



Report of Results

for

Mercy Care Child Population

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

Prepared for:

Mercy Care (June 25, 2026)

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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. Parents or caretakers of surveyed members are asked to rate various aspects of the health plan based on their experience with the plan during the previous six months.

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 Child 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 Child 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 3,300 members. During the survey fielding period, 502 sample members completed the survey. After the final survey eligibility criteria were applied, the resulting NCQA response rate was 16.36%. (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 Child 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 Child Medicaid Members: Statistically Significant Improvements or Declines in Performance Compared to 2025

Reportable* Rate IMPROVED	Reportable* Rate DECLINED
Getting Needed Care (from 81.36% to 88.62% [+7.26 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.

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

Reportable* Rate ABOVE Benchmark	Reportable* Rate BELOW Benchmark
Benchmark: 2026 CSS Child Medicaid Average	
Rating of Health Plan (81.67% vs. 70.73% [+10.94 points])	No statistically significant differences compared to benchmark
Rating of Health Care (79.30% vs. 71.66% [+7.64 points])	
Rating of Specialist (81.42% vs. 72.83% [+8.58 points])	
Benchmark: 2025 (MY 2024) NCQA Quality Compass National Average (All Lines of Business)	
Rating of Health Plan (81.67% vs. 71.80% [+9.87 points])	No statistically significant differences compared to benchmark
Rating of Health Care (79.30% vs. 70.90% [+8.4 points])	
Rating of Specialist (81.42% vs. 73.21% [+8.21 points])	

* All CAHPS ratings and composites reached the reportable denominator of 100 responses and were eligible for inclusion in this summary.

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 Child 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 Child Medicaid Members: Top Priorities for Quality Improvement

Top Priorities for Quality Improvement
1. Improving member access to care (getting specialty care)
2. Improving member access to care (having a personal doctor)
3. Improving health plan provider network (highly-rated personal doctors)
4. Improving the ability of the health plan customer service to provide necessary information or help
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 57).
- The *Health Plan Quality Improvement Resources* section has been updated and expanded (see page 61).

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 Child Medicaid Average and the 2025 (MY 2024) NCQA Quality Compass Child Medicaid National Average (All Lines of Business). The 2026 CSS Child Medicaid Average was calculated by pooling survey responses across 23 Child Medicaid plans surveyed and selected by CSS to represent the industry average. The 2025 (MY 2024) NCQA Quality Compass Child Medicaid National Average (All LOBs) is made up of the Child 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 Child Medicaid Average on all measures. Where appropriate, the 2026 results are also compared to the 2025 (MY 2024) NCQA Quality Compass Child Medicaid National Average (All LOBs) and performance percentiles. Where available, a three-year trend in scores is also shown.

- *Membership Profile and Analysis of Plan Ratings by Member Segment* (page 46) 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 57) 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 23 plans contributing to the 2026 CSS Child 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 61), provides some helpful resources for health plan quality managers.
- *Appendices* (starting on page 70) 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 Child 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 26.
- 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 Child 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 Child Medicaid survey, sample-eligible members were those who were 17 years old or younger 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 Child Medicaid plans is 1,650 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 3,300 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, 502 sample members completed the survey. After the final survey eligibility criteria were applied, the resulting NCQA response rate was 16.36%. Additional detail on sample member status (disposition) at the end of data collection is provided in Table 5 below.

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

Sample Member Disposition	2026 Your Organization		2026 CSS Child Medicaid Average
	Number and Percent of Initial Sample		Percent of Total Initial Sample
Initial Sample	3,300	100.00%	100.00%
Complete and Eligible – Mail	81	2.45%	5.18%
Complete and Eligible – Phone*	262	7.94%	9.09%
Complete and Eligible – Internet**	159	4.82%	3.88%
Complete and Eligible – Total	502	15.21%	18.16%
Eligible Population criteria not met	29	0.88%	0.87%
Incomplete (but Eligible)	61	1.85%	3.87%
Language barrier	202	6.12%	0.81%
Deceased	1	0.03%	0.02%
Refusal	184	5.58%	3.19%
Nonresponse after maximum attempts	2,135	64.70%	71.82%
Added to Do Not Call (DNC) list	186	5.64%	1.25%
NCQA Response Rate***	16.36%		18.48%

* 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 Child Medicaid Members: Completed Surveys by Language

Complete and Eligible Surveys by Language	2026 Your Organization	
	Number	Percent
Complete and Eligible – English	410	81.7%
Complete and Eligible – Spanish	92	18.3%
Complete and Eligible – Total	502	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 your child needed?
- In the last 6 months, how often did you get an appointment for your child 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 your child needed care right away, how often did your child get care as soon as he or she needed?
 - In the last 6 months, how often did you get an appointment for a check-up or routine care for your child as soon as your child 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 child’s personal doctor seem informed and up-to-date about the care your child 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 child’s personal doctor explain things about your child’s health in a way that was easy to understand?
 - In the last 6 months, how often did your child’s personal doctor listen carefully to you?
 - In the last 6 months, how often did your child’s personal doctor show respect for what you had to say?
 - In the last 6 months, how often did your child’s personal doctor spend enough time with your child?

- **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 customer service staff at your child's health plan give you the information or help you needed?
 - In the last 6 months, how often did customer service staff at your child's health plan 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 (502), the survey-wide 95% margin of error for Mercy Care is estimated to be $\pm 4.37\%$.

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 Child Medicaid Average as well as to the 2025 (MY 2024) NCQA Quality Compass Child Medicaid National Average (All LOBs). The 2026 CSS Child Medicaid Average was calculated by pooling survey responses across 23 Child Medicaid plans surveyed and selected by CSS to represent the industry average. The 2025 (MY 2024) NCQA Quality Compass Child Medicaid National Average (All LOBs) is made up of the Child 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 Child 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 Child 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)	88.62%	(±4.23)	(216)	81.36%	[+7.26] ✓	86.60%	[+2.02]	84.63%	[+3.99]	83.95%	[+4.67]	★★★★☆
Getting Care Quickly (% A+U)	86.45%	(±4.45)	(227)	88.19%	[-1.74]	89.49%	[-3.04]	87.30%	[-0.85]	86.20%	[+0.25]	★★★★☆
Satisfaction With Plan and Plan Services											★★★★★	
Rating of Health Plan (% 9+10)	81.67%	(±3.42)	(491)	80.80%	[+0.87]	79.29%	[+2.38]	70.73%	[+10.94] ✓	71.80%	[+9.87] ✓	★★★★★
Rating of Health Care (% 9+10)	79.30%	(±4.48)	(314)	75.65%	[+3.65]	73.23%	[+6.07]	71.66%	[+7.64] ✓	70.90%	[+8.40] ✓	★★★★★
ADDITIONAL MEASURES											Not reported in NCQA Health Plan Ratings	
Coordination of Care (% A+U)	87.50%	(±5.26)	(152)	86.15%	[+1.35]	84.50%	[+3.00]	84.45%	[+3.05]	84.90%		[+2.60]
Doctor Communication (% A+U)	96.02%	(±2.12)	(327)	93.80%	[+2.22]	93.58%	[+2.44]	93.89%	[+2.14]	93.95%		[+2.07]
Customer Service (% A+U)	89.74%	(±4.32)	(190)	87.06%	[+2.67]	92.34%	[-2.60]	88.82%	[+0.92]	88.21%		[+1.53]
Rating of Health Care (% 8+9+10)	92.99%	(±2.82)	(314)	88.99%	[+4.01]	90.15%	[+2.84]	88.28%	[+4.72] ✓	87.35%		[+5.64] ✓
Rating of Doctor (% 8+9+10)	92.36%	(±2.50)	(432)	91.08%	[+1.28]	88.93%	[+3.43]	90.38%	[+1.98]	90.59%		[+1.77]
Rating of Doctor (% 9+10)	80.79%	(±3.72)	(432)	77.80%	[+2.99]	74.72%	[+6.06] ✓	78.20%	[+2.59]	77.83%		[+2.96]
Rating of Specialist (% 8+9+10)	92.04%	(±4.99)	(113)	85.44%	[+6.59]	89.24%	[+2.79]	86.01%	[+6.02]	87.36%		[+4.68]
Rating of Specialist (% 9+10)	81.42%	(±7.17)	(113)	76.58%	[+4.83]	76.58%	[+4.83]	72.83%	[+8.58] ✓	73.21%		[+8.21] ✓
Rating of Health Plan (% 8+9+10)	93.28%	(±2.21)	(491)	91.96%	[+1.32]	92.23%	[+1.05]	85.52%	[+7.76] ✓	86.50%		[+6.78] ✓

4994010

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.

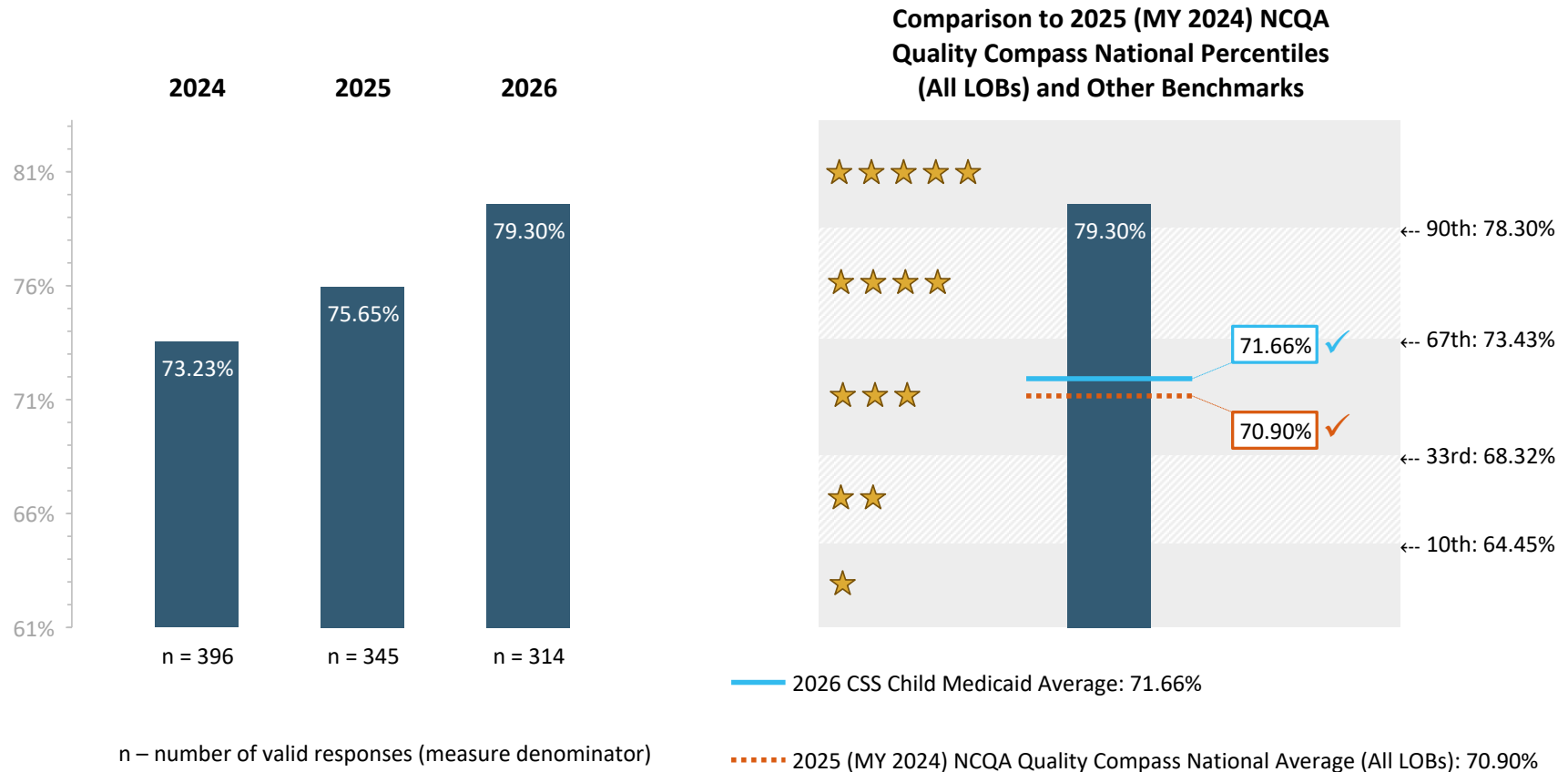
COMPARISON TO NATIONAL MULTI-PLAN BENCHMARKS AND 2025 (MY 2024) NCQA QUALITY COMPASS PERCENTILES

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 Child Medicaid Average as well as the 2025 (MY 2024) NCQA Quality Compass Child 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)



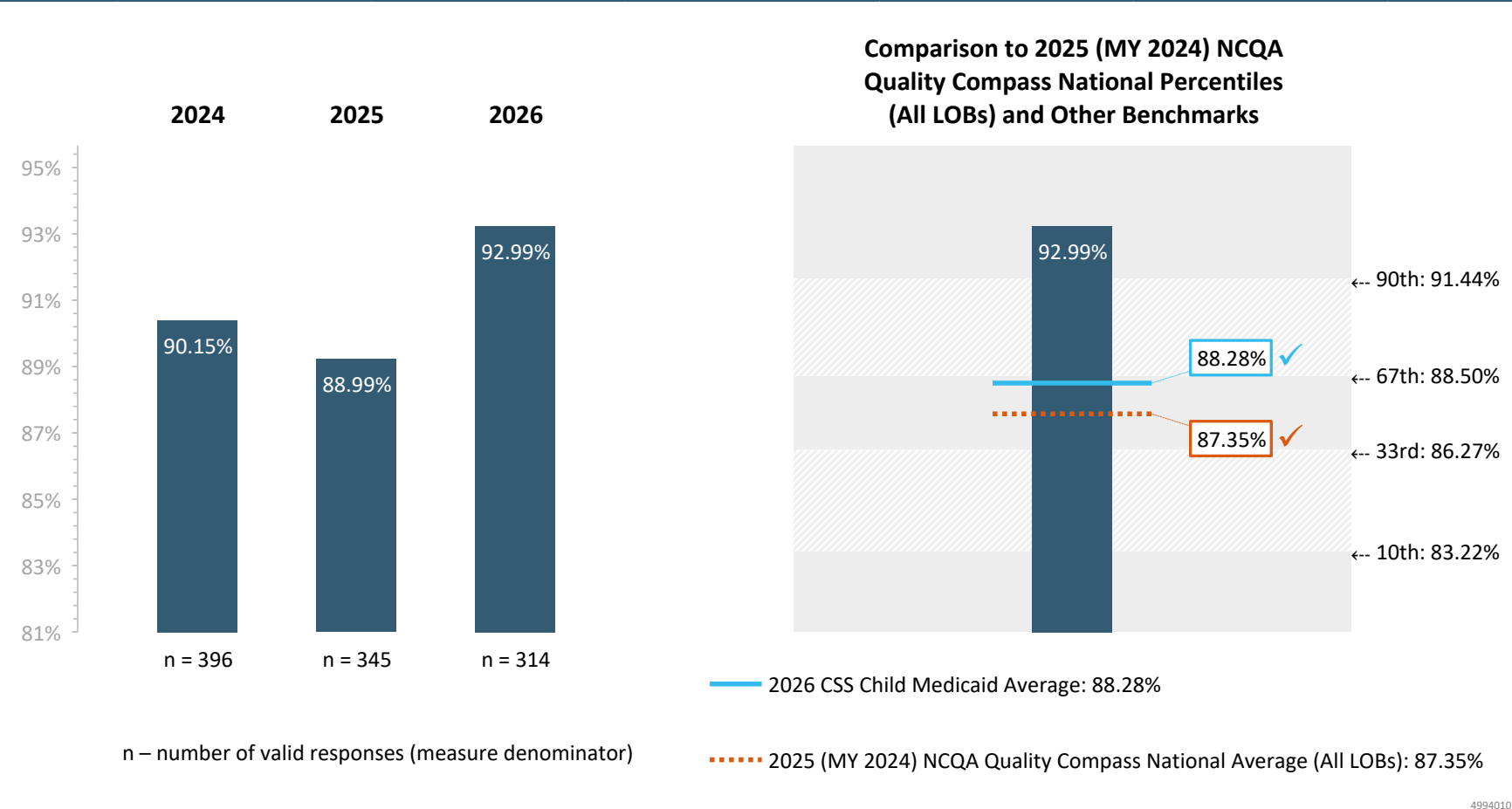
4994010

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

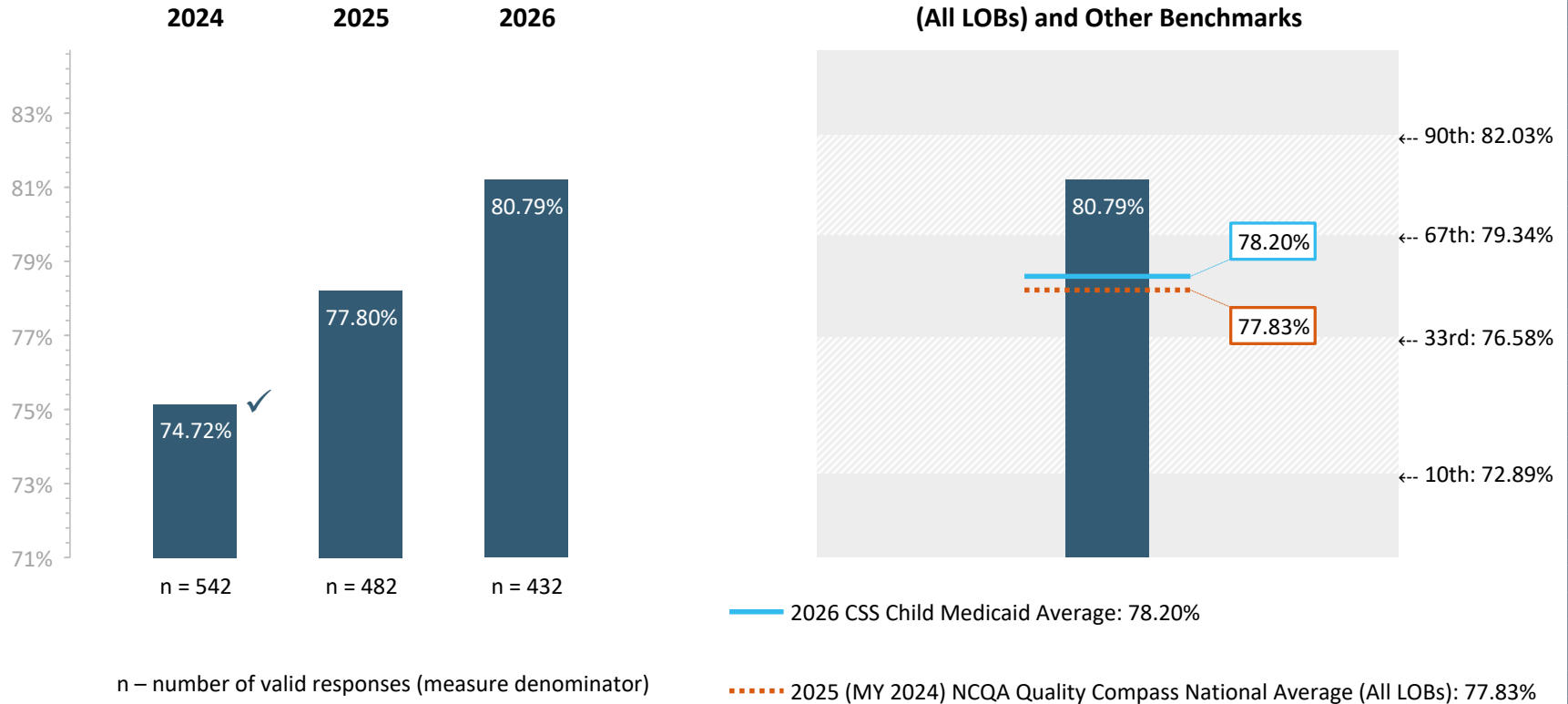
Percent Responding 8, 9 or 10 (Not Reported in HPR)



