%	38 19.4%	9 32.1%	19 17.0%	27 23.3%	26 15.3%	16 22.9%	17 14.7%	29 22.8%	23 19.3%
9 to 10	3,817 58.8%	262 72.4%	259 67.4%	239 63.9%	68 64.8%	50 69.4%	140 78.2%	95 78.5%	164 69.2%	180 76.9%	55 65.5%	23 60.5%	144 83.2%	110 62.9%	141 71.9%	15 53.6%	85 75.9%	78 67.2%	129 75.9%	49 70.0%	91 78.4%	90 70.9%	81 68.1%
Significantly different from column:*		AD			G		E			KL	J	J	N	M	P	OQ	P						

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4993010

Question 29

In general, how would you rate your overall health?

Base: All respondents

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,704	375	398	381	108	72	183	125	240	238	84	41	175	180	201	29	113	122	176	71	121	129	119
Number missing or multiple answer	146	6	13	6	0	0	0	0	0	0	0	0	0	0	0	0	0	3	3	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,558 97.8%	369 98.4%	385 96.7%	375 98.4%	108 100.0%	72 100.0%	183 100.0%	125 100.0%	240 100.0%	238 100.0%	84 100.0%	41 100.0%	175 100.0%	180 100.0%	201 100.0%	29 100.0%	113 100.0%	119 97.5%	173 98.3%	71 100.0%	121 100.0%	129 100.0%	119 100.0%
Poor	411 6.3%	23 6.2%	25 6.5%	16 4.3%	2 1.9%	5 6.9%	15 8.2%	8 6.4%	15 6.3%	15 6.3%	4 4.8%	3 7.3%	6 3.4%	16 8.9%	18 9.0%	0 0.0%	4 3.5%	2 1.7%	8 4.6%	12 16.9%	0 0.0%	0 0.0%	23 19.3%
Fair	1,604 24.5%	96 26.0%	103 26.8%	92 24.5%	17 15.7%	27 37.5%	52 28.4%	29 23.2%	66 27.5%	60 25.2%	24 28.6%	9 22.0%	36 20.6%	56 31.1%	58 28.9%	7 24.1%	23 20.4%	25 21.0%	42 24.3%	27 38.0%	0 0.0%	0 0.0%	96 80.7%
Good	2,271 34.6%	129 35.0%	133 34.5%	136 36.3%	41 38.0%	16 22.2%	71 38.8%	44 35.2%	84 35.0%	82 34.5%	32 38.1%	14 34.1%	67 38.3%	58 32.2%	58 28.9%	15 51.7%	50 44.2%	47 39.5%	64 37.0%	17 23.9%	0 0.0%	129 100.0%	0 0.0%
Very good	1,488 22.7%	77 20.9%	91 23.6%	77 20.5%	30 27.8%	16 22.2%	30 16.4%	26 20.8%	50 20.8%	50 21.0%	18 21.4%	9 22.0%	43 24.6%	32 17.8%	44 21.9%	5 17.2%	21 18.6%	25 21.0%	41 23.7%	9 12.7%	77 63.6%	0 0.0%	0 0.0%
Excellent	784 12.0%	44 11.9%	33 8.6%	54 14.4%	18 16.7%	8 11.1%	15 8.2%	18 14.4%	25 10.4%	31 13.0%	6 7.1%	6 14.6%	23 13.1%	18 10.0%	23 11.4%	2 6.9%	15 13.3%	20 16.8%	18 10.4%	6 8.5%	44 36.4%	0 0.0%	0 0.0%
Excellent or Very good	2,272 34.6%	121 32.8%	124 32.2%	131 34.9%	48 44.4%	24 33.3%	45 24.6%	44 35.2%	75 31.3%	81 34.0%	24 28.6%	15 36.6%	66 37.7%	50 27.8%	67 33.3%	7 24.1%	36 31.9%	45 37.8%	59 34.1%	15 21.1%	121 100.0%	0 0.0%	0 0.0%
Significantly different from column:*					G		E						N	M				T	T	RS	VW	U	U

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 30

In general, how would you rate your overall mental or emotional health?

Base: All respondents

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,704	375	398	381	108	72	183	125	240	238	84	41	175	180	201	29	113	122	176	71	121	129	119
Number missing or multiple answer	151	7	10	3	0	0	1	1	0	1	0	0	0	1	1	0	0	3	3	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,553 97.7%	368 98.1%	388 97.5%	378 99.2%	108 100.0%	72 100.0%	182 99.5%	124 99.2%	240 100.0%	237 99.6%	84 100.0%	41 100.0%	175 100.0%	179 99.4%	200 99.5%	29 100.0%	113 100.0%	119 97.5%	173 98.3%	71 100.0%	121 100.0%	129 100.0%	118 99.2%
Poor	397 6.1%	16 4.3%	16 4.1%	14 3.7%	5 4.6%	3 4.2%	7 3.8%	6 4.8%	10 4.2%	11 4.6%	3 3.6%	1 2.4%	2 1.1%	13 7.3%	11 5.5%	3 10.3%	2 1.8%	2 1.7%	7 4.0%	6 8.5%	0 0.0%	2 1.6%	14 11.9%
Fair	1,468 22.4%	60 16.3%	81 20.9%	74 19.6%	22 20.4%	11 15.3%	26 14.3%	17 13.7%	43 17.9%	36 15.2%	14 16.7%	8 19.5%	23 13.1%	36 20.1%	40 20.0%	3 10.3%	16 14.2%	17 14.3%	22 12.7%	20 28.2%	5 4.1%	25 19.4%	30 25.4%
Good	2,049 31.3%	121 32.9%	128 33.0%	121 32.0%	32 29.6%	25 34.7%	63 34.6%	45 36.3%	74 30.8%	76 32.1%	34 40.5%	10 24.4%	58 33.1%	57 31.8%	60 30.0%	15 51.7%	32 28.3%	41 34.5%	55 31.8%	24 33.8%	22 18.2%	55 42.6%	44 37.3%
Very good	1,421 21.7%	77 20.9%	89 22.9%	90 23.8%	18 16.7%	14 19.4%	43 23.6%	25 20.2%	51 21.3%	50 21.1%	18 21.4%	8 19.5%	44 25.1%	31 17.3%	35 17.5%	5 17.2%	32 28.3%	28 23.5%	39 22.5%	9 12.7%	30 24.8%	33 25.6%	14 11.9%
Excellent	1,218 18.6%	94 25.5%	74 19.1%	79 20.9%	31 28.7%	19 26.4%	43 23.6%	31 25.0%	62 25.8%	64 27.0%	15 17.9%	14 34.1%	48 27.4%	42 23.5%	54 27.0%	3 10.3%	31 27.4%	31 26.1%	50 28.9%	12 16.9%	64 52.9%	14 10.9%	16 13.6%
Excellent or Very good	2,639 40.3%	171 46.5%	163 42.0%	169 44.7%	49 45.4%	33 45.8%	86 47.3%	56 45.2%	113 47.1%	114 48.1%	33 39.3%	22 53.7%	92 52.6%	73 40.8%	89 44.5%	8 27.6%	63 55.8%	59 49.6%	89 51.4%	21 29.6%	94 77.7%	47 36.4%	30 25.4%
Significantly different from column:*		A											N	M		Q	P	T	T	RS	VW	U	U