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

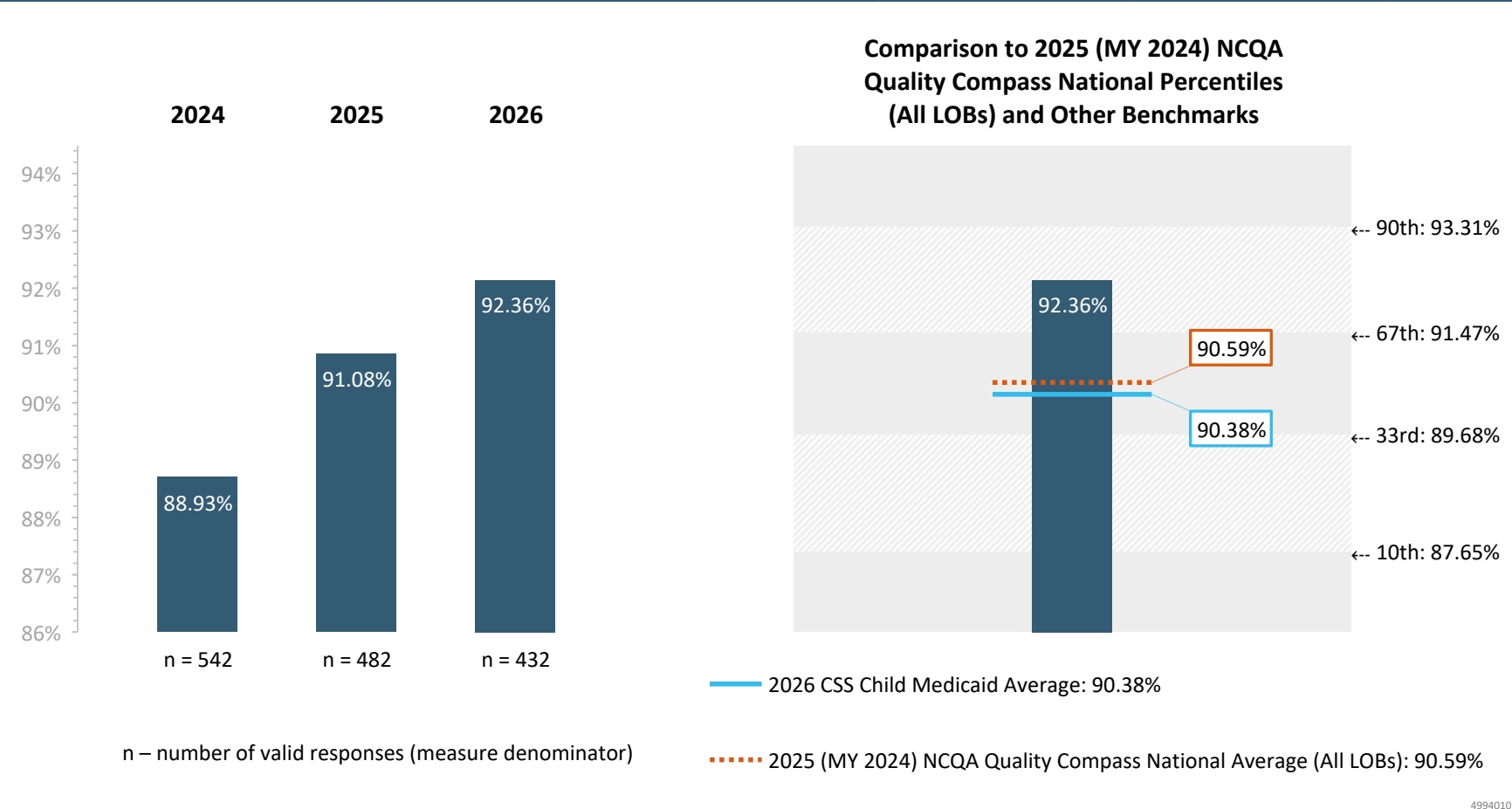
Percent Responding 9 or 10 (Not Reported in HPR)



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

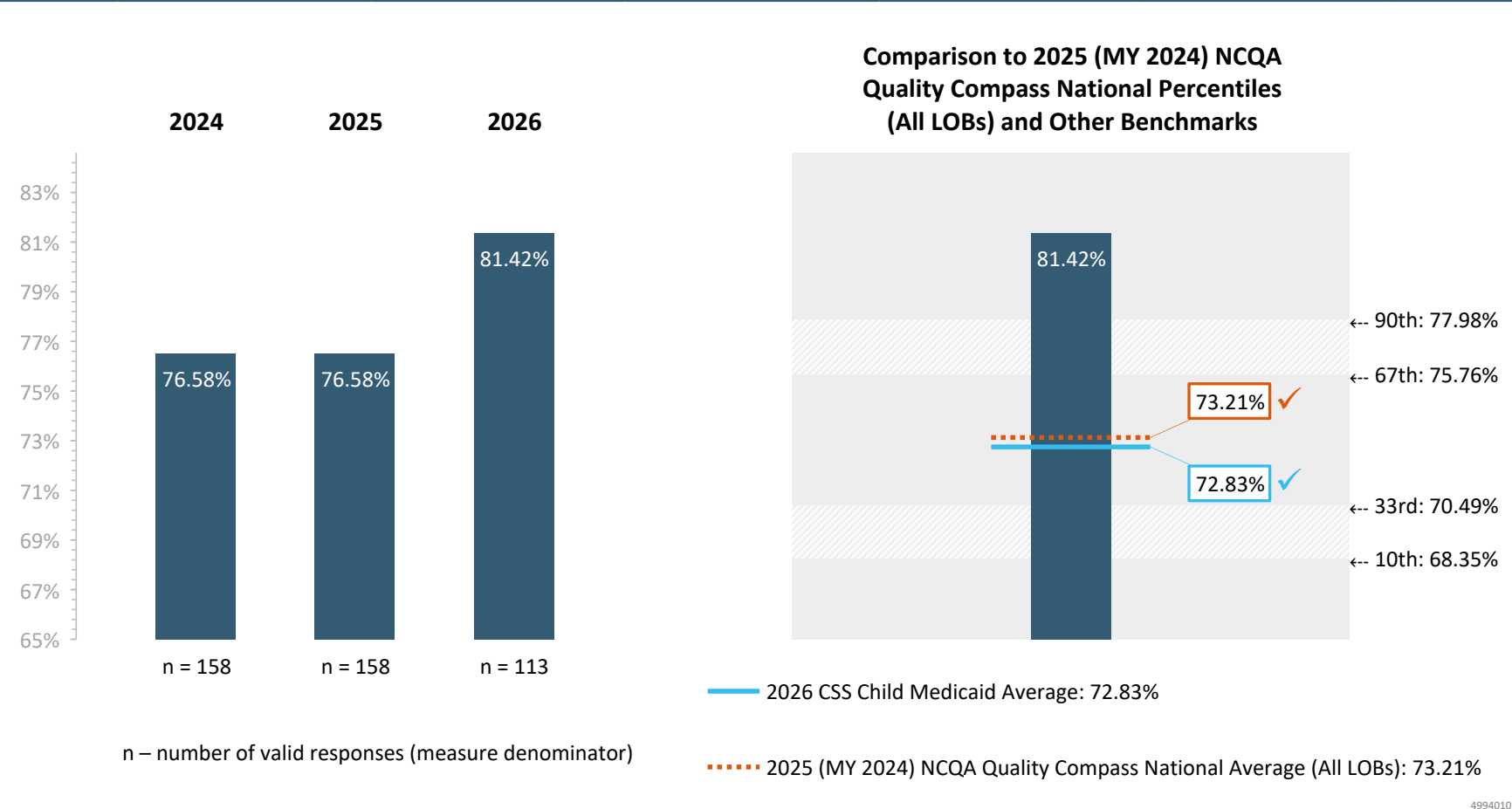
Percent Responding 8, 9 or 10 (Not Reported in HPR)



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

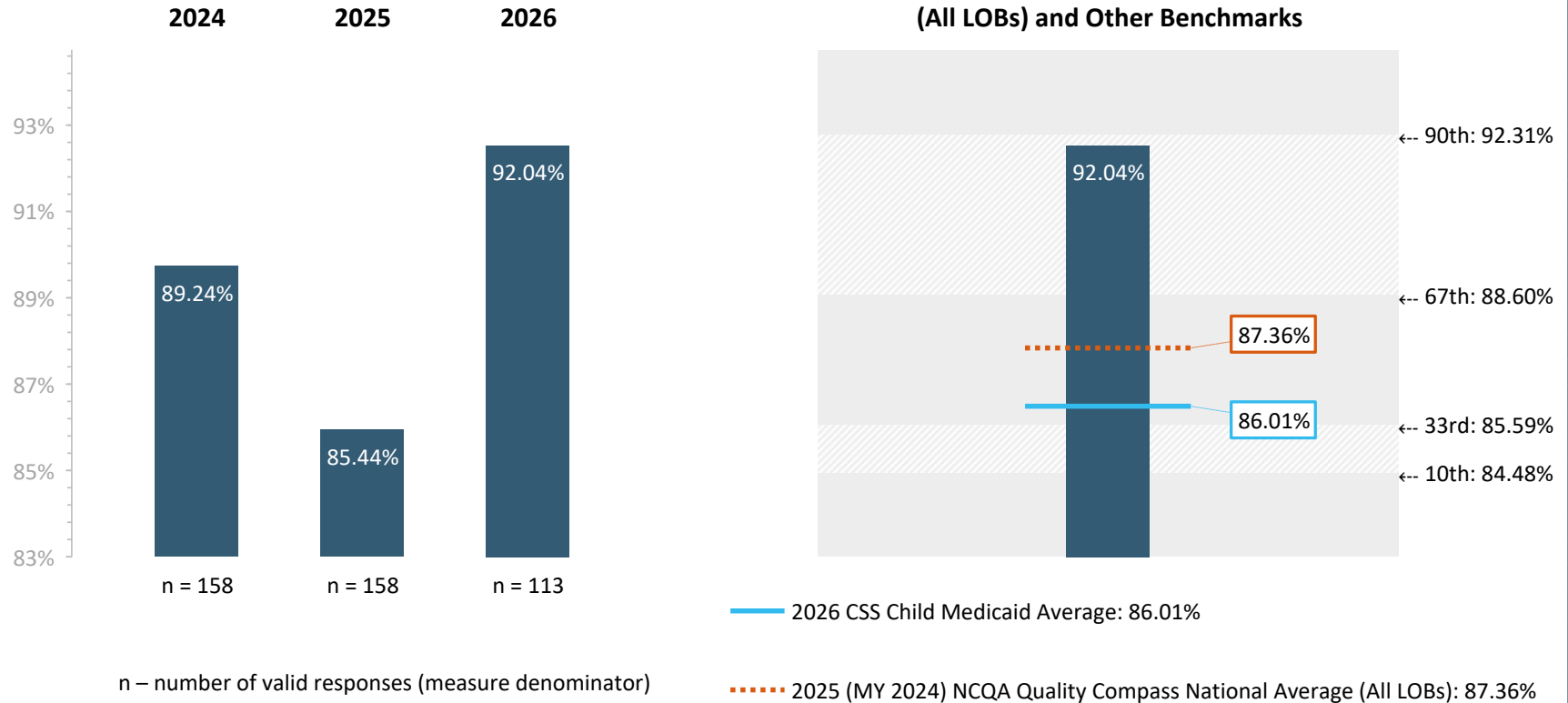
Percent Responding 9 or 10 (Not Reported in HPR)



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)

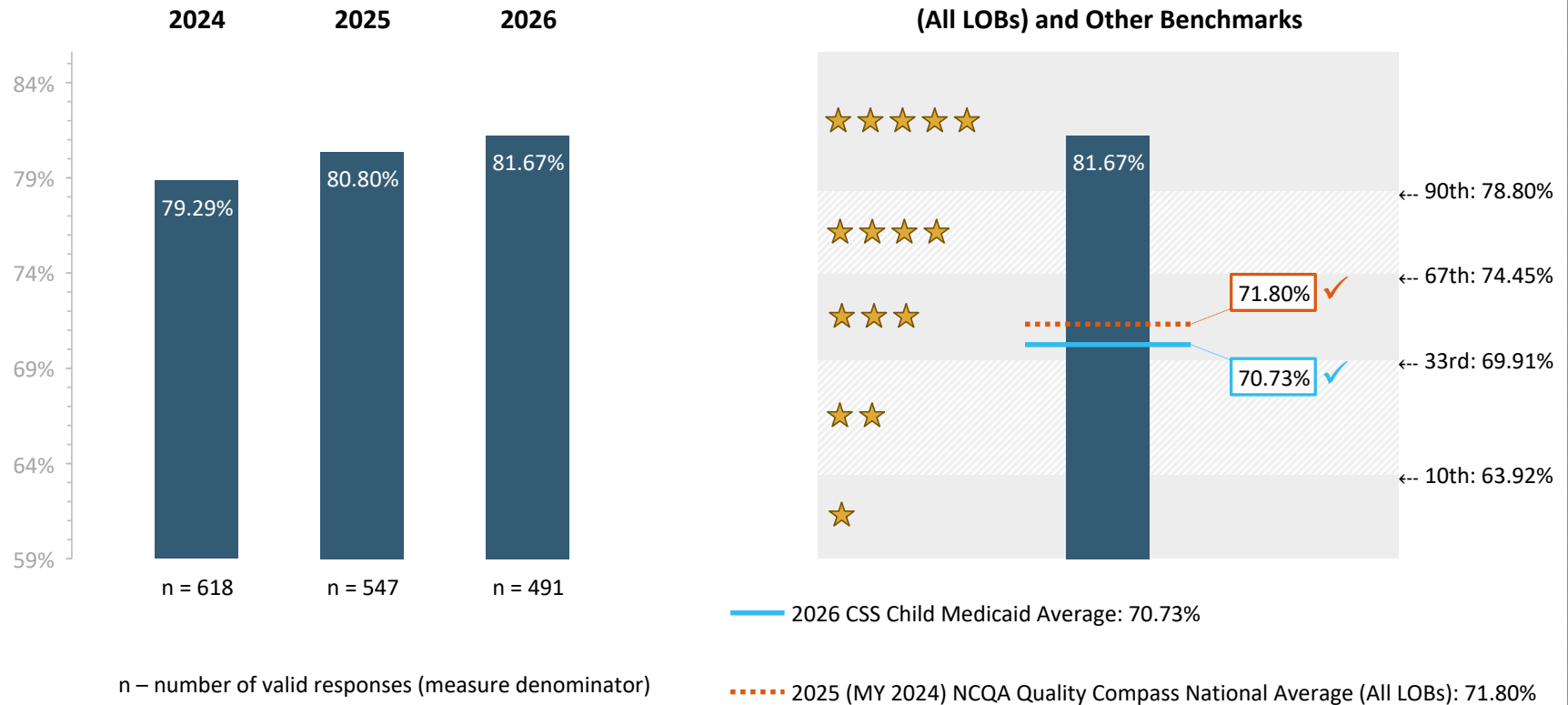


4994010

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)



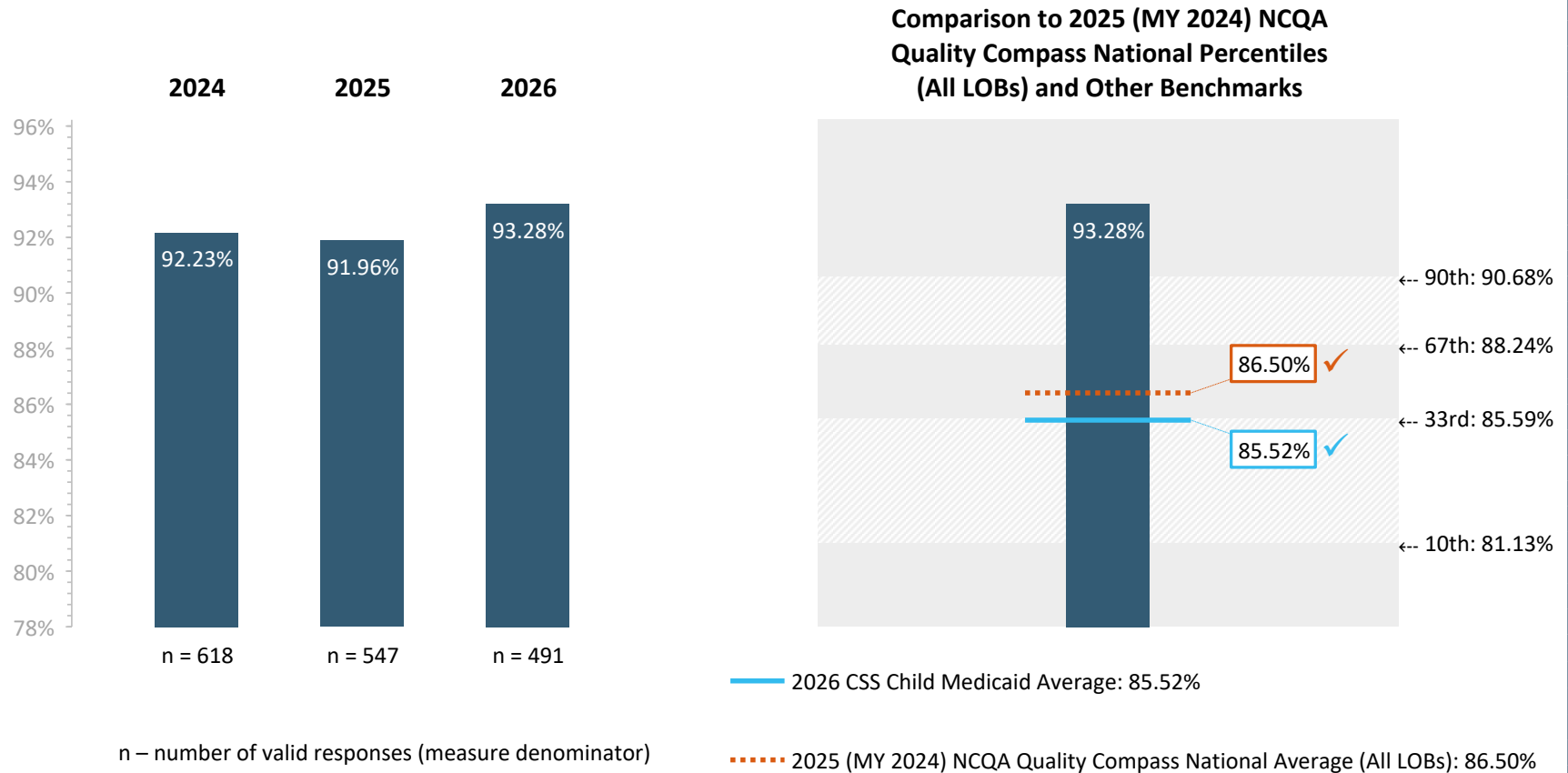
4994010

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)