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4993010

Question 31

Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

Base: All respondents

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,704	375	398	381	108	72	183	125	240	238	84	41	175	180	201	29	113	122	176	71	121	129	119
Number missing or multiple answer	179	6	14	7	0	0	0	0	0	0	0	0	0	0	0	0	0	3	3	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,525 97.3%	369 98.4%	384 96.5%	374 98.2%	108 100.0%	72 100.0%	183 100.0%	125 100.0%	240 100.0%	238 100.0%	84 100.0%	41 100.0%	175 100.0%	180 100.0%	201 100.0%	29 100.0%	113 100.0%	119 97.5%	173 98.3%	71 100.0%	121 100.0%	129 100.0%	119 100.0%
Every day	980 15.0%	35 9.5%	30 7.8%	25 6.7%	2 1.9%	7 9.7%	26 14.2%	21 16.8%	14 5.8%	28 11.8%	7 8.3%	0 0.0%	9 5.1%	26 14.4%	25 12.4%	3 10.3%	5 4.4%	9 7.6%	15 8.7%	10 14.1%	8 6.6%	11 8.5%	16 13.4%
Some days	679 10.4%	16 4.3%	24 6.3%	30 8.0%	4 3.7%	6 8.3%	6 3.3%	4 3.2%	12 5.0%	8 3.4%	7 8.3%	1 2.4%	5 2.9%	11 6.1%	10 5.0%	2 6.9%	4 3.5%	2 1.7%	9 5.2%	4 5.6%	6 5.0%	3 2.3%	7 5.9%
Not at all	4,757 72.9%	315 85.4%	326 84.9%	315 84.2%	101 93.5%	57 79.2%	151 82.5%	100 80.0%	211 87.9%	200 84.0%	69 82.1%	40 97.6%	160 91.4%	141 78.3%	164 81.6%	24 82.8%	103 91.2%	106 89.1%	148 85.5%	57 80.3%	105 86.8%	114 88.4%	96 80.7%
Don't know	109 1.7%	3 0.8%	4 1.0%	4 1.1%	1 0.9%	2 2.8%	0 0.0%	0 0.0%	3 1.3%	2 0.8%	1 1.2%	0 0.0%	1 0.6%	2 1.1%	2 1.0%	0 0.0%	1 0.9%	2 1.7%	1 0.6%	0 0.0%	2 1.7%	1 0.8%	0 0.0%
Every day or Some days	1,659 25.4%	51 13.8%	54 14.1%	55 14.7%	6 5.6%	13 18.1%	32 17.5%	25 20.0%	26 10.8%	36 15.1%	14 16.7%	1 2.4%	14 8.0%	37 20.6%	35 17.4%	5 17.2%	9 8.0%	11 9.2%	24 13.9%	14 19.7%	14 11.6%	14 10.9%	23 19.3%
Significantly different from column:*		A			FG	E	E	I	H	L		J	N	M	Q		O	T		R			

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4993010

Question 32

In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

Base: All respondents who smoke cigarettes or use tobacco (Q31)

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,659	51	54	55	6	13	32	25	26	36	14	1	14	37	35	5	9	11	24	14	14	14	23
Number missing or multiple answer	29	1	0	2	0	0	1	1	0	0	1	0	0	1	1	0	0	0	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,630 98.3%	50 98.0%	54 100.0%	53 96.4%	6 100.0%	13 100.0%	31 96.9%	24 96.0%	26 100.0%	36 100.0%	13 92.9%	1 100.0%	14 100.0%	36 97.3%	34 97.1%	5 100.0%	9 100.0%	11 100.0%	24 100.0%	14 100.0%	13 92.9%	14 100.0%	23 100.0%
Never	451 27.7%	8 16.0%	17 31.5%	17 32.1%	3 50.0%	3 23.1%	2 6.5%	4 16.7%	4 15.4%	3 8.3%	5 38.5%	0 0.0%	2 14.3%	6 16.7%	4 11.8%	1 20.0%	2 22.2%	3 27.3%	2 8.3%	3 21.4%	0 0.0%	3 21.4%	5 21.7%
Sometimes	351 21.5%	13 26.0%	10 18.5%	11 20.8%	3 50.0%	2 15.4%	8 25.8%	5 20.8%	8 30.8%	10 27.8%	2 15.4%	1 100.0%	5 35.7%	8 22.2%	8 23.5%	2 40.0%	2 22.2%	4 36.4%	6 25.0%	3 21.4%	6 46.2%	4 28.6%	3 13.0%
Usually	268 16.4%	10 20.0%	9 16.7%	11 20.8%	0 0.0%	2 15.4%	8 25.8%	4 16.7%	6 23.1%	8 22.2%	2 15.4%	0 0.0%	4 28.6%	6 16.7%	7 20.6%	0 0.0%	3 33.3%	2 18.2%	8 33.3%	0 0.0%	3 23.1%	3 21.4%	4 17.4%
Always	560 34.4%	19 38.0%	18 33.3%	14 26.4%	0 0.0%	6 46.2%	13 41.9%	11 45.8%	8 30.8%	15 41.7%	4 30.8%	0 0.0%	3 21.4%	16 44.4%	15 44.1%	2 40.0%	2 22.2%	2 18.2%	8 33.3%	8 57.1%	4 30.8%	4 28.6%	11 47.8%
Significantly different from column:*																							
Sometimes, Usually, or Always	1,179 72.3%	42 84.0%	37 68.5%	36 67.9%	3 50.0%	10 76.9%	29 93.5%	20 83.3%	22 84.6%	33 91.7%	8 61.5%	1 100.0%	12 85.7%	30 83.3%	30 88.2%	4 80.0%	7 77.8%	8 72.7%	22 91.7%	11 78.6%	13 100.0%	11 78.6%	18 78.3%
Significantly different from column:*																							

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4993010

Question 33

In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

Base: All respondents who smoke cigarettes or use tobacco (Q31)

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,659	51	54	55	6	13	32	25	26	36	14	1	14	37	35	5	9	11	24	14	14	14	23
Number missing or multiple answer	34	2	2	2	0	0	2	1	1	2	0	0	1	1	2	0	0	0	2	0	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,625 98.0%	49 96.1%	52 96.3%	53 96.4%	6 100.0%	13 100.0%	30 93.8%	24 96.0%	25 96.2%	34 94.4%	14 100.0%	1 100.0%	13 92.9%	36 97.3%	33 94.3%	5 100.0%	9 100.0%	11 100.0%	22 91.7%	14 100.0%	14 100.0%	12 85.7%	23 100.0%
Never	788 48.5%	22 44.9%	28 53.8%	27 50.9%	5 83.3%	5 38.5%	12 40.0%	11 45.8%	11 44.0%	14 41.2%	7 50.0%	1 100.0%	7 53.8%	15 41.7%	14 42.4%	1 20.0%	5 55.6%	7 63.6%	8 36.4%	6 42.9%	7 50.0%	7 58.3%	8 34.8%
Sometimes	347 21.4%	16 32.7%	9 17.3%	12 22.6%	1 16.7%	2 15.4%	13 43.3%	9 37.5%	7 28.0%	11 32.4%	5 35.7%	0 0.0%	3 23.1%	13 36.1%	10 30.3%	4 80.0%	2 22.2%	2 18.2%	9 40.9%	4 28.6%	2 14.3%	4 33.3%	10 43.5%
Usually	186 11.4%	5 10.2%	8 15.4%	6 11.3%	0 0.0%	2 15.4%	3 10.0%	0 0.0%	5 20.0%	4 11.8%	1 7.1%	0 0.0%	2 15.4%	3 8.3%	4 12.1%	0 0.0%	1 11.1%	2 18.2%	2 9.1%	1 7.1%	2 14.3%	1 8.3%	2 8.7%
Always	304 18.7%	6 12.2%	7 13.5%	8 15.1%	0 0.0%	4 30.8%	2 6.7%	4 16.7%	2 8.0%	5 14.7%	1 7.1%	0 0.0%	1 7.7%	5 13.9%	5 15.2%	0 0.0%	1 11.1%	0 0.0%	3 13.6%	3 21.4%	3 21.4%	0 0.0%	3 13.0%
Significantly different from column:*																							
Sometimes, Usually, or Always	837 51.5%	27 55.1%	24 46.2%	26 49.1%	1 16.7%	8 61.5%	18 60.0%	13 54.2%	14 56.0%	20 58.8%	7 50.0%	0 0.0%	6 46.2%	21 58.3%	19 57.6%	4 80.0%	4 44.4%	4 36.4%	14 63.6%	8 57.1%	7 50.0%	5 41.7%	15 65.2%
Significantly different from column:*																							

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 34

In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

Base: All respondents who smoke cigarettes or use tobacco (Q31)