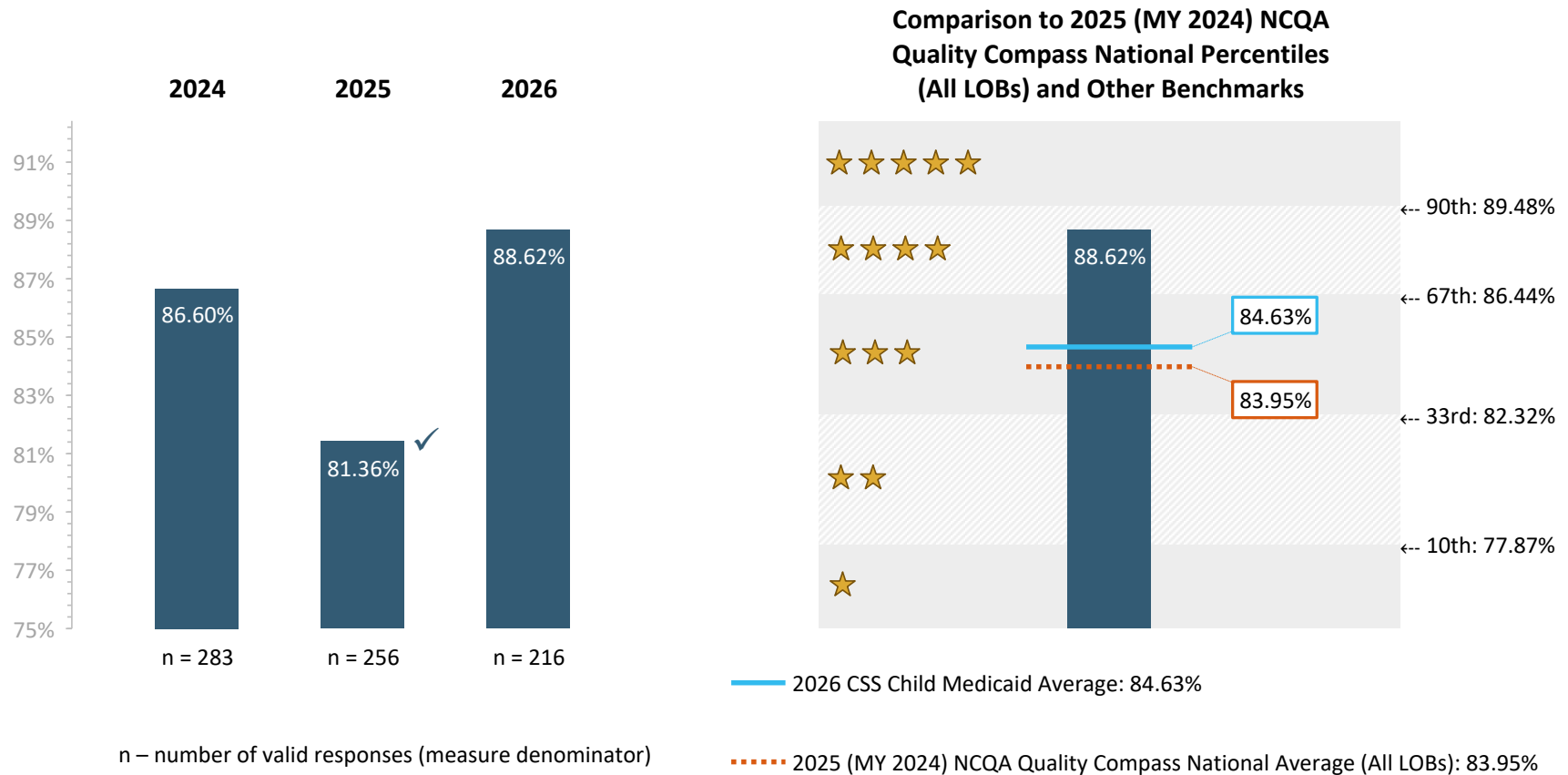


4994010

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

Percent Responding Always or Usually (Reported in HPR)



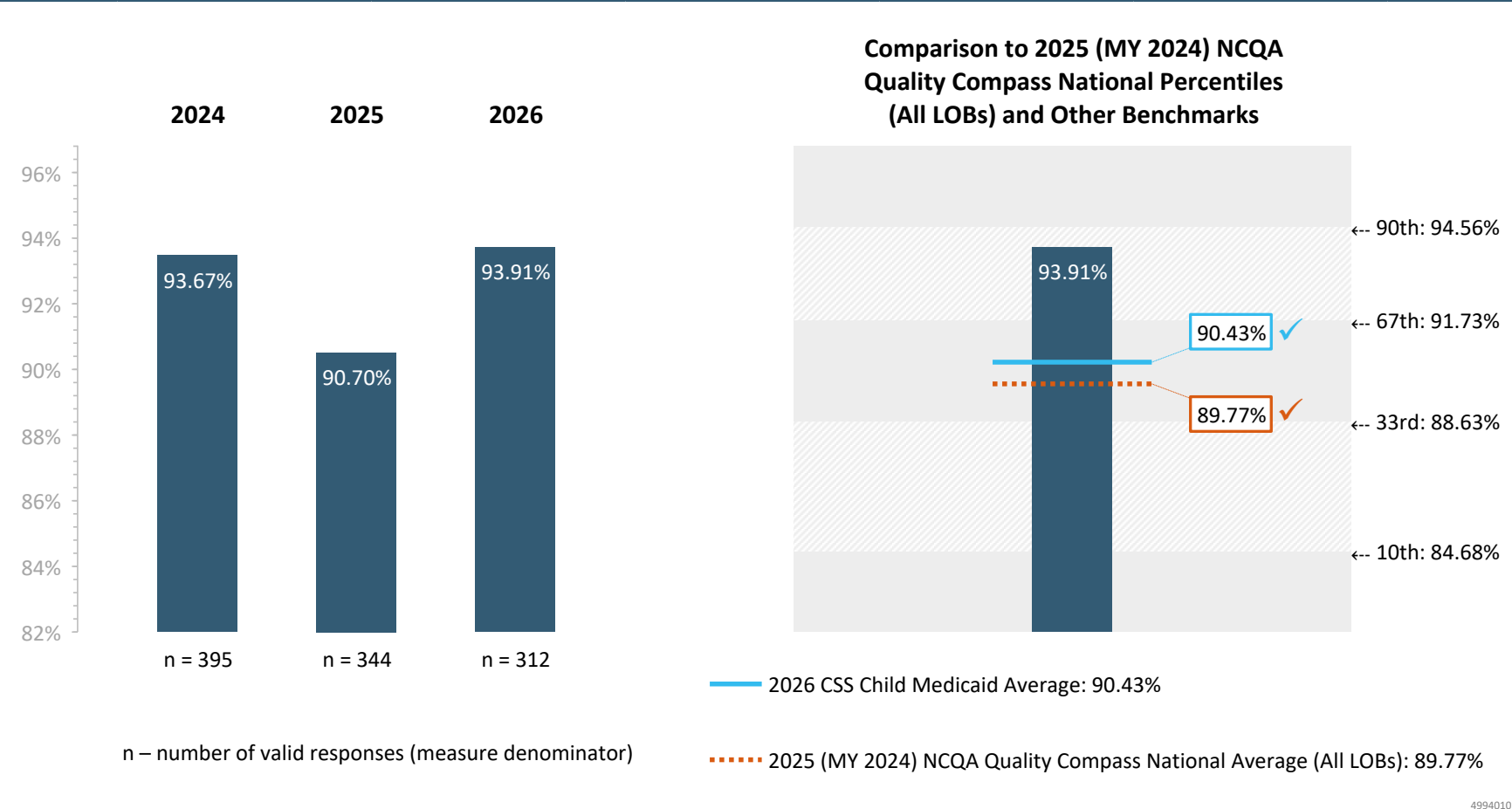
4994010

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)

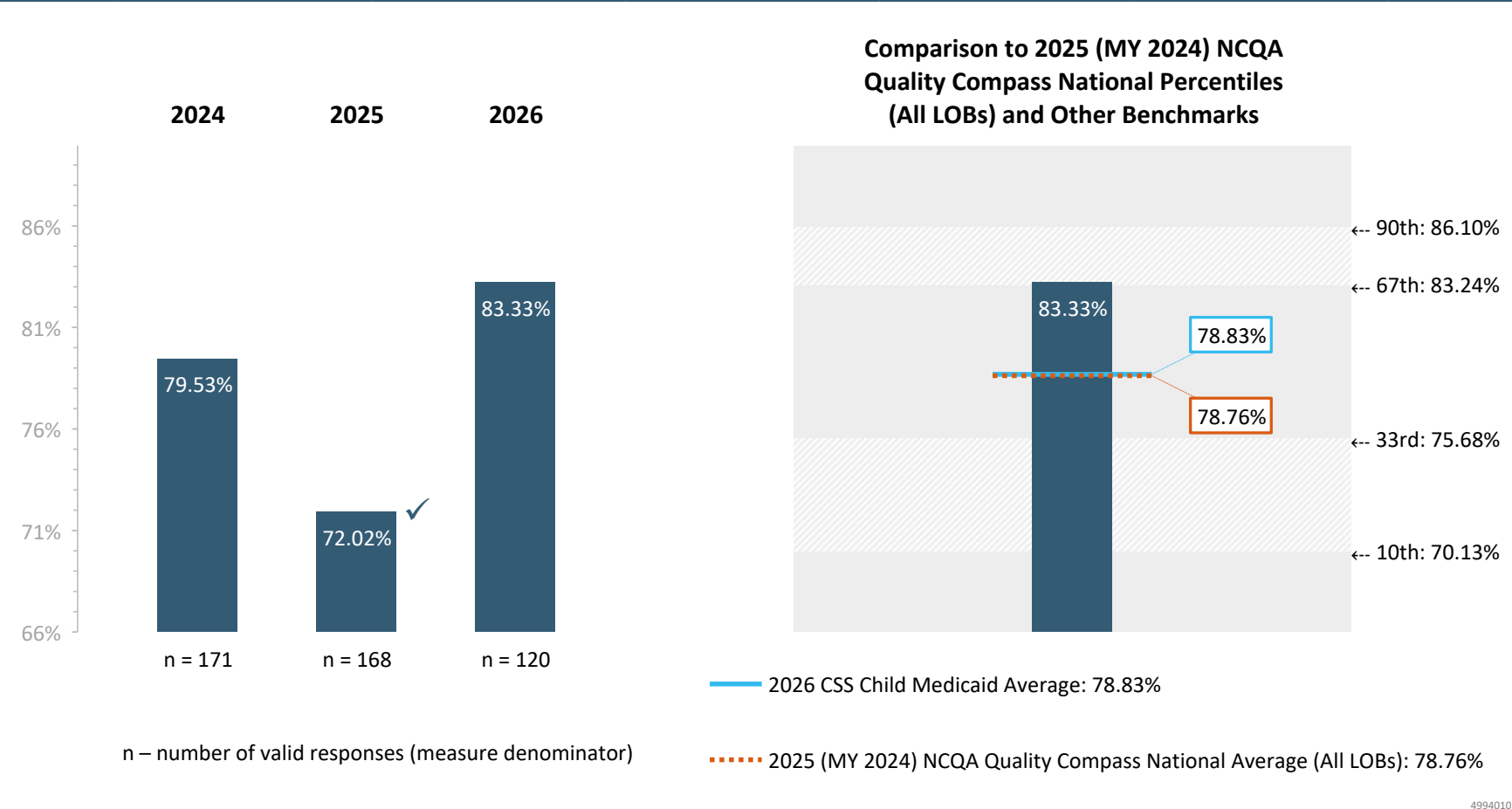


4994010

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 (Q23)

Percent Responding Always or Usually (Not Reported in HPR)

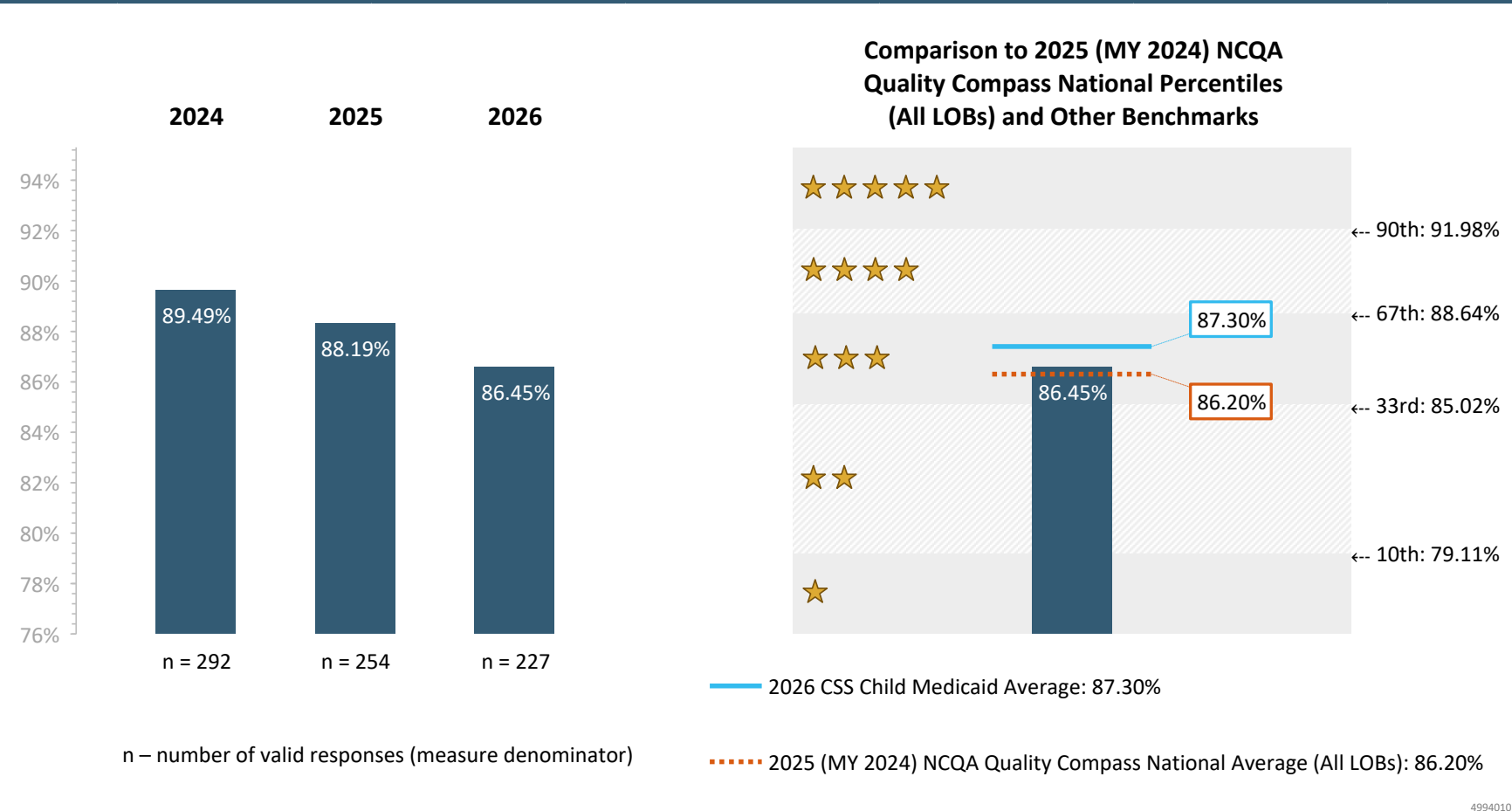


4994010

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)

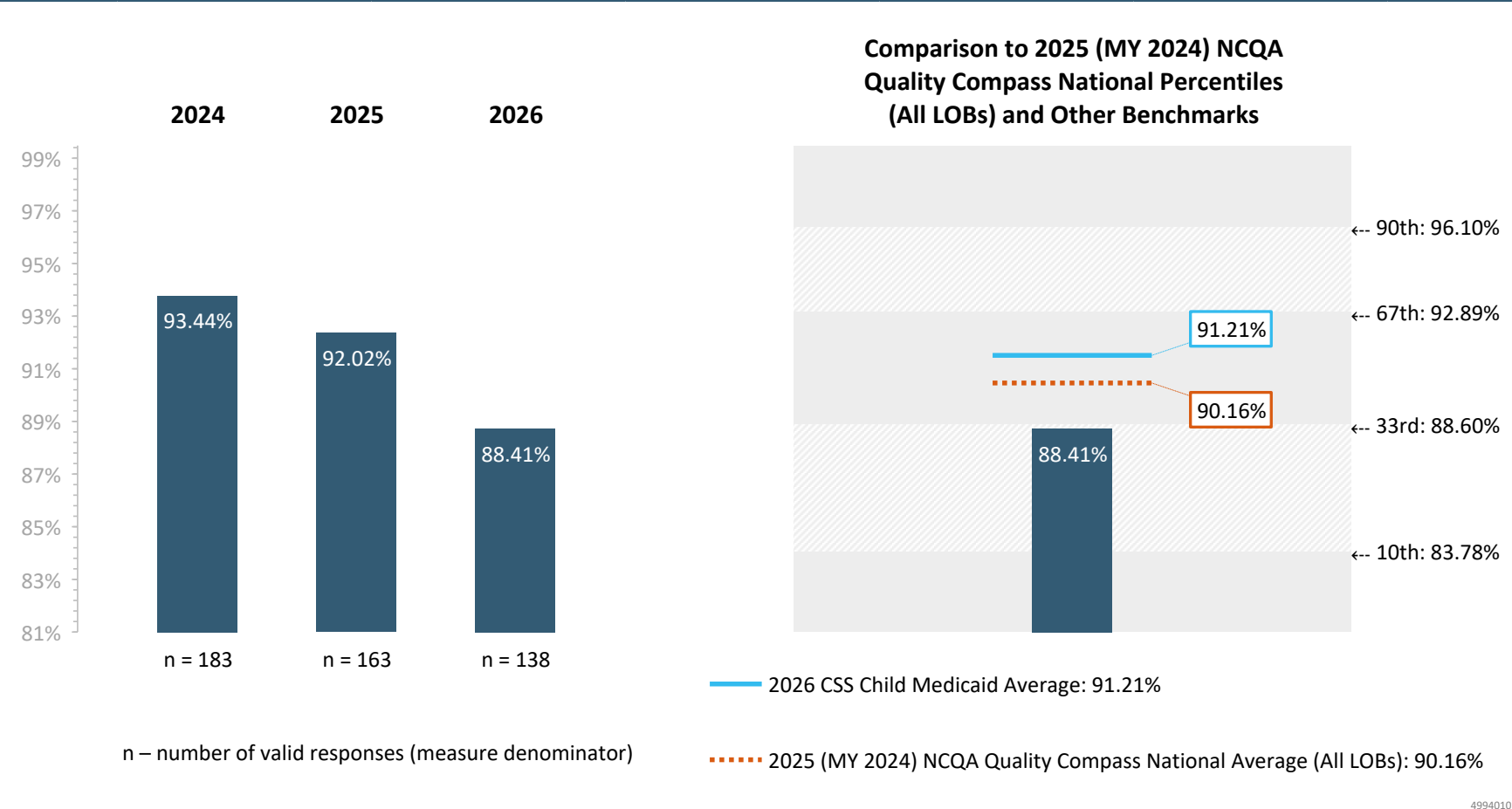


Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically 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)

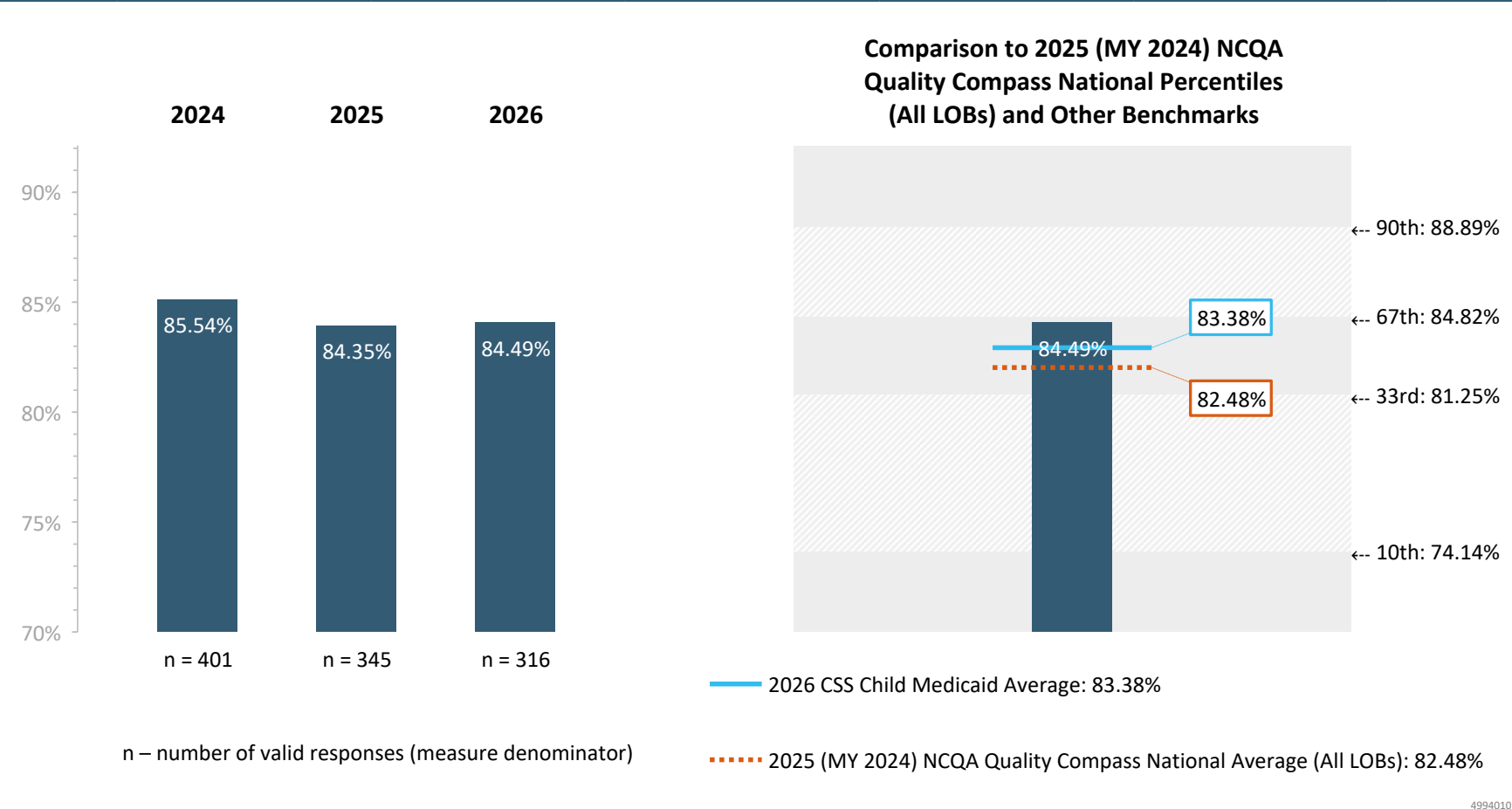
Percent Responding Always or Usually (Not Reported in HPR)



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)

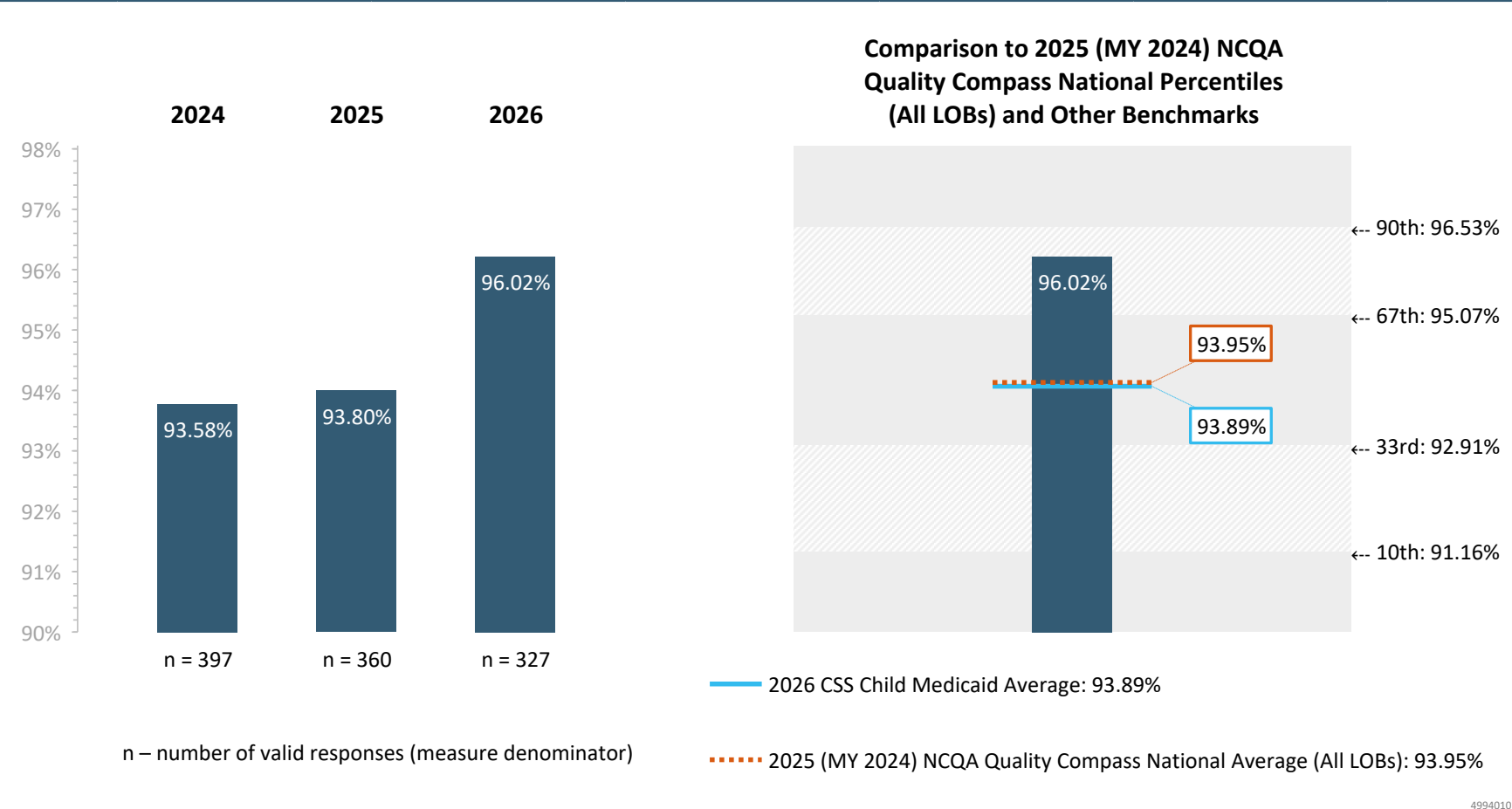
Percent Responding Always or Usually (Not Reported in HPR)



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

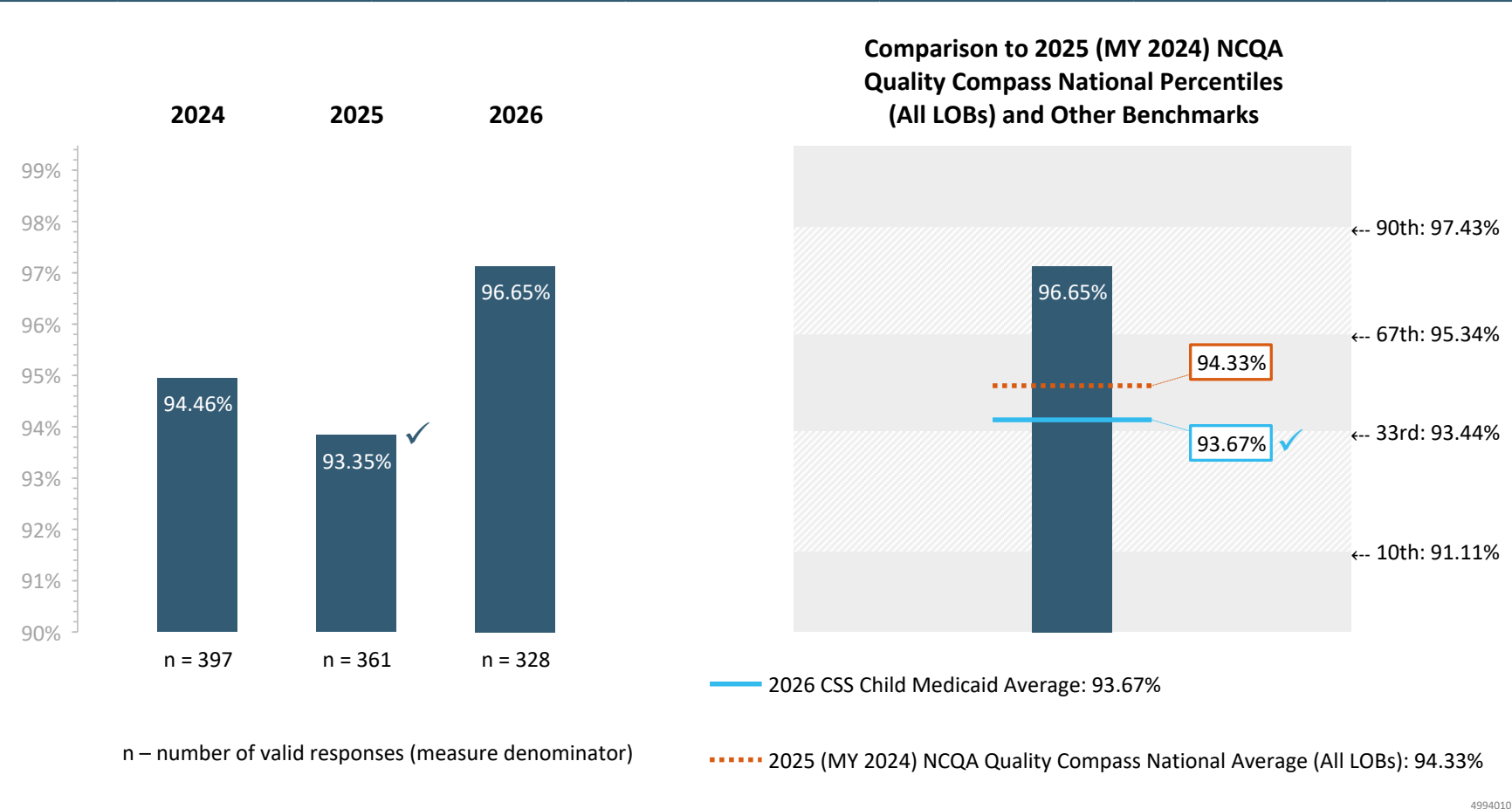
Percent Responding Always or Usually (Not Reported in HPR)



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)

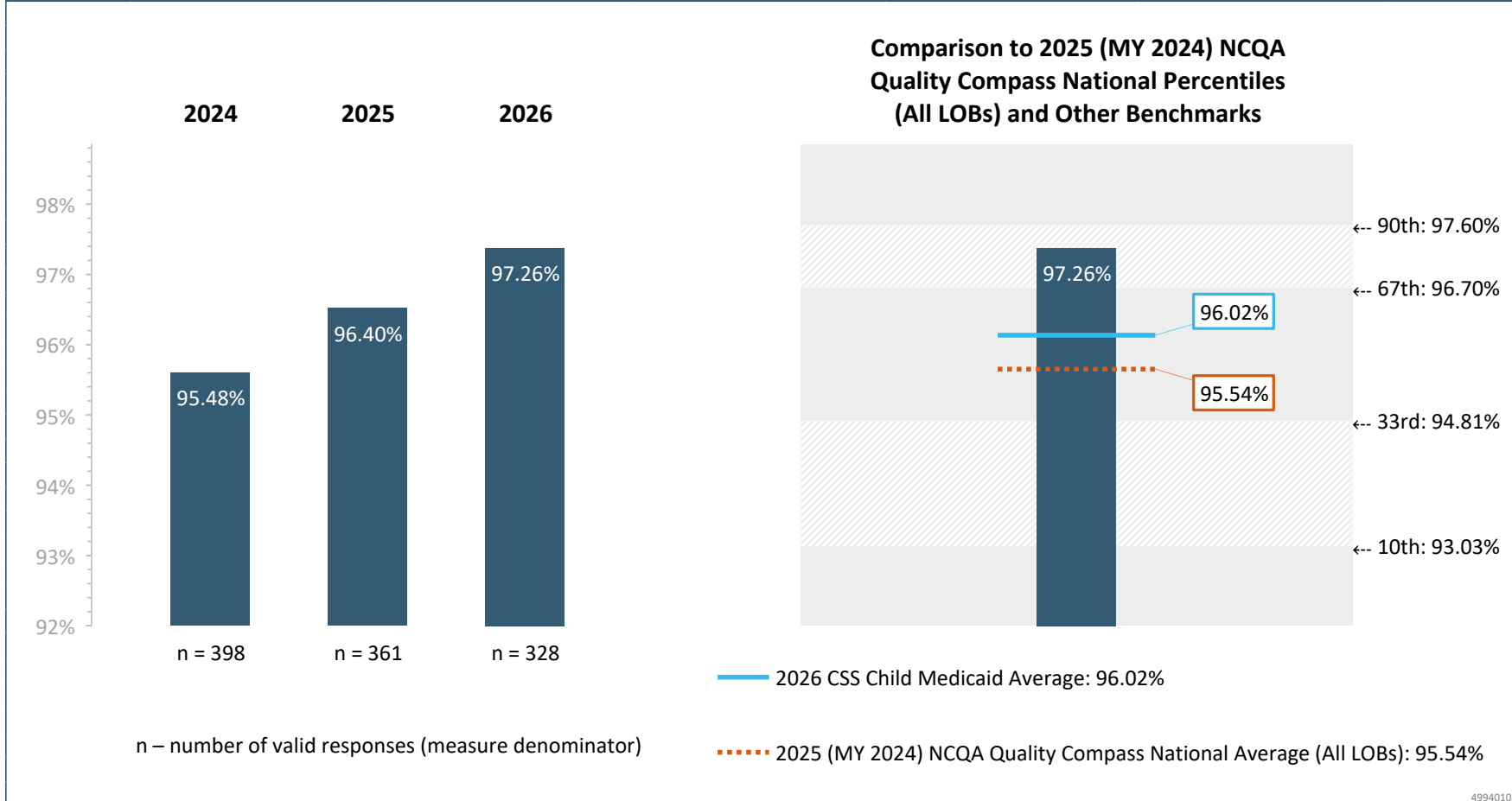
Percent Responding Always or Usually (Not Reported in HPR)



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)

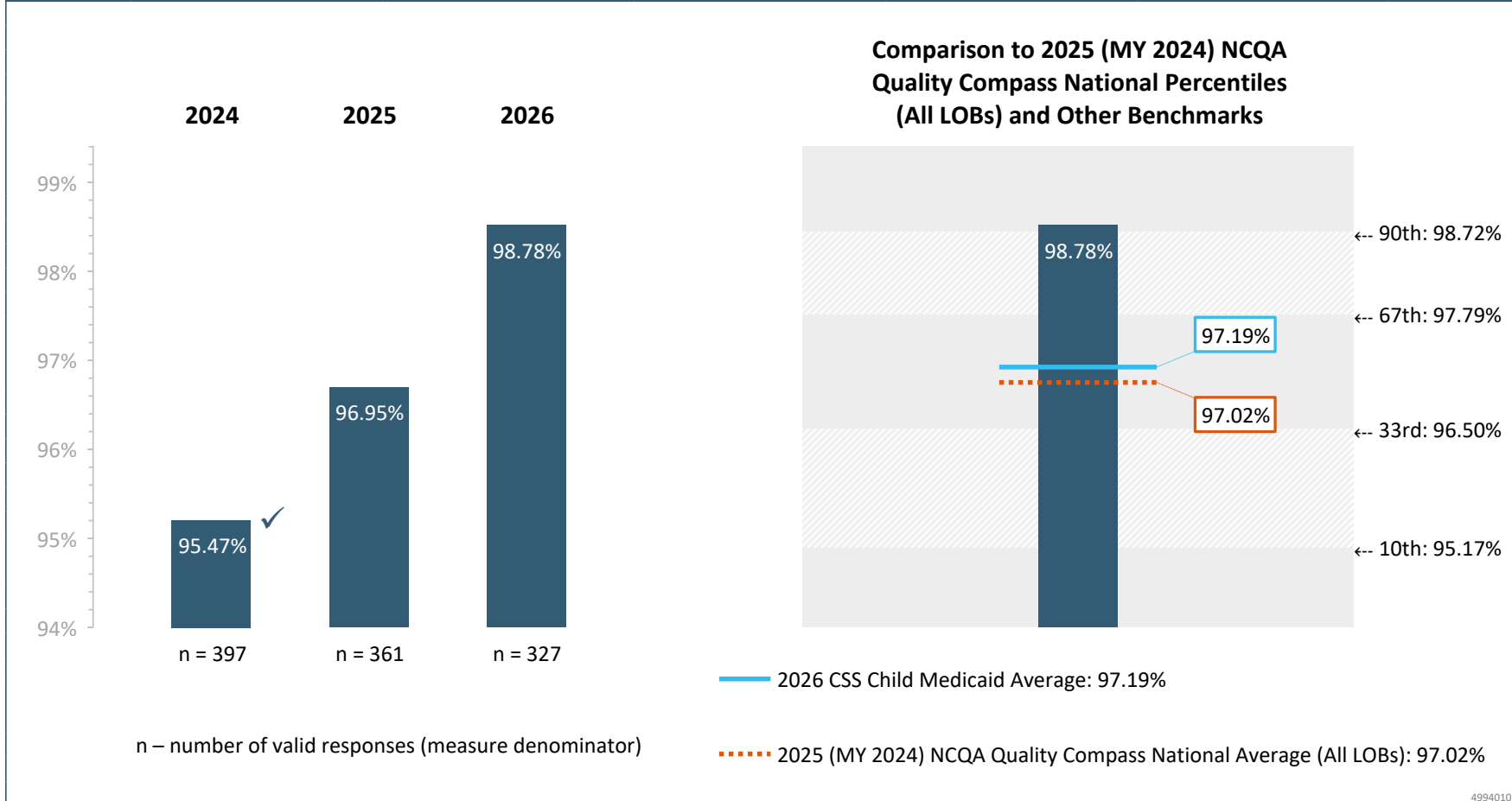
Percent Responding Always or Usually (Not Reported in HPR)