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,659	51	54	55	6	13	32	25	26	36	14	1	14	37	35	5	9	11	24	14	14	23	
Number missing or multiple answer	45	1	0	3	0	0	1	0	1	1	0	0	1	0	1	0	0	0	1	0	1	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,614 97.3%	50 98.0%	54 100.0%	52 94.5%	6 100.0%	13 100.0%	31 96.9%	25 100.0%	25 96.2%	35 97.2%	14 100.0%	1 100.0%	13 92.9%	37 100.0%	34 97.1%	5 100.0%	9 100.0%	11 100.0%	23 95.8%	14 100.0%	13 92.9%	23 100.0%	
Never	862 53.4%	28 56.0%	30 55.6%	32 61.5%	4 66.7%	9 69.2%	15 48.4%	17 68.0%	11 44.0%	19 54.3%	9 64.3%	0 0.0%	6 46.2%	22 59.5%	20 58.8%	2 40.0%	4 44.4%	9 81.8%	11 47.8%	8 57.1%	8 57.1%	12 52.2%	
Sometimes	311 19.3%	12 24.0%	8 14.8%	10 19.2%	2 33.3%	1 7.7%	9 29.0%	4 16.0%	8 32.0%	6 17.1%	5 35.7%	1 100.0%	4 30.8%	8 21.6%	6 17.6%	3 60.0%	3 33.3%	2 18.2%	6 26.1%	3 21.4%	2 14.3%	5 38.5%	5 21.7%
Usually	188 11.6%	4 8.0%	11 20.4%	5 9.6%	0 0.0%	2 15.4%	2 6.5%	1 4.0%	3 12.0%	4 11.4%	0 0.0%	0 0.0%	1 7.7%	3 8.1%	4 11.8%	0 0.0%	0 0.0%	0 0.0%	3 13.0%	1 7.1%	2 14.3%	0 0.0%	2 8.7%
Always	253 15.7%	6 12.0%	5 9.3%	5 9.6%	0 0.0%	1 7.7%	5 16.1%	3 12.0%	3 12.0%	6 17.1%	0 0.0%	0 0.0%	2 15.4%	4 10.8%	4 11.8%	0 0.0%	2 22.2%	0 0.0%	3 13.0%	2 14.3%	2 14.3%	0 0.0%	4 17.4%
Significantly different from column:*																							
Sometimes, Usually, or Always	752 46.6%	22 44.0%	24 44.4%	20 38.5%	2 33.3%	4 30.8%	16 51.6%	8 32.0%	14 56.0%	16 45.7%	5 35.7%	1 100.0%	7 53.8%	15 40.5%	14 41.2%	3 60.0%	5 55.6%	2 18.2%	12 52.2%	6 42.9%	6 42.9%	5 38.5%	11 47.8%
Significantly different from column:*																							

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 35

What is your age?

Base: All respondents

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,704	375	398	381	108	72	183	125	240	238	84	41	175	180	201	29	113	122	176	71	121	129	119
Number missing or multiple answer	164	12	12	8	0	0	0	2	3	3	1	0	4	0	4	0	1	6	5	1	4	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,540 97.6%	363 96.8%	386 97.0%	373 97.9%	108 100.0%	72 100.0%	183 100.0%	123 98.4%	237 98.8%	235 98.7%	83 98.8%	41 100.0%	171 97.7%	180 100.0%	197 98.0%	29 100.0%	112 99.1%	116 95.1%	171 97.2%	70 98.6%	117 96.7%	128 99.2%	118 99.2%
18 to 24	817 12.5%	51 14.0%	44 11.4%	56 15.0%	51 47.2%	0 0.0%	0 0.0%	18 14.6%	33 13.9%	44 18.7%	7 8.4%	0 0.0%	37 21.6%	14 7.8%	24 12.2%	5 17.2%	21 18.8%	25 21.6%	20 11.7%	6 8.6%	23 19.7%	22 17.2%	6 5.1%
25 to 34	1,139 17.4%	57 15.7%	66 17.1%	71 19.0%	57 52.8%	0 0.0%	0 0.0%	23 18.7%	34 14.3%	32 13.6%	15 18.1%	9 22.0%	30 17.5%	25 13.9%	29 14.7%	6 20.7%	17 15.2%	19 16.4%	25 14.6%	12 17.1%	25 21.4%	19 14.8%	13 11.0%
35 to 44	1,152 17.6%	40 11.0%	56 14.5%	56 15.0%	0 0.0%	40 55.6%	0 0.0%	10 8.1%	30 12.7%	25 10.6%	10 12.0%	5 12.2%	20 11.7%	20 11.1%	26 13.2%	4 13.8%	9 8.0%	10 8.6%	22 12.9%	8 11.4%	15 12.8%	11 8.6%	14 11.9%
45 to 54	1,084 16.6%	32 8.8%	46 11.9%	53 14.2%	0 0.0%	32 44.4%	0 0.0%	13 10.6%	19 8.0%	19 8.1%	9 10.8%	4 9.8%	12 7.0%	17 9.4%	19 9.6%	1 3.4%	7 6.3%	9 7.8%	15 8.8%	8 11.4%	9 7.7%	5 3.9%	18 15.3%
55 to 64	1,889 28.9%	90 24.8%	93 24.1%	78 20.9%	0 0.0%	0 0.0%	90 49.2%	29 23.6%	61 25.7%	50 21.3%	26 31.3%	13 31.7%	33 19.3%	56 31.1%	47 23.9%	7 24.1%	33 29.5%	22 19.0%	40 23.4%	25 35.7%	18 15.4%	37 28.9%	35 29.7%
65 to 74	306 4.7%	59 16.3%	60 15.5%	31 8.3%	0 0.0%	0 0.0%	59 32.2%	20 16.3%	36 15.2%	40 17.0%	11 13.3%	7 17.1%	23 13.5%	34 18.9%	38 19.3%	2 6.9%	14 12.5%	14 12.1%	33 19.3%	11 15.7%	16 13.7%	22 17.2%	21 17.8%
75 or older	153 2.3%	34 9.4%	21 5.4%	28 7.5%	0 0.0%	0 0.0%	34 18.6%	10 8.1%	24 10.1%	25 10.6%	5 6.0%	3 7.3%	16 9.4%	14 7.8%	14 7.1%	4 13.8%	11 9.8%	17 14.7%	16 9.4%	0 0.0%	11 9.4%	12 9.4%	11 9.3%
55 or older	2,348 35.9%	183 50.4%	174 45.1%	137 36.7%	0 0.0%	0 0.0%	183 100.0%	59 48.0%	121 51.1%	115 48.9%	42 50.6%	23 56.1%	72 42.1%	104 57.8%	99 50.3%	13 44.8%	58 51.8%	53 45.7%	89 52.0%	36 51.4%	45 38.5%	71 55.5%	67 56.8%
Significantly different from column:*		AD			G	G	EF						N	M							VW	U	U

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 36

Are you male or female?

Base: All respondents

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,704	375	398	381	108	72	183	125	240	238	84	41	175	180	201	29	113	122	176	71	121	129	119
Number missing or multiple answer	187	10	15	11	0	0	3	0	0	2	0	0	3	0	0	0	0	6	4	0	2	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,517 97.2%	365 97.3%	383 96.2%	370 97.1%	108 100.0%	72 100.0%	180 98.4%	125 100.0%	240 100.0%	236 99.2%	84 100.0%	41 100.0%	172 98.3%	180 100.0%	201 100.0%	29 100.0%	113 100.0%	116 95.1%	172 97.7%	71 100.0%	119 98.3%	128 99.2%	118 99.2%
Male	2,718 41.7%	125 34.2%	120 31.3%	136 36.8%	41 38.0%	23 31.9%	59 32.8%	125 100.0%	0 0.0%	87 36.9%	25 29.8%	12 29.3%	49 28.5%	69 38.3%	69 34.3%	11 37.9%	36 31.9%	43 37.1%	60 34.9%	18 25.4%	44 37.0%	44 34.4%	37 31.4%
Female	3,799 58.3%	240 65.8%	263 68.7%	234 63.2%	67 62.0%	49 68.1%	121 67.2%	0 0.0%	240 100.0%	149 63.1%	59 70.2%	29 70.7%	123 71.5%	111 61.7%	132 65.7%	18 62.1%	77 68.1%	73 62.9%	112 65.1%	53 74.6%	75 63.0%	84 65.6%	81 68.6%
Significantly different from column:*		A						I	H														

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 37

What is the highest grade or level of school that you have completed?

Base: All respondents

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,704	375	398	381	108	72	183	125	240	238	84	41	175	180	201	29	113	122	176	71	121	129	119
Number missing or multiple answer	221	12	19	9	1	0	3	1	3	0	0	0	2	0	1	0	1	6	5	0	1	1	4
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,483 96.7%	363 96.8%	379 95.2%	372 97.6%	107 99.1%	72 100.0%	180 98.4%	124 99.2%	237 98.8%	238 100.0%	84 100.0%	41 100.0%	173 98.9%	180 100.0%	200 99.5%	29 100.0%	112 99.1%	116 95.1%	171 97.2%	71 100.0%	120 99.2%	128 99.2%	115 96.6%
8th grade or less	425 6.6%	33 9.1%	27 7.1%	28 7.5%	1 0.9%	3 4.2%	27 15.0%	10 8.1%	21 8.9%	33 13.9%	0 0.0%	0 0.0%	28 16.2%	3 1.7%	14 7.0%	1 3.4%	12 10.7%	12 10.3%	13 7.6%	7 9.9%	9 7.5%	12 9.4%	12 10.4%
Some high school, but did not graduate	953 14.7%	63 17.4%	52 13.7%	41 11.0%	19 17.8%	15 20.8%	29 16.1%	16 12.9%	47 19.8%	63 26.5%	0 0.0%	0 0.0%	37 21.4%	22 12.2%	29 14.5%	4 13.8%	23 20.5%	22 19.0%	29 17.0%	11 15.5%	18 15.0%	24 18.8%	21 18.3%
High school graduate or GED	2,656 41.0%	142 39.1%	130 34.3%	142 38.2%	56 52.3%	26 36.1%	59 32.8%	61 49.2%	81 34.2%	142 59.7%	0 0.0%	0 0.0%	70 40.5%	69 38.3%	83 41.5%	11 37.9%	44 39.3%	49 42.2%	66 38.6%	25 35.2%	54 45.0%	46 35.9%	42 36.5%
Some college or 2-year degree	1,631 25.2%	84 23.1%	103 27.2%	115 30.9%	22 20.6%	19 26.4%	42 23.3%	25 20.2%	59 24.9%	0 0.0%	84 100.0%	0 0.0%	28 16.2%	55 30.6%	47 23.5%	9 31.0%	23 20.5%	20 17.2%	42 24.6%	21 29.6%	24 20.0%	32 25.0%	28 24.3%
4-year college graduate	515 7.9%	28 7.7%	49 12.9%	24 6.5%	7 6.5%	9 12.5%	12 6.7%	8 6.5%	20 8.4%	0 0.0%	0 0.0%	28 68.3%	7 4.0%	21 11.7%	17 8.5%	4 13.8%	7 6.3%	8 6.9%	16 9.4%	4 5.6%	11 9.2%	8 6.3%	9 7.8%
More than 4-year college degree	303 4.7%	13 3.6%	18 4.7%	22 5.9%	2 1.9%	0 0.0%	11 6.1%	4 3.2%	9 3.8%	0 0.0%	0 0.0%	13 31.7%	3 1.7%	10 5.6%	10 5.0%	0 0.0%	3 2.7%	5 4.3%	5 2.9%	3 4.2%	4 3.3%	6 4.7%	3 2.6%
4-year college graduate or more	818 12.6%	41 11.3%	67 17.7%	46 12.4%	9 8.4%	9 12.5%	23 12.8%	12 9.7%	29 12.2%	0 0.0%	0 0.0%	41 100.0%	10 5.8%	31 17.2%	27 13.5%	4 13.8%	10 8.9%	13 11.2%	21 12.3%	7 9.9%	15 12.5%	14 10.9%	12 10.4%
Significantly different from column:*		C								L	L	JK	N	M									

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 38

Are you of Hispanic or Latino origin or descent?

Base: All respondents

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,704	375	398	381	108	72	183	125	240	238	84	41	175	180	201	29	113	122	176	71	121	129	119
Number missing or multiple answer	306	20	28	11	2	3	7	7	6	9	1	0	0	0	2	2	3	8	11	1	5	4	5
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,398 95.4%	355 94.7%	370 93.0%	370 97.1%	106 98.1%	69 95.8%	176 96.2%	118 94.4%	234 97.5%	229 96.2%	83 98.8%	41 100.0%	175 100.0%	180 100.0%	199 99.0%	27 93.1%	110 97.3%	114 93.4%	165 93.8%	70 98.6%	116 95.9%	125 96.9%	114 95.8%
Yes, Hispanic or Latino	1,413 22.1%	175 49.3%	173 46.8%	175 47.3%	67 63.2%	32 46.4%	72 40.9%	49 41.5%	123 52.6%	135 59.0%	28 33.7%	10 24.4%	175 100.0%	0 0.0%	80 40.2%	1 3.7%	76 69.1%	61 53.5%	86 52.1%	25 35.7%	66 56.9%	67 53.6%	42 36.8%
No, not Hispanic or Latino	4,985 77.9%	180 50.7%	197 53.2%	195 52.7%	39 36.8%	37 53.6%	104 59.1%	69 58.5%	111 47.4%	94 41.0%	55 66.3%	31 75.6%	0 0.0%	180 100.0%	119 59.8%	26 96.3%	34 30.9%	53 46.5%	79 47.9%	45 64.3%	50 43.1%	58 46.4%	72 63.2%
Significantly different from column:*		A			FG	E	E			KL	J	J	N	M	PQ	OQ	OP	T	T	RS	W	W	UV

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Question 39

What is your race? Mark one or more.

Base: All respondents

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,704	375	398	381	108	72	183	125	240	238	84	41	175	180	201	29	113	122	176	71	121	129	119
Number missing or multiple answer	397	32	42	33	6	6	13	9	13	17	5	0	18	1	0	0	0	18	12	2	11	6	9
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,307 94.1%	343 91.5%	356 89.4%	348 91.3%	102 94.4%	66 91.7%	170 92.9%	116 92.8%	227 94.6%	221 92.9%	79 94.0%	41 100.0%	157 89.7%	179 99.4%	201 100.0%	29 100.0%	113 100.0%	104 85.2%	164 93.2%	69 97.2%	110 90.9%	123 95.3%	110 92.4%
White	3,159 50.1%	218 63.6%	237 66.6%	227 65.2%	59 57.8%	47 71.2%	108 63.5%	74 63.8%	144 63.4%	136 61.5%	52 65.8%	29 70.7%	91 58.0%	125 69.8%	201 100.0%	0 0.0%	17 15.0%	54 51.9%	107 65.2%	54 78.3%	72 65.5%	66 53.7%	80 72.7%
Black or African American	2,201 34.9%	39 11.4%	30 8.4%	31 8.9%	14 13.7%	6 9.1%	19 11.2%	15 12.9%	24 10.6%	19 8.6%	15 19.0%	5 12.2%	4 2.5%	33 18.4%	0 0.0%	29 100.0%	10 8.8%	16 15.4%	15 9.1%	7 10.1%	11 10.0%	19 15.4%	9 8.2%
Asian	417 6.6%	15 4.4%	17 4.8%	19 5.5%	3 2.9%	2 3.0%	10 5.9%	3 2.6%	12 5.3%	5 2.3%	7 8.9%	3 7.3%	0 0.0%	15 8.4%	0 0.0%	0 0.0%	15 13.3%	7 6.7%	7 4.3%	1 1.4%	5 4.5%	6 4.9%	4 3.6%
Native Hawaiian or other Pacific Islander	76 1.2%	6 1.7%	6 1.7%	4 1.1%	1 1.0%	2 3.0%	2 1.2%	2 1.7%	4 1.8%	4 1.8%	1 1.3%	1 2.4%	3 1.9%	2 1.1%	0 0.0%	0 0.0%	6 5.3%	1 1.0%	2 1.2%	3 4.3%	1 0.9%	3 2.4%	2 1.8%
American Indian or Alaska Native	199 3.2%	14 4.1%	16 4.5%	8 2.3%	3 2.9%	4 6.1%	7 4.1%	5 4.3%	9 4.0%	12 5.4%	1 1.3%	1 2.4%	3 1.9%	9 5.0%	0 0.0%	0 0.0%	14 12.4%	3 2.9%	9 5.5%	2 2.9%	3 2.7%	2 1.6%	9 8.2%
Other	859 13.6%	82 23.9%	93 26.1%	93 26.7%	29 28.4%	12 18.2%	41 24.1%	30 25.9%	52 22.9%	64 29.0%	11 13.9%	6 14.6%	71 45.2%	9 5.0%	0 0.0%	0 0.0%	82 72.6%	34 32.7%	32 19.5%	13 18.8%	27 24.5%	37 30.1%	18 16.4%

NA - Not applicable

Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4993010

Question 40

X404

In the last 6 months, how often were you able to find a doctor or other health professional who met your cultural, racial, ethnic, or language needs or preferences?