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)

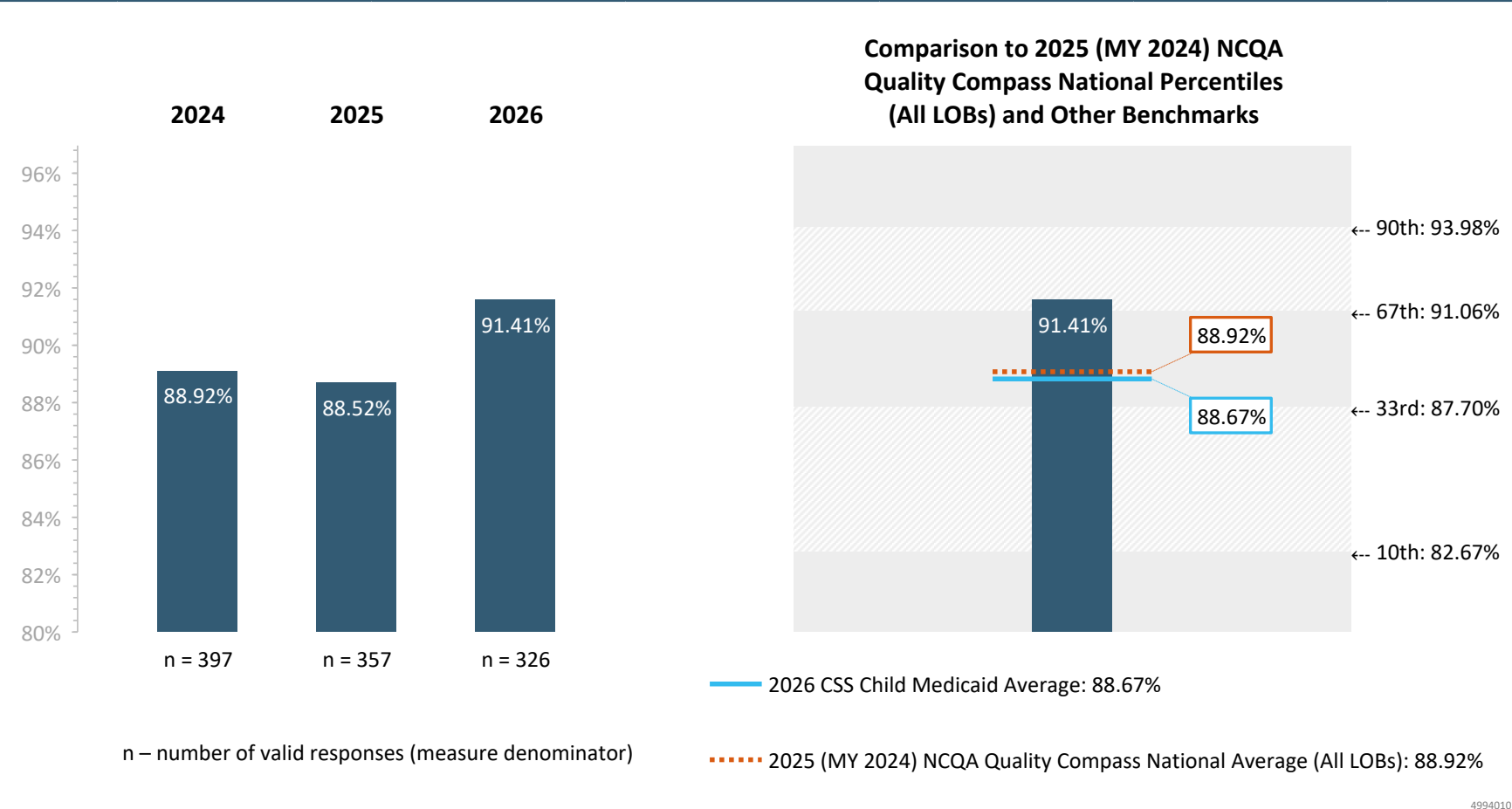
Percent Responding Always or Usually (Not Reported in HPR)



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 (Q17)

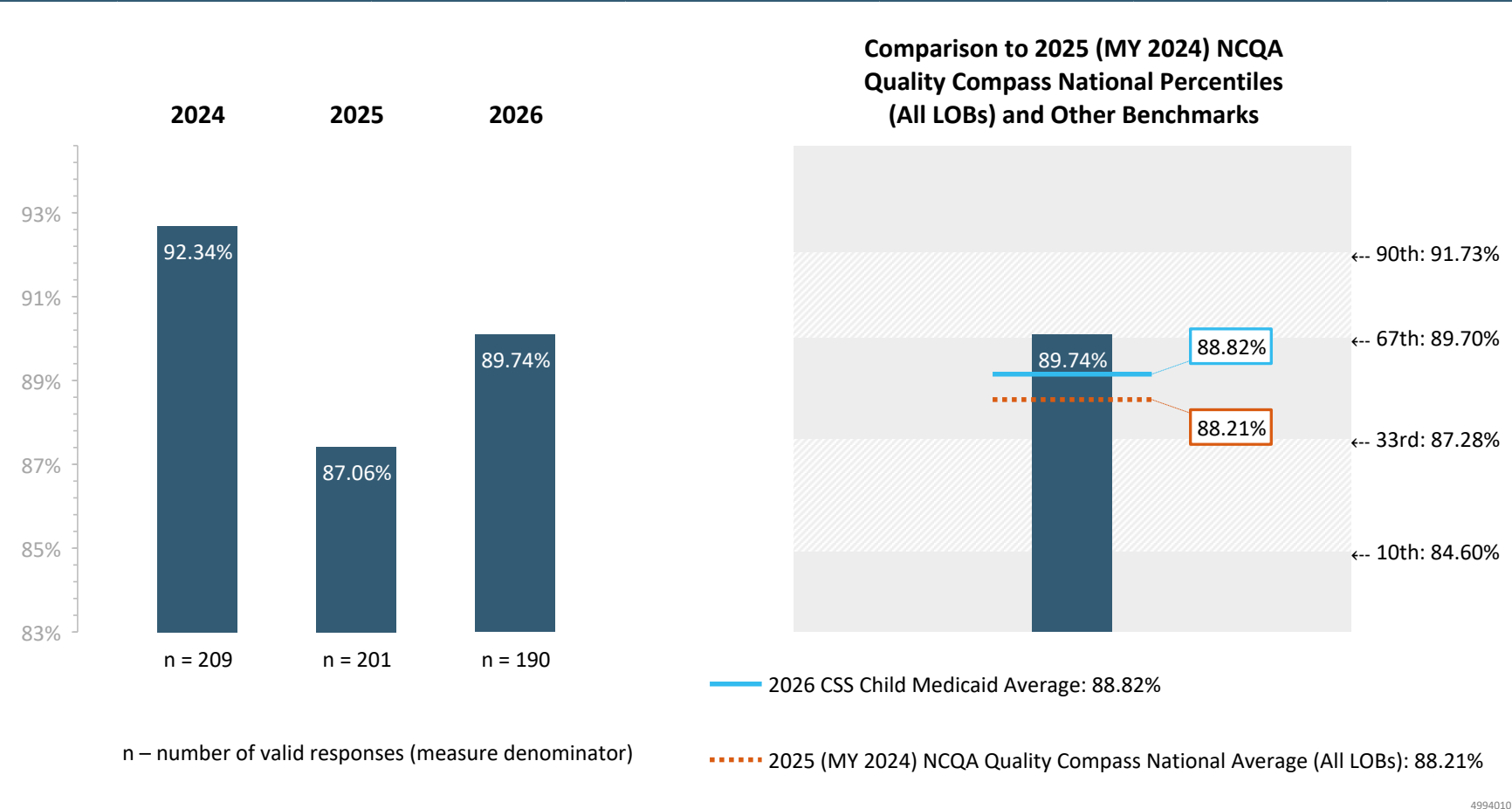
Percent Responding Always or Usually (Not Reported in HPR)



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

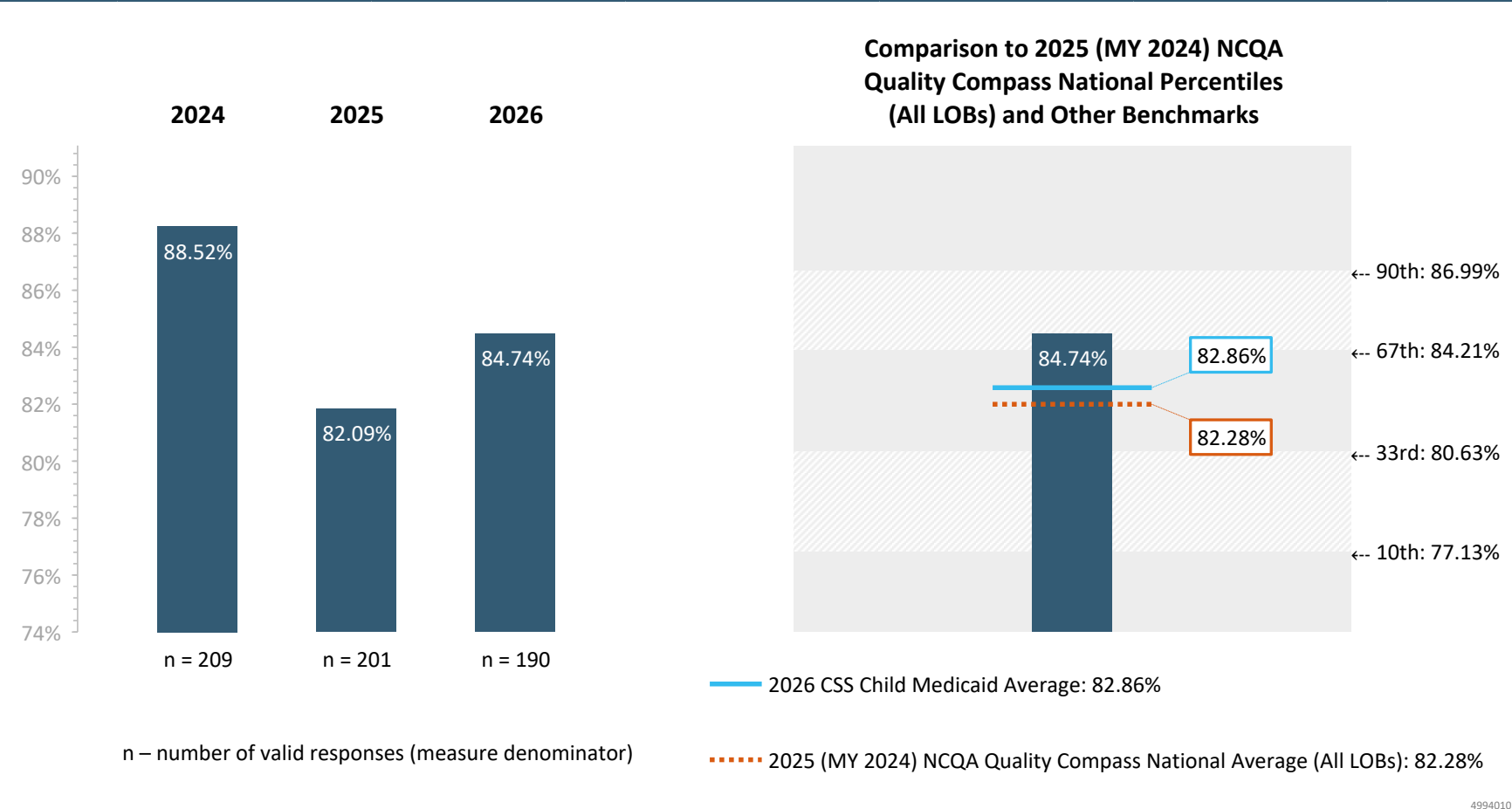
Percent Responding Always or Usually (Not Reported in HPR)



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 (Q27)

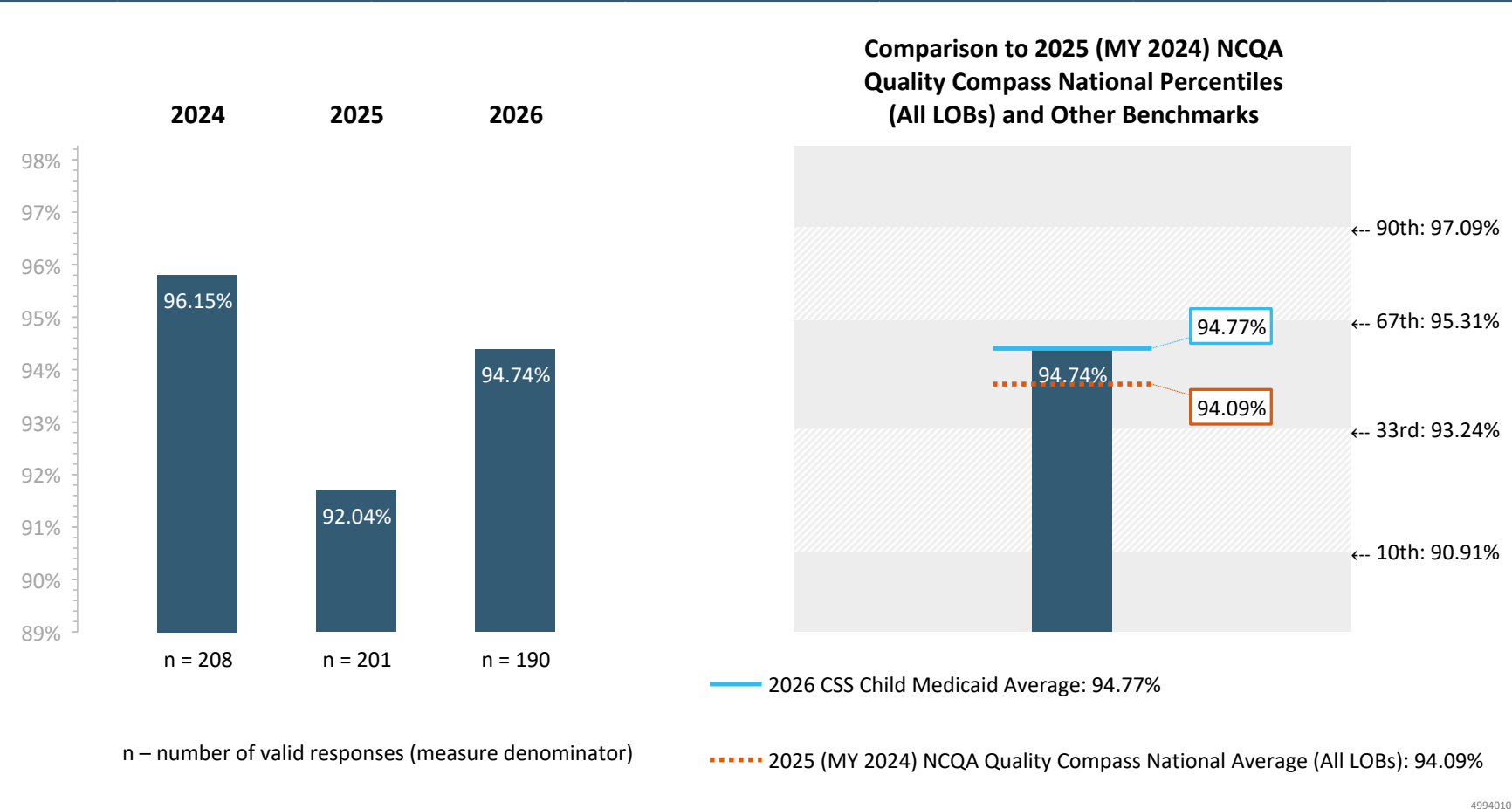
Percent Responding Always or Usually (Not Reported in HPR)



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 (Q28)

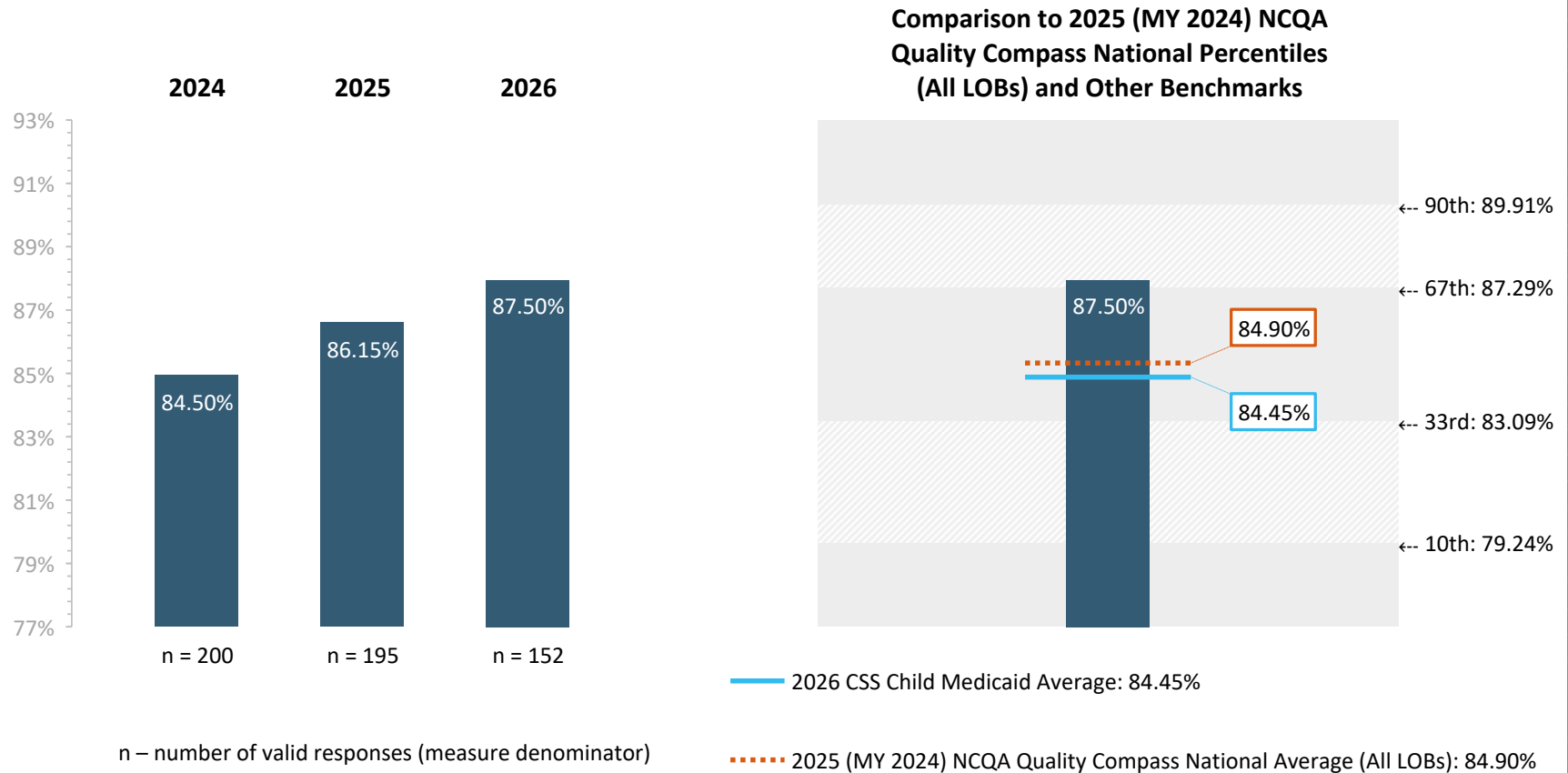
Percent Responding Always or Usually (Not Reported in HPR)



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)



4994010

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.