Base: All respondents

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	---	375	398	---	108	72	183	125	240	238	84	41	175	180	201	29	113	122	176	71	121	129	119
Number missing or multiple answer	---	25	32	---	5	3	9	4	13	12	2	1	8	5	4	1	6	13	10	2	9	7	3
Number no experience	---	63	79	---	29	14	20	29	34	43	12	7	33	30	32	5	22	42	19	1	24	24	15
Usable responses	---	287	287	---	74	55	154	92	193	183	70	33	134	145	165	23	85	67	147	68	88	98	101
	---	76.5%	72.1%	---	68.5%	76.4%	84.2%	73.6%	80.4%	76.9%	83.3%	80.5%	76.6%	80.6%	82.1%	79.3%	75.2%	54.9%	83.5%	95.8%	72.7%	76.0%	84.9%
Never	---	34	28	---	9	5	20	12	21	24	5	5	19	12	14	2	14	21	11	2	11	9	14
	---	11.8%	9.8%	---	12.2%	9.1%	13.0%	13.0%	10.9%	13.1%	7.1%	15.2%	14.2%	8.3%	8.5%	8.7%	16.5%	31.3%	7.5%	2.9%	12.5%	9.2%	13.9%
Sometimes	---	16	23	---	5	4	7	1	15	10	4	2	7	9	8	4	4	3	9	4	0	9	7
	---	5.6%	8.0%	---	6.8%	7.3%	4.5%	1.1%	7.8%	5.5%	5.7%	6.1%	5.2%	6.2%	4.8%	17.4%	4.7%	4.5%	6.1%	5.9%	0.0%	9.2%	6.9%
Usually	---	53	60	---	19	12	20	12	41	33	12	7	29	22	28	4	18	13	29	11	21	17	15
	---	18.5%	20.9%	---	25.7%	21.8%	13.0%	13.0%	21.2%	18.0%	17.1%	21.2%	21.6%	15.2%	17.0%	17.4%	21.2%	19.4%	19.7%	16.2%	23.9%	17.3%	14.9%
Always	---	184	176	---	41	34	107	67	116	116	49	19	79	102	115	13	49	30	98	51	56	63	65
	---	64.1%	61.3%	---	55.4%	61.8%	69.5%	72.8%	60.1%	63.4%	70.0%	57.6%	59.0%	70.3%	69.7%	56.5%	57.6%	44.8%	66.7%	75.0%	63.6%	64.3%	64.4%
Significantly different from column:*					G		E	I	H				N	M				ST	R	R			
Usually or Always	---	237	236	---	60	46	127	79	157	149	61	26	108	124	143	17	67	43	127	62	77	80	80
	---	82.6%	82.2%	---	81.1%	83.6%	82.5%	85.9%	81.3%	81.4%	87.1%	78.8%	80.6%	85.5%	86.7%	73.9%	78.8%	64.2%	86.4%	91.2%	87.5%	81.6%	79.2%
Significantly different from column:*																		ST	R	R			

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4993010

Question 41

X405

In the last 6 months, how often did you receive health care services in a language that you could understand?

Base: All respondents

	2026 CSS Average	2026	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	---	375	398	---	108	72	183	125	240	238	84	41	175	180	201	29	113	122	176	71	121	129	119
Number missing or multiple answer	---	17	19	---	3	2	5	2	8	4	3	1	5	1	2	0	4	8	8	1	5	3	3
Number no experience	---	57	70	---	29	11	17	24	33	39	9	8	31	26	26	5	22	45	11	0	27	18	12
Usable responses	---	301	309	---	76	59	161	99	199	195	72	32	139	153	173	24	87	69	157	70	89	108	104
	---	80.3%	77.6%	---	70.4%	81.9%	88.0%	79.2%	82.9%	81.9%	85.7%	78.0%	79.4%	85.0%	86.1%	82.8%	77.0%	56.6%	89.2%	98.6%	73.6%	83.7%	87.4%
Never	---	31	21	---	6	6	19	6	24	26	4	1	15	14	14	4	10	12	15	4	13	8	10
	---	10.3%	6.8%	---	7.9%	10.2%	11.8%	6.1%	12.1%	13.3%	5.6%	3.1%	10.8%	9.2%	8.1%	16.7%	11.5%	17.4%	9.6%	5.7%	14.6%	7.4%	9.6%
Sometimes	---	18	19	---	4	5	9	4	14	13	3	2	10	8	9	2	7	8	8	2	5	6	7
	---	6.0%	6.1%	---	5.3%	8.5%	5.6%	4.0%	7.0%	6.7%	4.2%	6.3%	7.2%	5.2%	5.2%	8.3%	8.0%	11.6%	5.1%	2.9%	5.6%	5.6%	6.7%
Usually	---	30	25	---	8	6	16	9	20	20	5	4	17	11	14	2	10	10	13	7	8	13	9
	---	10.0%	8.1%	---	10.5%	10.2%	9.9%	9.1%	10.1%	10.3%	6.9%	12.5%	12.2%	7.2%	8.1%	8.3%	11.5%	14.5%	8.3%	10.0%	9.0%	12.0%	8.7%
Always	---	222	244	---	58	42	117	80	141	136	60	25	97	120	136	16	60	39	121	57	63	81	78
	---	73.8%	79.0%	---	76.3%	71.2%	72.7%	80.8%	70.9%	69.7%	83.3%	78.1%	69.8%	78.4%	78.6%	66.7%	69.0%	56.5%	77.1%	81.4%	70.8%	75.0%	75.0%
Significantly different from column:*										K	J							ST	R	R			
Usually or Always	---	252	269	---	66	48	133	89	161	156	65	29	114	131	150	18	70	49	134	64	71	94	87
	---	83.7%	87.1%	---	86.8%	81.4%	82.6%	89.9%	80.9%	80.0%	90.3%	90.6%	82.0%	85.6%	86.7%	75.0%	80.5%	71.0%	85.4%	91.4%	79.8%	87.0%	83.7%
Significantly different from column:*								I	H	K	J							ST	R	R			

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

APPENDIX D. SURVEY MATERIALS



mercy care

CSS Processing
PO Box 3416
Hopkins, MN 55343

***Scan here to take the
survey online!***

***¡Escanee aquí para
completar la
encuesta en línea!***

PRST FIRST CLASS
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PERMIT 5745

MER3_P-S

Mercy Care is conducting a survey to find out about the services that it provides to its members. Your name was selected at random to tell us what you think. In a few days, you will receive a survey in the mail (with log on information to complete the survey online) from the Center for the Study of Services (CSS), an independent research firm.

You can complete the survey online, right now, by scanning the QR code on the front of this postcard with your smart phone.

Would you please help us by completing the survey?

Thank you!

Mercy Care está realizando una encuesta para averiguar sobre los servicios que proporciona a sus miembros. Su nombre fue seleccionado al azar para que nos diga lo que piensa. En pocos días, recibirá una invitación por correo (con información de inicio de sesión para completar la encuesta en línea) de Center for the Study of Services (CSS), una empresa de investigación independiente.

Puede completar la encuesta en línea, ahora mismo, escaneando con su teléfono celular el código QR que se encuentra al dorso de esta tarjeta.

Le agradeceríamos que nos ayude completando la encuesta.

¡Gracias!



CSS Processing
PO Box 3416
Hopkins, MN 55343

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Baltimore, MD

**RESPONSE
NEEDED**

MER/b1-r



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Hopkins, MN 55343

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Baltimore, MD

FINAL REMINDER – PLEASE RESPOND!



MER3B_1-E

How can Mercy Care serve you better? How can people choose the health care plan that is best for them?

This survey gives you the chance to tell us what you think about the services we provide at Mercy Care. It will take less than 20 minutes to complete.

The survey is part of a national project by the National Committee for Quality Assurance (NCQA), a non-profit group that helps people learn more about health care plans.

The Center for the Study of Services (CSS) is an independent research firm that is helping us conduct the survey. No one but the staff at CSS and NCQA will see your answers. Your answers will not have your name on them and will be part of a pool of information from others like you. Please email CSS at questions@cssresearch.org or call the toll-free number 1-800-874-5561 (TRS: 711) if you have any questions.

You can complete the survey right now, online, by using a phone to scan the QR code at the top of this letter, which will take you directly to the survey. If you prefer to complete a paper survey, you may return the included survey using the enclosed postage paid envelope.

Because we are asking only a few people to take the survey, **it is very important that you complete the survey right away.**

Thank you for helping to make health care better.

Sincerely,

Sandra Wendt
V.P. of Quality Management

ESPAÑOL AL OTRO LADO



MER3B_3-E

About three weeks ago, we sent you a survey about the services we provide at Mercy Care. If you responded, thank you for your help! You can ignore this letter.

We sent you another survey, just in case you misplaced the first one. Please take a little time to complete it. It will take less than 20 minutes to complete.

You can complete the survey right now, online, by using a phone to scan the QR code at the top of this letter, which will take you directly to the survey. If you prefer to complete a paper survey, you may return the included survey using the enclosed postage paid envelope.

The survey is part of a national project by the National Committee for Quality Assurance (NCQA), a non-profit group that helps people learn more about health care plans.

The Center for the Study of Services (CSS) is an independent research firm that is helping us conduct the survey. No one but the staff at CSS and NCQA will see your answers. Your answers will not have your name on them and will be part of a pool of information from others like you. Please email CSS at questions@cssresearch.org or call the toll-free number 1-800-874-5561 (TRS: 711) if you have any questions.

Because we asked only a few people to take the survey, **it is very important that you complete the survey right away.** If you completed the paper survey, please return it in the pre-paid envelope.

Thank you for helping to make health care better.

Sincerely,

Sandra Wendt
V.P. of Quality Management

ESPAÑOL AL OTRO LADO



mercy care

CSS Processing
PO Box 3416
Hopkins, MN 55343

***Scan here to take the
survey online!***

***¡Escanee aquí para
completar la
encuesta en línea!***

PRST FIRST CLASS
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PERMIT 5745

MER3-S

We need your help! Recently, we sent you an invitation to take a short survey about your health care online. Your answers will help us improve the services we provide. The survey will also help other people learn more about health care plans, but it will help only if everyone who gets the survey completes it.

The Center for the Study of Services (CSS) is an independent research firm that is helping us conduct the survey. **You can complete the survey online, right now**, by scanning the QR code on the front of this postcard with your smart phone.

If you did not get the invitation, or if you misplaced it, please email CSS at questions@cssresearch.org or call the toll-free number 1-800-874-5561 (TRS: 711). You can also contact them if you have any questions.

If you have already completed your survey, thank you! You can ignore this reminder.

Thanks again for your help!

¡Necesitamos su ayuda! Hace poco le enviamos una invitación para realizar una breve encuesta en línea sobre su atención médica. Sus respuestas nos ayudarán a mejorar los servicios que ofrecemos. La encuesta también ayudará a otras personas a informarse mejor sobre los planes de atención médica, pero solamente será útil si todos los que la reciban la completan.

Center for the Study of Services (CSS) es una firma independiente de investigaciones que nos está ayudando a llevar a cabo la encuesta. **Puede completar la encuesta en línea, ahora mismo**, escaneando con su teléfono celular el código QR que se encuentra al dorso de esta tarjeta.

Si no recibió la invitación o si se le ha perdido, envíe un correo electrónico a CSS a questions@cssresearch.org o llame al número telefónico gratuito 1-800-874-5561 (TRS: 711). También puede ponerse en contacto con ellos si tiene alguna pregunta.

Si ya ha respondido la encuesta, ¡gracias! De ser el caso, puede ignorar este recordatorio.

¡Muchas gracias de nuevo por su ayuda!



SURVEY INSTRUCTIONS

Answer each question by marking the box to the left of your answer.

You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

- ☒₁ Yes → *If Yes, Go to Question 1*
☐₂ No

Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations.

You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the cover of this survey. This number is **ONLY** used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-800-874-5561.

1. Our records show that you are now in Mercy Care. Is that right?
☐₁ Yes → *If Yes, Go to Question 3*
☐₂ No
2. What is the name of your health plan?
(Please print)

3. In the last 6 months, did you have an illness, injury, or condition that needed care right away?
☐₁ Yes
☐₂ No → *If No, Go to Question 5*
4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?
☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always
5. In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care?
☐₁ Yes
☐₂ No → *If No, Go to Question 7*
6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?
☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always
7. In the last 6 months, not counting the times you went to an emergency room, how many times did you get health care for yourself in person, by phone, or by video?
☐₀ None → *If None, Go to Question 10*
☐₁ 1 time
☐₂ 2
☐₃ 3
☐₄ 4
☐₅ 5 to 9
☐₆ 10 or more times
8. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Worst health care possible				Best health care possible						

YOUR HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your own health care from a clinic, emergency room, or doctor's office. This includes care you got in person, by phone, or by video. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

9. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always

YOUR PERSONAL DOCTOR

10. A personal doctor is the one you would talk to if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

- ☐₁ Yes
- ☐₂ No → **If No, Go to Question 19**

11. In the last 6 months, how many times did you have an in person, phone, or video visit with your personal doctor about your health?

- ☐₀ None → **If None, Go to Question 18**
- ☐₁ 1 time
- ☐₂ 2
- ☐₃ 3
- ☐₄ 4
- ☐₅ 5 to 9
- ☐₆ 10 or more times

12. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always

13. In the last 6 months, how often did your personal doctor listen carefully to you?

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always

14. In the last 6 months, how often did your personal doctor show respect for what you had to say?

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always

15. In the last 6 months, how often did your personal doctor spend enough time with you?

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always

16. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

- ☐₁ Yes
- ☐₂ No → **If No, Go to Question 18**

17. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always

18. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

- | | | | | | | | | | | |
|--------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Worst personal doctor possible | | | | | Best personal doctor possible | | | | | |

GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, include the care you got in person, by phone, or by video. Do not include dental visits or care you got when you stayed overnight in a hospital.

19. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments with a specialist?

- ☐₁ Yes
- ☐₂ No → **If No, Go to Question 23**

20. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always

21. How many specialists have you talked to in the last 6 months?

- ☐₀ None → **If None, Go to Question 23**
- ☐₁ 1 specialist
- ☐₂ 2
- ☐₃ 3
- ☐₄ 4
- ☐₅ 5 or more specialists

22. We want to know your rating of the specialist you talked to most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

- | | | | | | | | | | | |
|---------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Worst specialist possible | | | | | Best specialist possible | | | | | |

YOUR HEALTH PLAN

The next questions ask about your experience with your health plan.

23. In the last 6 months, did you get information or help from your health plan's customer service?

- ☐₁ Yes
- ☐₂ No → **If No, Go to Question 26**

24. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always

25. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always

26. In the last 6 months, did your health plan give you any forms to fill out?

- ☐₁ Yes
- ☐₂ No → **If No, Go to Question 28**

27. In the last 6 months, how often were the forms from your health plan easy to fill out?

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always

28. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

- | | | | | | | | | | | |
|----------------------------|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Worst health plan possible | | | | | Best health plan possible | | | | | |

ABOUT YOU

29. In general, how would you rate your overall health?

- ☐₁ Excellent
- ☐₂ Very good
- ☐₃ Good
- ☐₄ Fair
- ☐₅ Poor

30. In general, how would you rate your overall mental or emotional health?

- ☐₁ Excellent
- ☐₂ Very good
- ☐₃ Good
- ☐₄ Fair
- ☐₅ Poor

31. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

- ☐₁ Every day
- ☐₂ Some days
- ☐₃ Not at all → **If Not at all, Go to Question 35**
- ☐₄ Don't know → **If Don't know, Go to Question 35**

32. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always

33. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always

34. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always

35. What is your age?

- ☐₁ 18 to 24
- ☐₂ 25 to 34
- ☐₃ 35 to 44
- ☐₄ 45 to 54
- ☐₅ 55 to 64
- ☐₆ 65 to 74
- ☐₇ 75 or older

36. Are you male or female?

- ☐₁ Male
- ☐₂ Female

37. What is the highest grade or level of school that you have completed?

- ☐₁ 8th grade or less
- ☐₂ Some high school, but did not graduate
- ☐₃ High school graduate or GED
- ☐₄ Some college or 2-year degree
- ☐₅ 4-year college graduate
- ☐₆ More than 4-year college degree

38. Are you of Hispanic or Latino origin or descent?

- ☐₁ Yes, Hispanic or Latino
- ☐₂ No, not Hispanic or Latino

39. What is your race? Mark one or more.

- ☐_a White
- ☐_b Black or African American
- ☐_c Asian
- ☐_d Native Hawaiian or other Pacific Islander
- ☐_e American Indian or Alaska Native
- ☐_f Other

Now we would like to ask a few more questions about the services your health plan provides.