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.

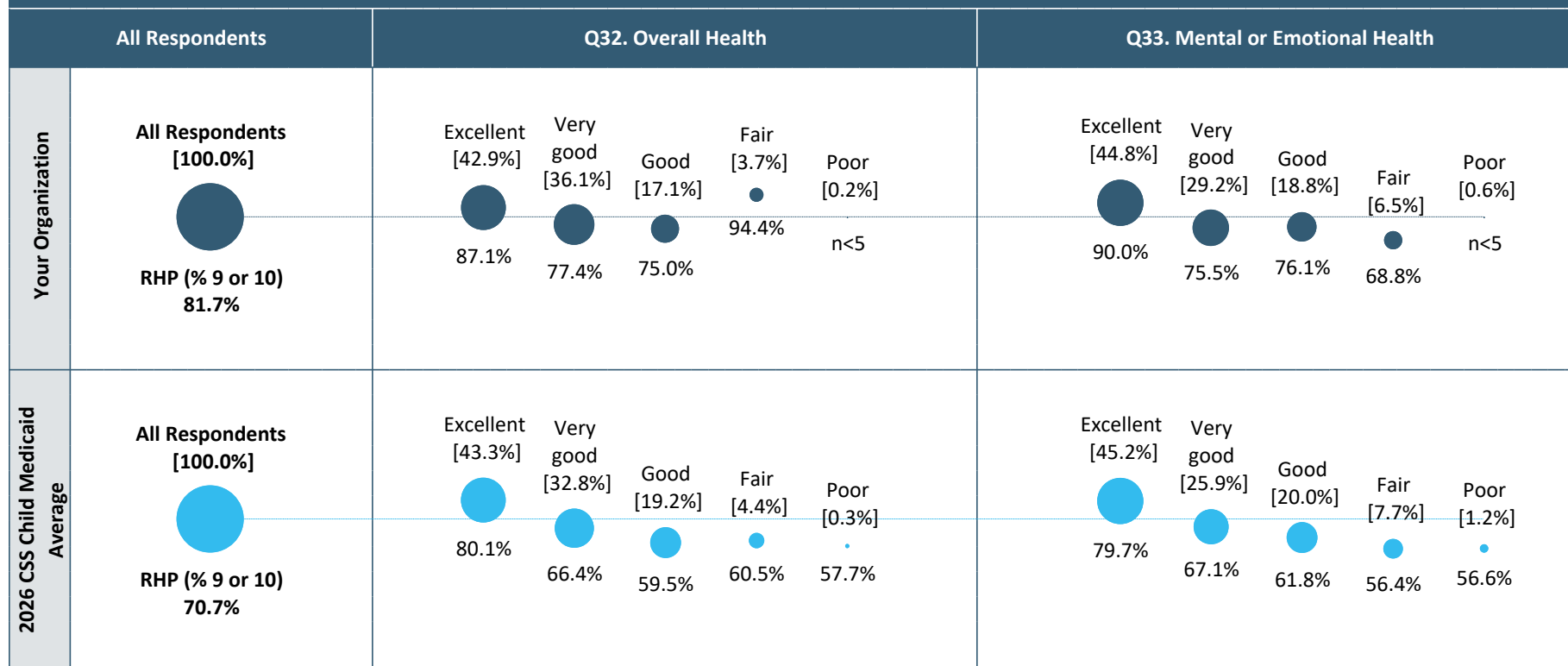
The charts on the following pages show how the *Rating of Health Plan (RHP)* measure, reported as percent responding 9 or 10, varies by the member subgroup of Mercy Care compared to the relevant benchmark distribution(s). Each demographic or utilization subgroup is represented by a "bubble" on the chart. 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:

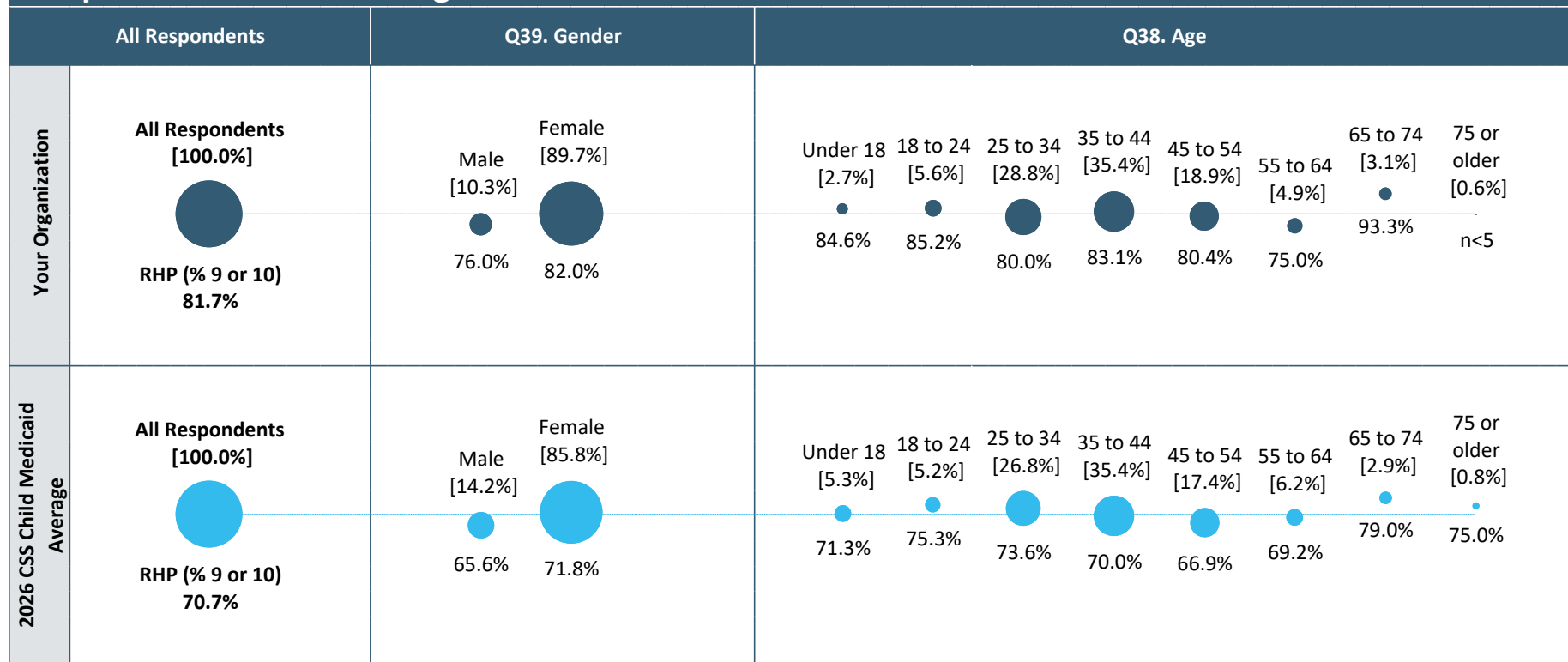
- Health status
- Gender
- Age
- Race
- Ethnicity (Hispanic or Latino)
- Education level

Member Health Status



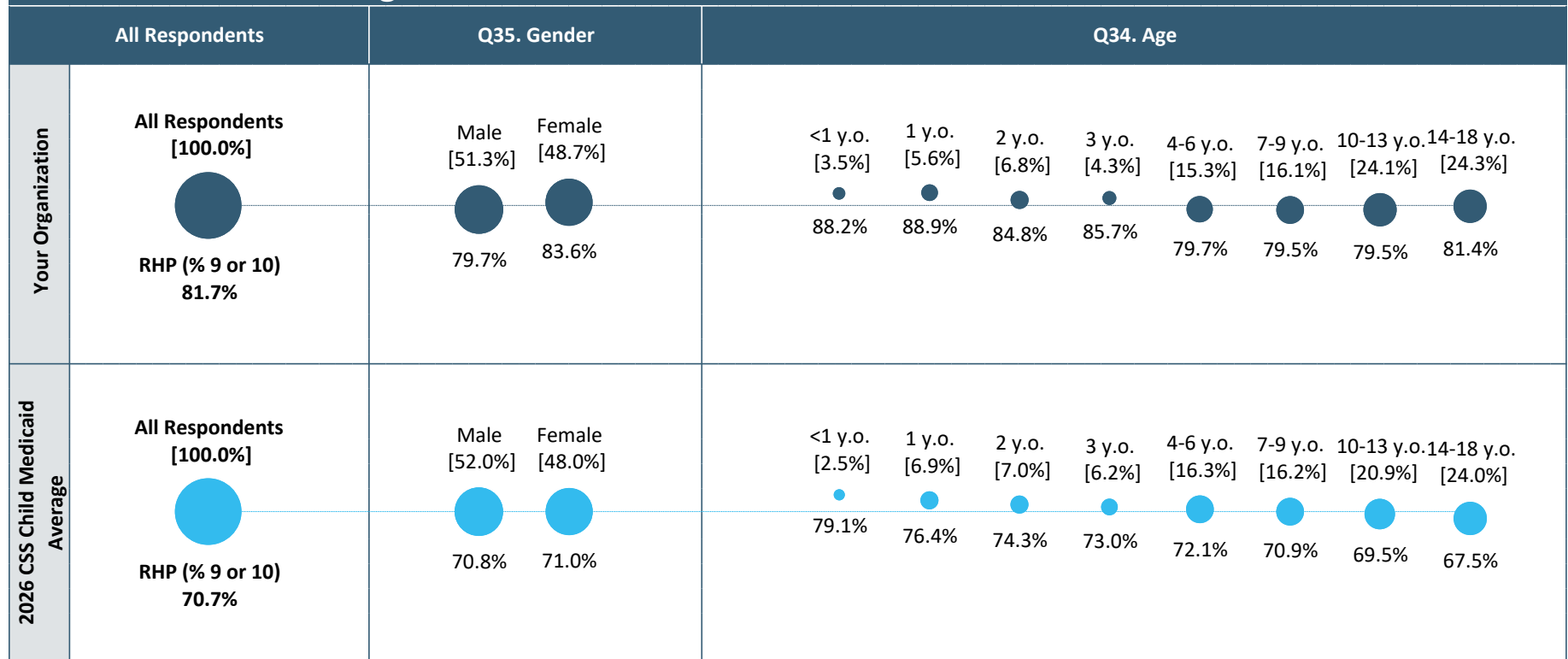
"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories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

Respondent Gender and Age



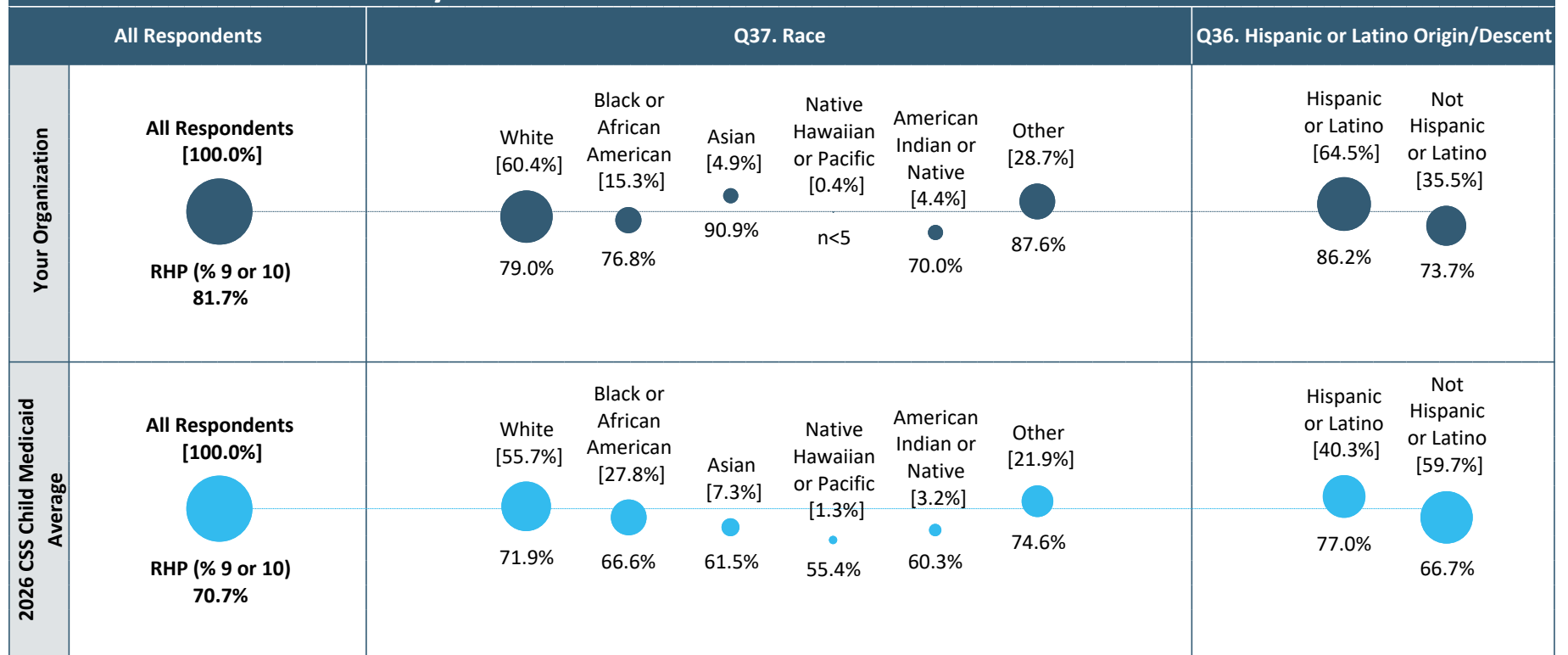
"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories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

Member Gender and Age

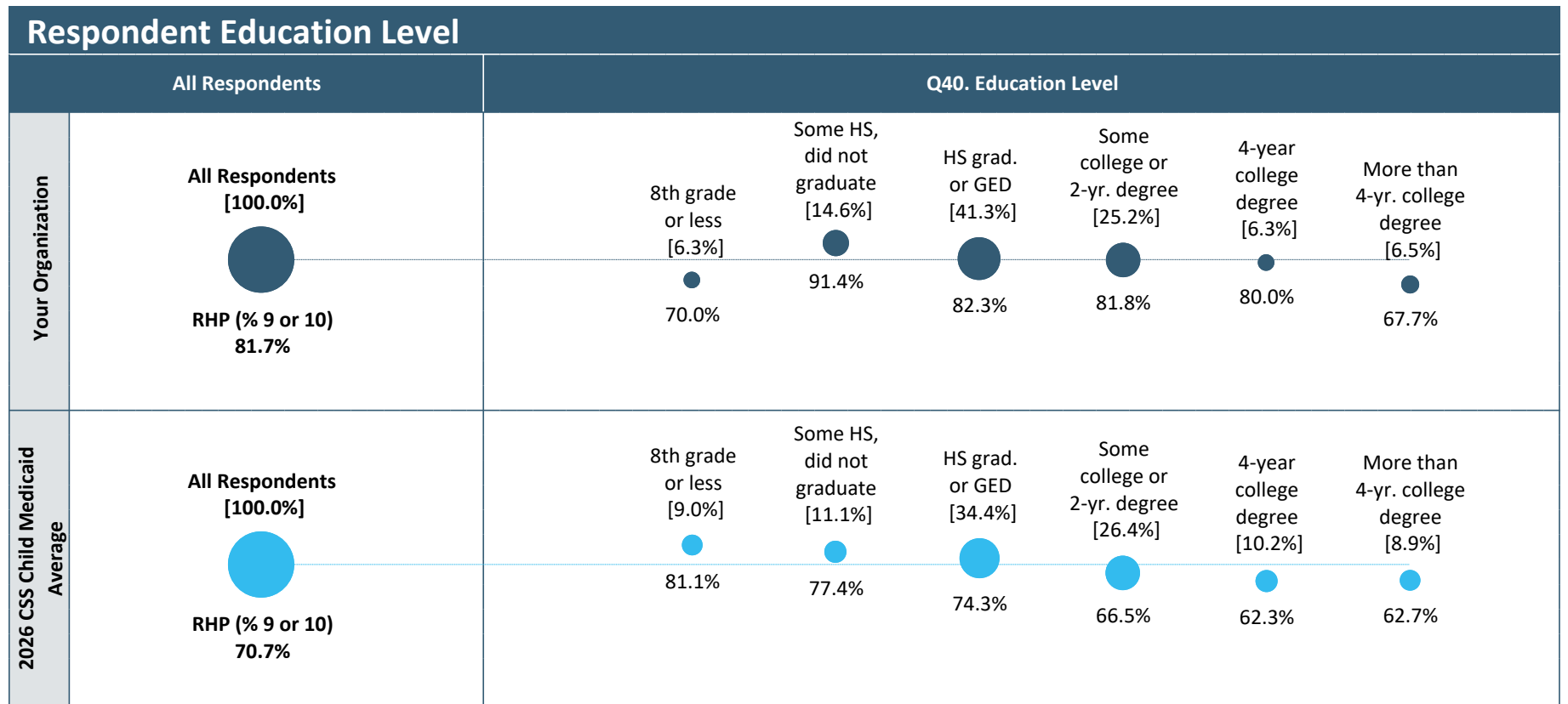


"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories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

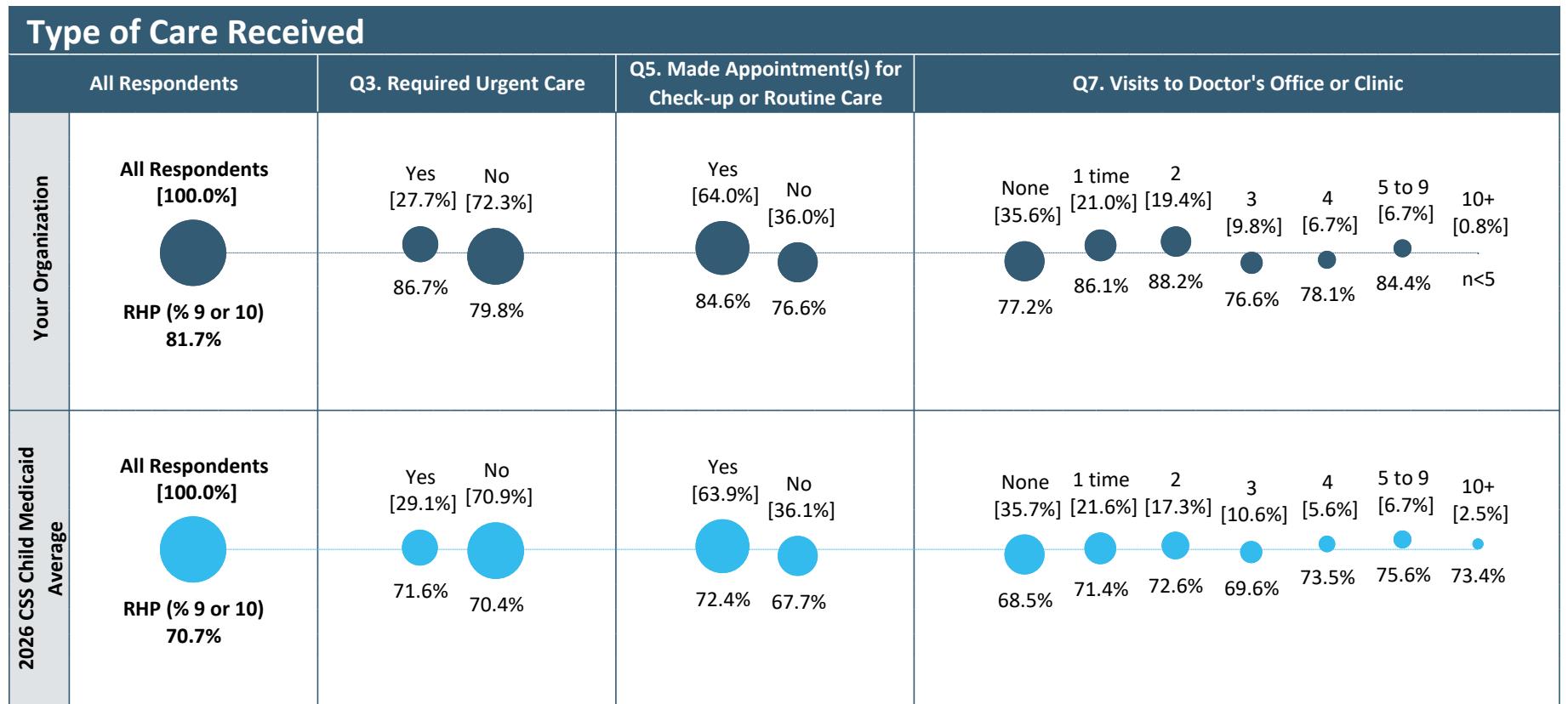


"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories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

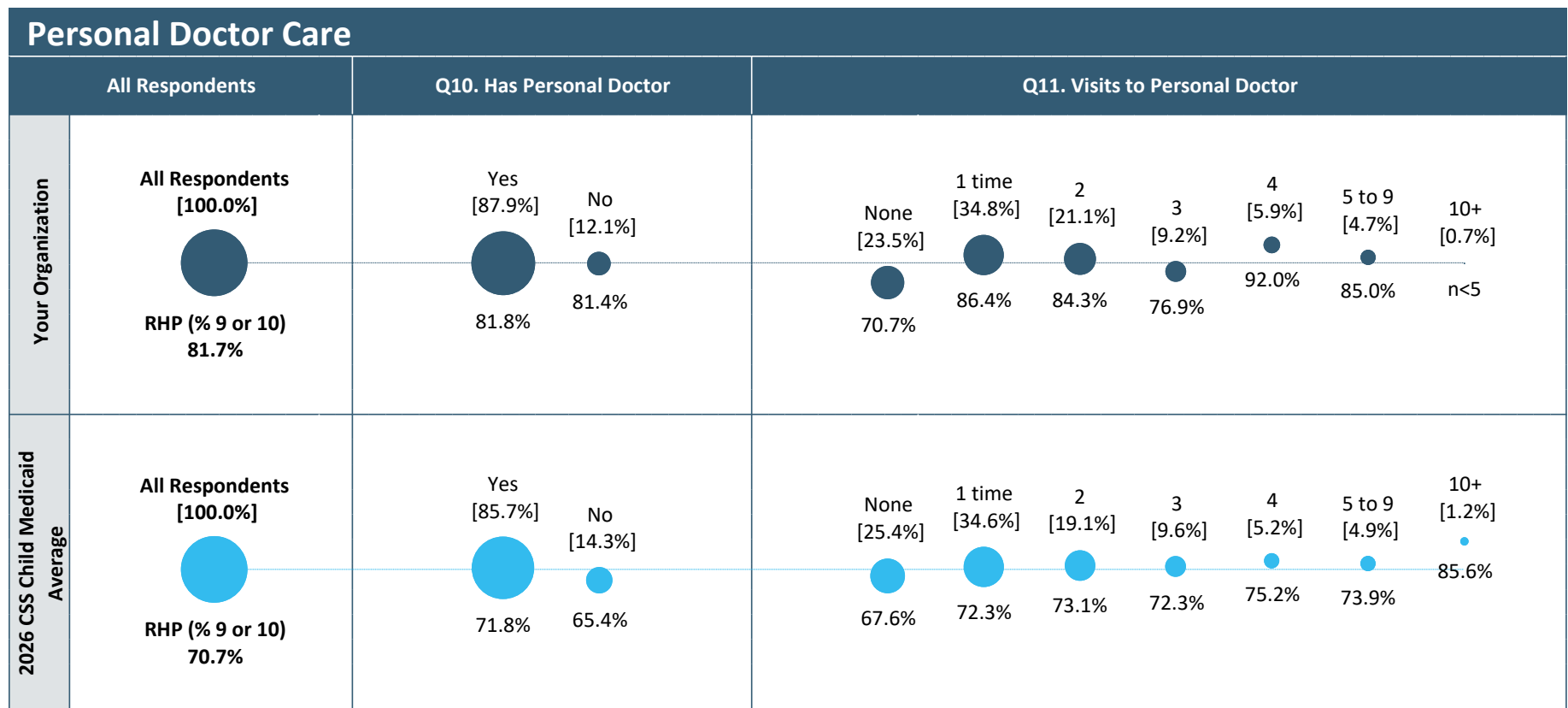
USE OF SERVICES

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

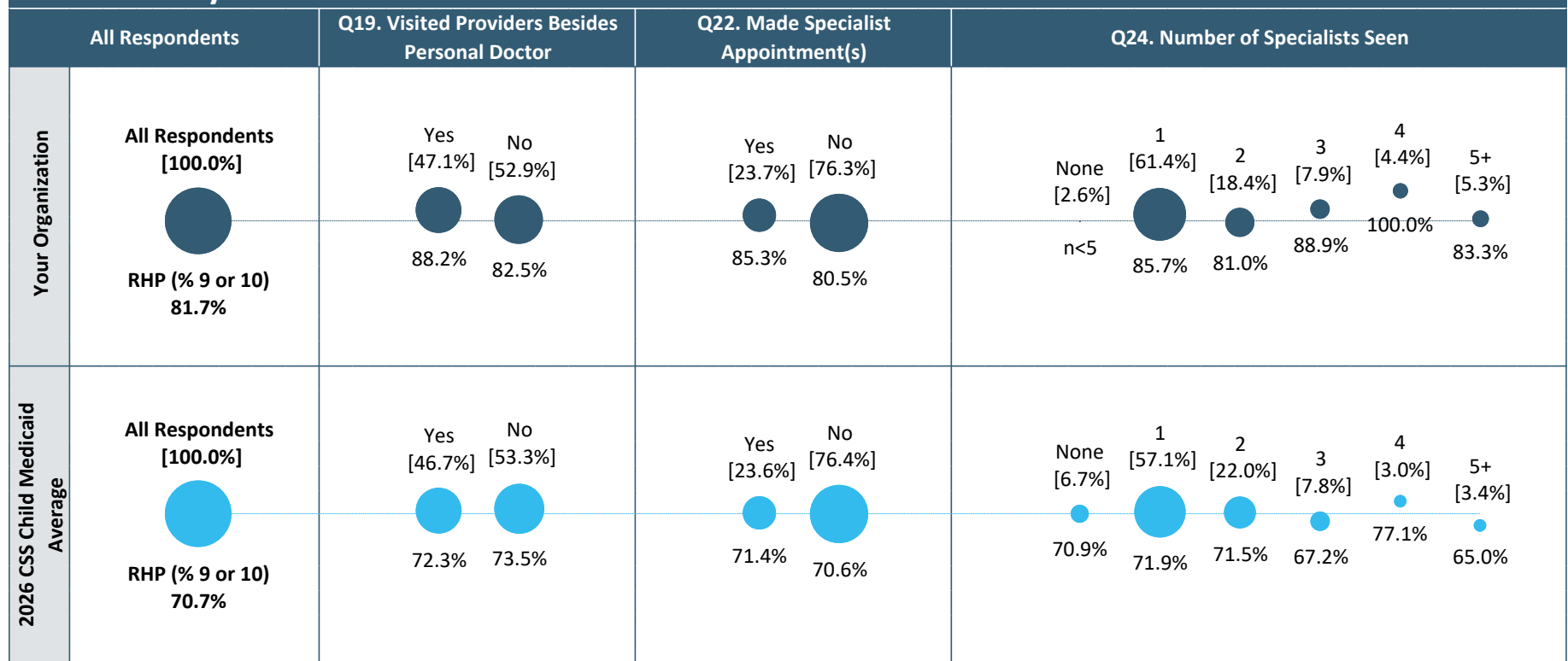


"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories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



"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 (Q21 and Q25). More generally, access to needed care, tests, and treatment (Q9), including primary (Q10) and specialty (Q22) care, are all significant drivers of member experience. Relying on customer service to get needed information or help (Q27) is also important.

Table 9. 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 for their child were easy to get, the higher the overall plan score.
Q22. Made specialist appointments (percent <i>Yes</i>)	The higher the proportion of plan members who made specialist appointments for their child, the higher the overall plan score.
Q21. Rating of Personal Doctor (percent 9 or 10)	The higher the proportion of members rating their child’s 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 their child has a personal doctor, the higher the overall plan score.
Q25. Rating of Specialist Seen Most Often (percent 9 or 10)	The higher the proportion of members rating their child’s specialist as 9 or 10, the higher the overall plan score.
Q27. 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 10. 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 23 plans contributing to the 2026 CSS Child 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 10. Mercy Care Child 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
Q22. Made specialist appointments (percent <i>Yes</i>)	24.15%	+11.11%  35.26%	 +1.93%
Q10. Has a personal doctor (percent <i>Yes</i>)	87.78%	+8.19%  95.96%	 +1.66%
Q21. Rating of Personal Doctor (percent 9 or 10)	80.79%	+3.74%  84.52%	 +0.89%
Q27. Customer service provided information or help (percent <i>Usually</i> or <i>Always</i>)	84.74%	+6.00%  90.74%	 +0.84%
Q9. Ease of getting needed care, tests, or treatment (percent <i>Usually</i> or <i>Always</i>)	93.91%	+1.92%  95.83%	 +0.52%
Q25. Rating of Specialist Seen Most Often (percent 9 or 10)	81.42%	+0.58%  82.00%	 +0.07%

* Best result among all plans included in the 2026 CSS Child 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 11 below. These are the composite global proportions. All questions in a composite are weighted equally, regardless of how many members responded.

Table 11. 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 (Child 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 Child 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)	88.62%	(±4.23)	(216)	81.36%	[+7.26] ✓	86.60%	[+2.02]	84.63%	[+3.99]	83.95%	[+4.67]	★★★★☆
Ease of Getting Needed Care	93.91%	(±2.65)	(312)	90.70%	[+3.21]	93.67%	[+0.24]	90.43%	[+3.48] ✓	89.77%	[+4.14] ✓	Not reported in HPR
Ease of Seeing a Specialist	83.33%	(±6.67)	(120)	72.02%	[+11.31] ✓	79.53%	[+3.80]	78.83%	[+4.51]	78.76%	[+4.57]	
Getting Care Quickly (% A+U)	86.45%	(±4.45)	(227)	88.19%	[-1.74]	89.49%	[-3.04]	87.30%	[-0.85]	86.20%	[+0.25]	★★★★☆
Ease of Getting Urgent Care	88.41%	(±5.34)	(138)	92.02%	[-3.62]	93.44%	[-5.04]	91.21%	[-2.80]	90.16%	[-1.75]	Not reported in HPR
Ease of Getting Routine Care	84.49%	(±3.99)	(316)	84.35%	[+0.15]	85.54%	[-1.04]	83.38%	[+1.11]	82.48%	[+2.01]	
Satisfaction With Plan and Plan Services												★★★★★
Rating of Health Plan (% 9+10)	81.67%	(±3.42)	(491)	80.80%	[+0.87]	79.29%	[+2.38]	70.73%	[+10.94] ✓	71.80%	[+9.87] ✓	★★★★★
Rating of Health Care (% 9+10)	79.30%	(±4.48)	(314)	75.65%	[+3.65]	73.23%	[+6.07]	71.66%	[+7.64] ✓	70.90%	[+8.40] ✓	★★★★★
ADDITIONAL MEASURES AND RATES												Not reported in HPR
Coordination of Care (% A+U)	87.50%	(±5.26)	(152)	86.15%	[+1.35]	84.50%	[+3.00]	84.45%	[+3.05]	84.90%	[+2.60]	
Doctor Communication (% A+U)	96.02%	(±2.12)	(327)	93.80%	[+2.22]	93.58%	[+2.44]	93.89%	[+2.14]	93.95%	[+2.07]	
Doctor Explained Things	96.65%	(±1.95)	(328)	93.35%	[+3.29] ✓	94.46%	[+2.19]	93.67%	[+2.98] ✓	94.33%	[+2.32]	
Doctor Listened Carefully	97.26%	(±1.77)	(328)	96.40%	[+0.86]	95.48%	[+1.78]	96.02%	[+1.23]	95.54%	[+1.72]	
Doctor Showed Respect	98.78%	(±1.19)	(327)	96.95%	[+1.82]	95.47%	[+3.31] ✓	97.19%	[+1.58]	97.02%	[+1.76]	
Doctor Spent Enough Time	91.41%	(±3.04)	(326)	88.52%	[+2.90]	88.92%	[+2.49]	88.67%	[+2.74]	88.92%	[+2.49]	
Customer Service (% A+U)	89.74%	(±4.32)	(190)	87.06%	[+2.67]	92.34%	[-2.60]	88.82%	[+0.92]	88.21%	[+1.53]	
Customer Service Provided Info/Help	84.74%	(±5.11)	(190)	82.09%	[+2.65]	88.52%	[-3.78]	82.86%	[+1.87]	82.28%	[+2.46]	
Customer Service Courteous/Respectful	94.74%	(±3.18)	(190)	92.04%	[+2.70]	96.15%	[-1.42]	94.77%	[-0.03]	94.09%	[+0.65]	
Rating of Health Care (% 8+9+10)	92.99%	(±2.82)	(314)	88.99%	[+4.01]	90.15%	[+2.84]	88.28%	[+4.72] ✓	87.35%	[+5.64] ✓	
Rating of Doctor (% 8+9+10)	92.36%	(±2.50)	(432)	91.08%	[+1.28]	88.93%	[+3.43]	90.38%	[+1.98]	90.59%	[+1.77]	
Rating of Doctor (% 9+10)	80.79%	(±3.72)	(432)	77.80%	[+2.99]	74.72%	[+6.06] ✓	78.20%	[+2.59]	77.83%	[+2.96]	
Rating of Specialist (% 8+9+10)	92.04%	(±4.99)	(113)	85.44%	[+6.59]	89.24%	[+2.79]	86.01%	[+6.02]	87.36%	[+4.68]	
Rating of Specialist (% 9+10)	81.42%	(±7.17)	(113)	76.58%	[+4.83]	76.58%	[+4.83]	72.83%	[+8.58] ✓	73.21%	[+8.21] ✓	
Rating of Health Plan (% 8+9+10)	93.28%	(±2.21)	(491)	91.96%	[+1.32]	92.23%	[+1.05]	85.52%	[+7.76] ✓	86.50%	[+6.78] ✓	

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 Child Medicaid Without Chronic Conditions 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 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)	83.95%	84.63%	88.62%	81.36%	86.60%	67th	4.0
Getting Care Quickly (% A+U)	86.20%	87.30%	86.45%	88.19%	89.49%	33rd	3.0
Satisfaction with Plan Services							5.0
Rating of All Health Care (% 9+10)	70.90%	71.66%	79.30%	75.65%	73.23%	90th	5.0
Rating of Health Plan (% 9+10)	71.80%	70.73%	81.67%	80.80%	79.29%	90th	5.0
Non-HPR Measures							
Rating of Specialist Seen Most Often (% 9+10)	73.21%	72.83%	81.42%	76.58%	76.58%		
Rating of Personal Doctor (% 9+10)	77.83%	78.20%	80.79%	77.80%	74.72%		
Coordination of Care (% A+U)	84.90%	84.45%	87.50%	86.15%	84.50%		
How Well Doctors Communicate (% A+U)	93.95%	93.89%	96.02%	93.80%	93.58%		
Customer Service (% A+U)	88.21%	88.82%	89.74%	87.06%	92.34%		

4994010

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 Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 3

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

Base: All respondents

	2026 CSS Average	2026	2025	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	10,339	502	563	628	143	226	118	252	239	312	172	227	45	179	50	436	298	122	61
Number missing or multiple answer	105	4	5	4	0	3	1	2	2	2	2	2	0	2	0	3	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
Usable responses	10,234 99.0%	498 99.2%	558 99.1%	624 99.4%	143 100.0%	223 98.7%	117 99.2%	250 99.2%	237 99.2%	310 99.4%	170 98.8%	225 99.1%	45 100.0%	177 98.9%	50 100.0%	433 99.3%	295 99.0%	121 99.2%	61 100.0%
Yes	2,978 29.1%	139 27.9%	168 30.1%	185 29.6%	47 32.9%	53 23.8%	35 29.9%	67 26.8%	68 28.7%	85 27.4%	46 27.1%	66 29.3%	11 24.4%	50 28.2%	11 22.0%	122 28.2%	72 24.4%	33 27.3%	26 42.6%
No	7,256 70.9%	359 72.1%	390 69.9%	439 70.4%	96 67.1%	170 76.2%	82 70.1%	183 73.2%	169 71.3%	225 72.6%	124 72.9%	159 70.7%	34 75.6%	127 71.8%	39 78.0%	311 71.8%	223 75.6%	88 72.7%	35 57.4%
Significantly different from column:*																	S	S	QR

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 Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 3

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

Base: All respondents

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	10,339	502	563	628	175	279	36	3	109	6	388	85	19	363	93	35
Number missing or multiple answer	105	4	5	4	2	2	0	0	0	0	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
Usable responses	10,234 99.0%	498 99.2%	558 99.1%	624 99.4%	173 98.9%	277 99.3%	36 100.0%	3 100.0%	109 100.0%	6 100.0%	386 99.5%	83 97.6%	19 100.0%	361 99.4%	91 97.8%	35 100.0%
Yes	2,978 29.1%	139 27.9%	168 30.1%	185 29.6%	19 11.0%	98 35.4%	19 52.8%	0 0.0%	44 40.4%	5 83.3%	95 24.6%	30 36.1%	10 52.6%	85 23.5%	36 39.6%	14 40.0%
No	7,256 70.9%	359 72.1%	390 69.9%	439 70.4%	154 89.0%	179 64.6%	17 47.2%	3 100.0%	65 59.6%	1 16.7%	291 75.4%	53 63.9%	9 47.4%	276 76.5%	55 60.4%	21 60.0%
Significantly different from column:*					FG	EG	EF				L	K		OP	N	N

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 Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 4

In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?