40. In the last 6 months, how often were you able to find a doctor or other health professional who met your cultural, racial, ethnic, or language needs or preferences?

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always
- ☐₅ I did not need health care services in the last 6 months

41. In the last 6 months, how often did you receive health care services in a language that you could understand?

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always
- ☐₅ I did not need health care services in the last 6 months

THANK YOU

Please return the completed survey in the postage-paid envelope to:

**Center for the Study of Services
PO Box 3416
Hopkins, MN 55343**

Please do not include any other correspondence.



MER3B_1-S

¿Cómo puede Mercy Care servirle mejor? ¿Cómo pueden las personas escoger el plan de atención médica más conveniente para ellas?

Esta encuesta le brinda la oportunidad de decirnos lo que piensa sobre los servicios que ofrecemos en Mercy Care. Le tomará menos de 20 minutos responderla.

La encuesta forma parte de un proyecto nacional del Comité Nacional de Control de Calidad (NCQA, por sus siglas en inglés), una organización sin fines de lucro que ayuda a las personas a informarse mejor sobre los planes de atención médica.

Center for the Study of Services (CSS) es una firma independiente de investigaciones que nos está ayudando a llevar a cabo la encuesta. Solamente el personal de CSS y de NCQA podrá ver sus respuestas. Sus respuestas no llevarán su nombre y serán parte de un conjunto de información de otras personas como usted. Si tiene alguna pregunta, envíe un correo electrónico a CSS a questions@cssresearch.org o llame al número telefónico gratuito 1-800-874-5561 (TRS: 711).

Puede completar la encuesta, en línea, ahora mismo escaneando con su teléfono celular el código QR que se encuentra en la parte superior de esta carta. Este le redireccionará directamente a la encuesta. Si prefiere completar la encuesta en formato papel, sírvase enviar la encuesta aquí incluida en el sobre adjunto con porte pagado.

Debido a que le pedimos solo a unas pocas personas que participen en la encuesta, **es muy importante que usted complete la encuesta de inmediato.**

Gracias por contribuir a que la atención médica sea mejor para todos.

Atentamente,

Sandra Wendt
V.P. of Quality Management

ENGLISH ON THE OTHER SIDE



MER3B_3-S

Hace unas tres semanas le enviamos una encuesta sobre los servicios que ofrecemos en Mercy Care. Si devolvió su encuesta, se lo agradecemos de sobremanera. De ser el caso, puede ignorar esta carta.

Le enviamos otra encuesta, en caso de que haya perdido la primera. Le pedimos que se tome un poco de tiempo para completarla. Le tomará menos de 20 minutos responderla.

Puede completar la encuesta, en línea, ahora mismo escaneando con su teléfono celular el código QR que se encuentra en la parte superior de esta carta. Este le redireccionará directamente a la encuesta. Si prefiere completar la encuesta en formato papel, sírvase enviar la encuesta aquí incluida en el sobre adjunto con porte pagado.

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Debido a que le pedimos solo a unas pocas personas que participen en la encuesta, **es muy importante que usted complete la encuesta de inmediato**. Por favor utilice el sobre prepago para devolverla.

Gracias por contribuir a que la atención médica sea mejor para todos.

Atentamente,

Sandra Wendt
V.P. of Quality Management

ENGLISH ON THE OTHER SIDE



INSTRUCCIONES PARA EL CUESTIONARIO

Conteste cada pregunta marcando el cuadro que aparece a la izquierda de su respuesta.

A veces hay que saltarse alguna pregunta del cuestionario. Cuando esto ocurra, verá una flecha con una nota que le indicará cuál es la siguiente pregunta a la que tiene que pasar. Por ejemplo:

- ☒₁ Sí → ***Si contestó "Sí", pase a la pregunta 1***
☐₂ No

La información personal identificable no se hará pública y solo se dará a conocer de conformidad con las leyes y reglamentos federales.

Usted puede optar por responder a esta encuesta o no. Si decide no participar, esto no afectará los beneficios que obtenga. Usted notará un número en la portada de esta encuesta. Este número se utiliza SOLO para hacernos saber si usted ya envió su encuesta para que no tengamos que enviarle recordatorios.

Si quiere informarse más sobre este estudio, llame al 1-800-874-5561.

1. Nuestros registros muestran que usted actualmente está inscrito en Mercy Care.
¿Es correcta esta información?

- ☐₁ Sí → ***Si contestó "Sí", pase a la pregunta 3***
☐₂ No

2. ¿Cómo se llama su plan de salud?
(Escriba en letra imprenta)

LA ATENCIÓN MÉDICA QUE USTED RECIBIÓ EN LOS ÚLTIMOS 6 MESES

Estas preguntas se refieren a su propia atención médica en una clínica, sala de emergencias o consultorio médico. Esto incluye la atención que recibió en persona, por teléfono o por videollamada. No incluya la atención que recibió cuando pasó la noche hospitalizado. No incluya las consultas al dentista.

3. En los últimos 6 meses, ¿tuvo usted una enfermedad, lesión o problema de salud para el cual necesitó atención inmediata?

- ☐₁ Sí
☐₂ No → ***Si contestó "No", pase a la pregunta 5***

4. En los últimos 6 meses, cuando usted necesitó atención inmediata, ¿con qué frecuencia lo atendieron tan pronto como lo necesitaba?

- ☐₁ Nunca
☐₂ A veces
☐₃ La mayoría de las veces
☐₄ Siempre

5. En los últimos 6 meses, ¿hizo alguna cita en persona, por teléfono o por videollamada para una consulta o atención de rutina?

- ☐₁ Sí
☐₂ No → ***Si contestó "No", pase a la pregunta 7***

6. En los últimos 6 meses, ¿con qué frecuencia consiguió una cita para una consulta o atención de rutina tan pronto como lo necesitaba?

- ☐₁ Nunca
☐₂ A veces
☐₃ La mayoría de las veces
☐₄ Siempre

7. En los últimos 6 meses, sin contar las veces que fue a una sala de emergencias, ¿cuántas veces recibió atención médica en persona, por teléfono o por videollamada?

☐₀ Ninguna vez → ***Si contestó “Ninguna vez”, pase a la pregunta 10***

- ☐₁ 1 vez
☐₂ 2
☐₃ 3
☐₄ 4
☐₅ 5 a 9
☐₆ 10 veces o más

8. Usando un número del 0 al 10, siendo 0 la peor atención médica posible y 10 la mejor atención médica posible, ¿qué número usaría para calificar toda la atención médica que ha recibido en los últimos 6 meses?

0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
La peor atención médica posible					La mejor atención médica posible					

9. En los últimos 6 meses, ¿con qué frecuencia le fue fácil conseguir la atención médica, los exámenes o el tratamiento que usted necesitaba?

- ☐₁ Nunca
☐₂ A veces
☐₃ La mayoría de las veces
☐₄ Siempre

SU DOCTOR PERSONAL

10. El doctor personal es aquel a quien usted va si necesita un chequeo, quiere pedir consejo sobre un problema de salud, o si se enferma o lastima. ¿Tiene usted un doctor personal?

- ☐₁ Sí
☐₂ No → ***Si contestó “No”, pase a la pregunta 19***

11. En los últimos 6 meses, ¿cuántas veces tuvo una consulta en persona, por teléfono o por videollamada con su doctor personal respecto a su salud?

☐₀ Ninguna vez → ***Si contestó “Ninguna vez”, pase a la pregunta 18***

- ☐₁ 1 vez
☐₂ 2
☐₃ 3
☐₄ 4
☐₅ 5 a 9
☐₆ 10 veces o más

12. En los últimos 6 meses, ¿con qué frecuencia su doctor personal le explicó las cosas de una manera fácil de entender?

- ☐₁ Nunca
☐₂ A veces
☐₃ La mayoría de las veces
☐₄ Siempre

13. En los últimos 6 meses, ¿con qué frecuencia su doctor personal le escuchó con atención?

- ☐₁ Nunca
☐₂ A veces
☐₃ La mayoría de las veces
☐₄ Siempre

14. En los últimos 6 meses, ¿con qué frecuencia su doctor personal demostró respeto por lo que usted tenía que decir?

- ☐₁ Nunca
☐₂ A veces
☐₃ La mayoría de las veces
☐₄ Siempre

15. En los últimos 6 meses, ¿con qué frecuencia su doctor personal pasó suficiente tiempo con usted?

- ☐₁ Nunca
☐₂ A veces
☐₃ La mayoría de las veces
☐₄ Siempre

16. En los últimos 6 meses, ¿lo atendió algún doctor u otro profesional médico además de su doctor personal?

- ☐₁ Sí
☐₂ No → ***Si contestó "No", pase a la pregunta 18***

17. En los últimos 6 meses, ¿con qué frecuencia parecía su doctor personal estar informado y al día acerca de la atención que usted había recibido de estos doctores u otros profesionales médicos?

- ☐₁ Nunca
☐₂ A veces
☐₃ La mayoría de las veces
☐₄ Siempre

18. Usando un número del 0 al 10, siendo 0 el peor doctor personal posible y 10 el mejor doctor personal posible, ¿qué número usaría para calificar a su doctor personal?

- | | | | | | | | | | | |
|---------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|----------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| El peor doctor personal posible | | | | | | El mejor doctor personal posible | | | | |

LA ATENCIÓN MÉDICA QUE RECIBIÓ DE ESPECIALISTAS

Quando responda las siguientes preguntas, incluya la atención que recibió en persona, por teléfono o por videollamada. No incluya las consultas al dentista ni la atención que recibió cuando pasó la noche hospitalizado.

19. Los especialistas son doctores que se especializan en un área de la medicina. Pueden ser cirujanos, doctores especialistas en el corazón, las alergias, la piel, y otras áreas. En los últimos 6 meses, ¿hizo alguna cita con un especialista?

- ☐₁ Sí
☐₂ No → ***Si contestó "No", pase a la pregunta 23***

20. En los últimos 6 meses, ¿con qué frecuencia consiguió una cita con un especialista tan pronto como lo necesitaba?

- ☐₁ Nunca
☐₂ A veces
☐₃ La mayoría de las veces
☐₄ Siempre

21. ¿Con cuántos especialistas ha hablado en los últimos 6 meses?

- ☐₀ Ninguno → ***Si contestó "Ninguno", pase a la pregunta 23***
☐₁ 1 especialista
☐₂ 2
☐₃ 3
☐₄ 4
☐₅ 5 especialistas o más

22. Queremos saber cómo califica el especialista con el que habló con más frecuencia en los últimos 6 meses. Usando cualquier número del 0 al 10, siendo 0 es el peor especialista posible y 10 es el mejor especialista posible, ¿qué número usaría para evaluar a ese especialista?

- | | | | | | | | | | | |
|------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| El peor especialista posible | | | | | | El mejor especialista posible | | | | |

SU PLAN DE SALUD

Las siguientes preguntas son acerca de su experiencia con su plan de salud.

23. En los últimos 6 meses, ¿recibió información o ayuda por parte del servicio al cliente de su plan de salud?

- ☐₁ Sí
☐₂ No → ***Si contestó "No", pase a la pregunta 26***

24. En los últimos 6 meses, ¿con qué frecuencia el servicio al cliente de su plan de salud le dio la información o ayuda que usted necesitaba?

- ☐₁ Nunca
☐₂ A veces
☐₃ La mayoría de las veces
☐₄ Siempre

25. En los últimos 6 meses, ¿con qué frecuencia el personal de servicio al cliente de su plan de salud le trató con cortesía y respeto?

- ☐₁ Nunca
☐₂ A veces
☐₃ La mayoría de las veces
☐₄ Siempre

26. En los últimos 6 meses, ¿le dio su plan de salud algún formulario para completar?

- ☐₁ Sí
☐₂ No → **Si contestó "No", pase a la pregunta 28**

27. En los últimos 6 meses, ¿con qué frecuencia fueron fáciles de completar los formularios de su plan de salud?

- ☐₁ Nunca
☐₂ A veces
☐₃ La mayoría de las veces
☐₄ Siempre

28. Usando un número del 0 al 10, siendo 0 el peor plan de salud posible y 10 el mejor plan de salud posible, ¿qué número usaría para calificar su plan de salud?

- | | | | | | | | | | | |
|-------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| El peor plan de salud posible | | | | | El mejor plan de salud posible | | | | | |

ACERCA DE USTED

29. En general, ¿cómo calificaría toda su salud?

- ☐₁ Excelente
☐₂ Muy buena
☐₃ Buena
☐₄ Regular
☐₅ Mala

30. En general, ¿cómo calificaría toda su salud mental o emocional?

- ☐₁ Excelente
☐₂ Muy buena
☐₃ Buena
☐₄ Regular
☐₅ Mala

31. Actualmente, ¿fuma cigarrillos o usa tabaco todos los días, algunos días o nunca?

- ☐₁ Todos los días
☐₂ Algunos días
☐₃ No fumo en absoluto → **Si contestó "No fumo en absoluto", pase a la pregunta 35**
☐₄ No sé → **Si contestó "No sé", pase a la pregunta 35**

32. En los últimos 6 meses, ¿qué tan seguido le aconsejó un doctor u otro profesional médico de su plan de salud que dejara de fumar o usar tabaco?

- ☐₁ Nunca
☐₂ A veces
☐₃ La mayoría de las veces
☐₄ Siempre

33. En los últimos 6 meses, ¿qué tan seguido le recomendó, o habló un doctor o profesional médico sobre medicamentos para ayudarlo a dejar de fumar o usar tabaco? Ejemplos de medicamentos son: chicle o goma de mascar con nicotina, parche, rociador o aerosol nasal, inhalador o medicamentos con receta.

- ☐₁ Nunca
☐₂ A veces
☐₃ La mayoría de las veces
☐₄ Siempre

34. En los últimos 6 meses, ¿qué tan seguido le ofreció o habló su doctor o profesional médico sobre métodos y estrategias, aparte de medicamentos, para ayudarlo a dejar de fumar o usar tabaco? Ejemplos de métodos y estrategias son: una línea telefónica de ayuda, consejería individual o terapia de grupo o un programa para dejar de fumar.

- ☐₁ Nunca
☐₂ A veces
☐₃ La mayoría de las veces
☐₄ Siempre

35. ¿Qué edad tiene?

- ☐₁ 18 a 24 años
☐₂ 25 a 34
☐₃ 35 a 44
☐₄ 45 a 54
☐₅ 55 a 64
☐₆ 65 a 74
☐₇ 75 años o más

36. ¿Es usted hombre o mujer?

- ☐₁ Hombre
☐₂ Mujer

37. ¿Cuál es el grado o nivel escolar más alto que ha completado?

- ☐₁ 8 años de escuela o menos
- ☐₂ 9 a 12 años de escuela, pero sin graduarse
- ☐₃ Graduado de la escuela secundaria (*high school*), Diploma de escuela secundaria, preparatoria o su equivalente (o GED)
- ☐₄ Algunos cursos universitarios o un título universitario de un programa de 2 años
- ☐₅ Título universitario de 4 años
- ☐₆ Título universitario de más de 4 años

38. ¿Es usted de origen o ascendencia hispano o latino?

- ☐₁ Sí, hispano o latino
- ☐₂ No, ni hispano ni latino

39. ¿Cuál es su raza? Marque una o más.

- ☐_a Blanco
- ☐_b Negro o afroamericano
- ☐_c Asiático
- ☐_d Nativo de Hawái o de otras islas del Pacífico
- ☐_e Indígena americano o nativo de Alaska
- ☐_f Otra

Su plan de salud le gustaría hacerle unas cuantas preguntas más sobre su atención médica.

40. En los últimos 6 meses, ¿con qué frecuencia pudo encontrar a un médico u otro profesional de la salud que haya satisfecho sus preferencias o necesidades culturales, raciales, étnicas o lingüísticas?

- ☐₁ Nunca
- ☐₂ A veces
- ☐₃ La mayoría de las veces
- ☐₄ Siempre
- ☐₅ No necesité servicios de atención médica en los últimos 6 meses

41. En los últimos 6 meses, ¿con qué frecuencia recibió servicios de atención médica en un idioma que entendía?

- ☐₁ Nunca
- ☐₂ A veces
- ☐₃ La mayoría de las veces
- ☐₄ Siempre
- ☐₅ No necesité servicios de atención médica en los últimos 6 meses

GRACIAS

Utilice el sobre con el franqueo pagado para devolver la encuesta a:

**Center for the Study of Services
PO Box 3416
Hopkins, MN 55343**

Por favor no incluya cualquier otra correspondencia.