Base: All respondents whose child needed care right away (Q3)

	2026 CSS Average	2026	2025	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	2,978	139	168	185	47	53	35	67	68	85	46	66	11	50	11	122	72	33	26
Number missing or multiple answer	43	1	5	2	1	0	0	0	1	1	0	0	1	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
Usable responses	2,935 98.6%	138 99.3%	163 97.0%	183 98.9%	46 97.9%	53 100.0%	35 100.0%	67 100.0%	67 98.5%	84 98.8%	46 100.0%	66 100.0%	10 90.9%	50 100.0%	11 100.0%	121 99.2%	72 100.0%	32 97.0%	26 100.0%
Never	35 1.2%	2 1.4%	1 0.6%	1 0.5%	1 2.2%	0 0.0%	1 2.9%	1 1.5%	1 1.5%	0 0.0%	1 2.2%	0 0.0%	0 0.0%	2 4.0%	0 0.0%	2 1.7%	2 2.8%	0 0.0%	0 0.0%
Sometimes	223 7.6%	14 10.1%	12 7.4%	11 6.0%	5 10.9%	8 15.1%	1 2.9%	8 11.9%	6 9.0%	9 10.7%	5 10.9%	8 12.1%	2 20.0%	4 8.0%	3 27.3%	11 9.1%	11 15.3%	2 6.3%	1 3.8%
Usually	366 12.5%	12 8.7%	22 13.5%	30 16.4%	2 4.3%	5 9.4%	5 14.3%	6 9.0%	6 9.0%	9 10.7%	3 6.5%	7 10.6%	1 10.0%	4 8.0%	1 9.1%	11 9.1%	8 11.1%	0 0.0%	3 11.5%
Always	2,311 78.7%	110 79.7%	128 78.5%	141 77.0%	38 82.6%	40 75.5%	28 80.0%	52 77.6%	54 80.6%	66 78.6%	37 80.4%	51 77.3%	7 70.0%	40 80.0%	7 63.6%	97 80.2%	51 70.8%	30 93.8%	22 84.6%
Significantly different from column:*																	R	Q	
Usually or Always	2,677 91.2%	122 88.4%	150 92.0%	171 93.4%	40 87.0%	45 84.9%	33 94.3%	58 86.6%	60 89.6%	75 89.3%	40 87.0%	58 87.9%	8 80.0%	44 88.0%	8 72.7%	108 89.3%	59 81.9%	30 93.8%	25 96.2%
Significantly different from column:*																			

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 4

In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?

Base: All respondents whose child needed care right away (Q3)

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	2,978	139	168	185	19	98	19	0	44	5	95	30	10	85	36	14
Number missing or multiple answer	43	1	5	2	0	0	0	0	1	0	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
Usable responses	2,935 98.6%	138 99.3%	163 97.0%	183 98.9%	19 100.0%	98 100.0%	19 100.0%	0 ---	43 97.7%	5 100.0%	94 98.9%	30 100.0%	10 100.0%	84 98.8%	36 100.0%	14 100.0%
Never	35 1.2%	2 1.4%	1 0.6%	1 0.5%	0 0.0%	1 1.0%	1 5.3%	0 ---	0 0.0%	1 20.0%	1 1.1%	1 3.3%	0 0.0%	0 0.0%	1 2.8%	1 7.1%
Sometimes	223 7.6%	14 10.1%	12 7.4%	11 6.0%	5 26.3%	8 8.2%	1 5.3%	0 ---	5 11.6%	0 0.0%	10 10.6%	4 13.3%	0 0.0%	10 11.9%	4 11.1%	0 0.0%
Usually	366 12.5%	12 8.7%	22 13.5%	30 16.4%	0 0.0%	9 9.2%	3 15.8%	0 ---	3 7.0%	0 0.0%	7 7.4%	4 13.3%	1 10.0%	5 6.0%	2 5.6%	5 35.7%
Always	2,311 78.7%	110 79.7%	128 78.5%	141 77.0%	14 73.7%	80 81.6%	14 73.7%	0 ---	35 81.4%	4 80.0%	76 80.9%	21 70.0%	9 90.0%	69 82.1%	29 80.6%	8 57.1%
Significantly different from column:*																
Usually or Always	2,677 91.2%	122 88.4%	150 92.0%	171 93.4%	14 73.7%	89 90.8%	17 89.5%	0 ---	38 88.4%	4 80.0%	83 88.3%	25 83.3%	10 100.0%	74 88.1%	31 86.1%	13 92.9%
Significantly different from column:*																

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 5

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

Base: All respondents

	2026 CSS Average	2026	2025	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	10,339	502	563	628	143	226	118	252	239	312	172	227	45	179	50	436	298	122	61
Number missing or multiple answer	94	5	7	8	0	5	0	4	1	3	2	2	0	2	0	5	3	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	10,245 99.1%	497 99.0%	556 98.8%	620 98.7%	143 100.0%	221 97.8%	118 100.0%	248 98.4%	238 99.6%	309 99.0%	170 98.8%	225 99.1%	45 100.0%	177 98.9%	50 100.0%	431 98.9%	295 99.0%	120 98.4%	61 100.0%
Yes	6,525 63.7%	318 64.0%	349 62.8%	405 65.3%	101 70.6%	140 63.3%	69 58.5%	154 62.1%	158 66.4%	200 64.7%	107 62.9%	144 64.0%	29 64.4%	119 67.2%	24 48.0%	285 66.1%	186 63.1%	71 59.2%	48 78.7%
No	3,720 36.3%	179 36.0%	207 37.2%	215 34.7%	42 29.4%	81 36.7%	49 41.5%	94 37.9%	80 33.6%	109 35.3%	63 37.1%	81 36.0%	16 35.6%	58 32.8%	26 52.0%	146 33.9%	109 36.9%	49 40.8%	13 21.3%
Significantly different from column:*					G		E								P	O	S	S	QR

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 5

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

Base: All respondents

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	10,339	502	563	628	175	279	36	3	109	6	388	85	19	363	93	35
Number missing or multiple answer	94	5	7	8	2	2	1	0	1	0	3	0	1	3	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	10,245 99.1%	497 99.0%	556 98.8%	620 98.7%	173 98.9%	277 99.3%	35 97.2%	3 100.0%	108 99.1%	6 100.0%	385 99.2%	85 100.0%	18 94.7%	360 99.2%	91 97.8%	35 100.0%
Yes	6,525 63.7%	318 64.0%	349 62.8%	405 65.3%	51 29.5%	231 83.4%	29 82.9%	1 33.3%	90 83.3%	6 100.0%	247 64.2%	51 60.0%	14 77.8%	234 65.0%	56 61.5%	21 60.0%
No	3,720 36.3%	179 36.0%	207 37.2%	215 34.7%	122 70.5%	46 16.6%	6 17.1%	2 66.7%	18 16.7%	0 0.0%	138 35.8%	34 40.0%	4 22.2%	126 35.0%	35 38.5%	14 40.0%
Significantly different from column:*					FG	E	E									

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 6

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

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

	2026 CSS Average	2026	2025	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	6,525	318	349	405	101	140	69	154	158	200	107	144	29	119	24	285	186	71	48
Number missing or multiple answer	134	2	4	4	1	1	0	0	2	0	2	1	1	0	0	2	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
Usable responses	6,391 97.9%	316 99.4%	345 98.9%	401 99.0%	100 99.0%	139 99.3%	69 100.0%	154 100.0%	156 98.7%	200 100.0%	105 98.1%	143 99.3%	28 96.6%	119 100.0%	24 100.0%	283 99.3%	186 100.0%	69 97.2%	48 100.0%
Never	106 1.7%	5 1.6%	3 0.9%	6 1.5%	0 0.0%	5 3.6%	0 0.0%	3 1.9%	2 1.3%	4 2.0%	0 0.0%	2 1.4%	1 3.6%	2 1.7%	0 0.0%	5 1.8%	3 1.6%	0 0.0%	1 2.1%
Sometimes	956 15.0%	44 13.9%	51 14.8%	52 13.0%	11 11.0%	20 14.4%	11 15.9%	18 11.7%	25 16.0%	30 15.0%	13 12.4%	19 13.3%	5 17.9%	14 11.8%	6 25.0%	37 13.1%	38 20.4%	3 4.3%	2 4.2%
Usually	1,175 18.4%	75 23.7%	68 19.7%	79 19.7%	17 17.0%	36 25.9%	20 29.0%	37 24.0%	36 23.1%	57 28.5%	16 15.2%	38 26.6%	2 7.1%	30 25.2%	2 8.3%	70 24.7%	49 26.3%	13 18.8%	10 20.8%
Always	4,154 65.0%	192 60.8%	223 64.6%	264 65.8%	72 72.0%	78 56.1%	38 55.1%	96 62.3%	93 59.6%	109 54.5%	76 72.4%	84 58.7%	20 71.4%	73 61.3%	16 66.7%	171 60.4%	96 51.6%	53 76.8%	35 72.9%
Significantly different from column:*					FG	E	E			K	J						RS	Q	Q
Usually or Always	5,329 83.4%	267 84.5%	291 84.3%	343 85.5%	89 89.0%	114 82.0%	58 84.1%	133 86.4%	129 82.7%	166 83.0%	92 87.6%	122 85.3%	22 78.6%	103 86.6%	18 75.0%	241 85.2%	145 78.0%	66 95.7%	45 93.8%
Significantly different from column:*																	RS	Q	Q

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 6

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

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

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	6,525	318	349	405	51	231	29	1	90	6	247	51	14	234	56	21
Number missing or multiple answer	134	2	4	4	0	2	0	0	0	0	2	0	0	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,391 97.9%	316 99.4%	345 98.9%	401 99.0%	51 100.0%	229 99.1%	29 100.0%	1 100.0%	90 100.0%	6 100.0%	245 99.2%	51 100.0%	14 100.0%	232 99.1%	56 100.0%	21 100.0%
Never	106 1.7%	5 1.6%	3 0.9%	6 1.5%	2 3.9%	3 1.3%	0 0.0%	0 0.0%	0 0.0%	1 16.7%	3 1.2%	1 2.0%	1 7.1%	3 1.3%	2 3.6%	0 0.0%
Sometimes	956 15.0%	44 13.9%	51 14.8%	52 13.0%	12 23.5%	31 13.5%	1 3.4%	0 0.0%	12 13.3%	1 16.7%	36 14.7%	7 13.7%	0 0.0%	32 13.8%	9 16.1%	2 9.5%
Usually	1,175 18.4%	75 23.7%	68 19.7%	79 19.7%	10 19.6%	53 23.1%	9 31.0%	1 100.0%	22 24.4%	3 50.0%	49 20.0%	15 29.4%	9 64.3%	49 21.1%	14 25.0%	10 47.6%
Always	4,154 65.0%	192 60.8%	223 64.6%	264 65.8%	27 52.9%	142 62.0%	19 65.5%	0 0.0%	56 62.2%	1 16.7%	157 64.1%	28 54.9%	4 28.6%	148 63.8%	31 55.4%	9 42.9%
Significantly different from column:*											M		K			
Usually or Always	5,329 83.4%	267 84.5%	291 84.3%	343 85.5%	37 72.5%	195 85.2%	28 96.6%	1 100.0%	78 86.7%	4 66.7%	206 84.1%	43 84.3%	13 92.9%	197 84.9%	45 80.4%	19 90.5%
Significantly different from column:*					FG	E	E									

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 7

In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she get health care in person, by phone, or by video?

Base: All respondents

	2026 CSS Average	2026	2025	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	10,339	502	563	628	143	226	118	252	239	312	172	227	45	179	50	436	298	122	61
Number missing or multiple answer	275	12	18	13	2	6	2	4	6	6	4	5	1	2	0	10	6	3	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	10,064 97.3%	490 97.6%	545 96.8%	615 97.9%	141 98.6%	220 97.3%	116 98.3%	248 98.4%	233 97.5%	306 98.1%	168 97.7%	222 97.8%	44 97.8%	177 98.9%	50 100.0%	426 97.7%	292 98.0%	119 97.5%	60 98.4%
None	3,629 36.1%	175 35.7%	200 36.7%	218 35.4%	37 26.2%	79 35.9%	52 44.8%	93 37.5%	79 33.9%	112 36.6%	58 34.5%	75 33.8%	15 34.1%	63 35.6%	24 48.0%	147 34.5%	116 39.7%	37 31.1%	14 23.3%
1 time	2,160 21.5%	104 21.2%	98 18.0%	131 21.3%	29 20.6%	57 25.9%	16 13.8%	42 16.9%	60 25.8%	67 21.9%	34 20.2%	48 21.6%	11 25.0%	37 20.9%	10 20.0%	91 21.4%	62 21.2%	27 22.7%	12 20.0%
2	1,732 17.2%	95 19.4%	104 19.1%	117 19.0%	33 23.4%	37 16.8%	23 19.8%	49 19.8%	44 18.9%	56 18.3%	36 21.4%	43 19.4%	9 20.5%	33 18.6%	6 12.0%	84 19.7%	51 17.5%	22 18.5%	17 28.3%
3	1,057 10.5%	48 9.8%	65 11.9%	53 8.6%	18 12.8%	16 7.3%	13 11.2%	26 10.5%	21 9.0%	27 8.8%	17 10.1%	23 10.4%	3 6.8%	18 10.2%	6 12.0%	41 9.6%	23 7.9%	16 13.4%	8 13.3%
4	566 5.6%	32 6.5%	32 5.9%	29 4.7%	12 8.5%	13 5.9%	7 6.0%	20 8.1%	12 5.2%	25 8.2%	7 4.2%	16 7.2%	2 4.5%	13 7.3%	1 2.0%	31 7.3%	21 7.2%	6 5.0%	4 6.7%
5 to 9	675 6.7%	32 6.5%	36 6.6%	51 8.3%	12 8.5%	14 6.4%	5 4.3%	16 6.5%	15 6.4%	17 5.6%	14 8.3%	15 6.8%	4 9.1%	11 6.2%	3 6.0%	28 6.6%	18 6.2%	9 7.6%	4 6.7%
10 or more times	245 2.4%	4 0.8%	10 1.8%	16 2.6%	0 0.0%	4 1.8%	0 0.0%	2 0.8%	2 0.9%	2 0.7%	2 1.2%	2 0.9%	0 0.0%	2 1.1%	0 0.0%	4 0.9%	1 0.3%	2 1.7%	1 1.7%
5 or more times	920 9.1%	36 7.3%	46 8.4%	67 10.9%	12 8.5%	18 8.2%	5 4.3%	18 7.3%	17 7.3%	19 6.2%	16 9.5%	17 7.7%	4 9.1%	13 7.3%	3 6.0%	32 7.5%	19 6.5%	11 9.2%	5 8.3%
Significantly different from column:*		D																	

NA - Not applicable

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Mercy Care

4994010

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 7

In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she get health care in person, by phone, or by video?

Base: All respondents

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	10,339	502	563	628	175	279	36	3	109	6	388	85	19	363	93	35
Number missing or multiple answer	275	12	18	13	0	0	0	0	4	1	9	2	0	6	4	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	10,064 97.3%	490 97.6%	545 96.8%	615 97.9%	175 100.0%	279 100.0%	36 100.0%	3 100.0%	105 96.3%	5 83.3%	379 97.7%	83 97.6%	19 100.0%	357 98.3%	89 95.7%	34 97.1%
None	3,629 36.1%	175 35.7%	200 36.7%	218 35.4%	175 100.0%	0 0.0%	0 0.0%	1 33.3%	16 15.2%	0 0.0%	135 35.6%	30 36.1%	7 36.8%	126 35.3%	33 37.1%	12 35.3%
1 time	2,160 21.5%	104 21.2%	98 18.0%	131 21.3%	0 0.0%	104 37.3%	0 0.0%	1 33.3%	15 14.3%	0 0.0%	86 22.7%	12 14.5%	4 21.1%	81 22.7%	15 16.9%	6 17.6%
2	1,732 17.2%	95 19.4%	104 19.1%	117 19.0%	0 0.0%	95 34.1%	0 0.0%	1 33.3%	20 19.0%	0 0.0%	77 20.3%	13 15.7%	2 10.5%	70 19.6%	16 18.0%	7 20.6%
3	1,057 10.5%	48 9.8%	65 11.9%	53 8.6%	0 0.0%	48 17.2%	0 0.0%	0 0.0%	17 16.2%	0 0.0%	36 9.5%	10 12.0%	1 5.3%	35 9.8%	10 11.2%	1 2.9%
4	566 5.6%	32 6.5%	32 5.9%	29 4.7%	0 0.0%	32 11.5%	0 0.0%	0 0.0%	13 12.4%	1 20.0%	25 6.6%	6 7.2%	1 5.3%	24 6.7%	6 6.7%	2 5.9%
5 to 9	675 6.7%	32 6.5%	36 6.6%	51 8.3%	0 0.0%	0 0.0%	32 88.9%	0 0.0%	21 20.0%	4 80.0%	17 4.5%	11 13.3%	4 21.1%	19 5.3%	7 7.9%	6 17.6%
10 or more times	245 2.4%	4 0.8%	10 1.8%	16 2.6%	0 0.0%	0 0.0%	4 11.1%	0 0.0%	3 2.9%	0 0.0%	3 0.8%	1 1.2%	0 0.0%	2 0.6%	2 2.2%	0 0.0%
5 or more times	920 9.1%	36 7.3%	46 8.4%	67 10.9%	0 0.0%	0 0.0%	36 100.0%	0 0.0%	24 22.9%	4 80.0%	20 5.3%	12 14.5%	4 21.1%	21 5.9%	9 10.1%	6 17.6%
Significantly different from column:*					G		E				L	K				

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

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 child’s health care in the last 6 months?

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

	2026 CSS Average	2026	2025	2024	Child's Age			Child's Gender		Child's Ethnicity		Child's Race			Respondent's Gender		Respondent's Education		
					(Q34)			(Q35)		(Q36)		(Q37)			(Q39)		(Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	6,435	315	345	397	104	141	64	155	154	194	110	147	29	114	26	279	176	82	46
Number missing or multiple answer	28	1	0	1	0	1	0	1	0	0	1	0	0	1	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
Usable responses	6,407 99.6%	314 99.7%	345 100.0%	396 99.7%	104 100.0%	140 99.3%	64 100.0%	154 99.4%	154 100.0%	194 100.0%	109 99.1%	147 100.0%	29 100.0%	113 99.1%	26 100.0%	278 99.6%	176 100.0%	81 98.8%	46 100.0%
0 Worst health care possible	17 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%
1	13 0.2%	1 0.3%	2 0.6%	1 0.3%	0 0.0%	1 0.7%	0 0.0%	1 0.6%	0 0.0%	0 0.0%	1 0.9%	0 0.0%	0 0.0%	1 0.9%	1 3.8%	0 0.0%	0 0.0%	1 1.2%	0 0.0%
2	17 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%
3	24 0.4%	2 0.6%	0 0.0%	1 0.3%	2 1.9%	0 0.0%	0 0.0%	1 0.6%	1 0.6%	2 1.0%	0 0.0%	1 0.7%	0 0.0%	1 0.9%	1 3.8%	1 0.4%	1 0.6%	1 1.2%	0 0.0%
4	30 0.5%	2 0.6%	1 0.3%	1 0.3%	0 0.0%	1 0.7%	1 1.6%	0 0.0%	2 1.3%	2 1.0%	0 0.0%	1 0.7%	0 0.0%	1 0.9%	0 0.0%	2 0.7%	2 1.1%	0 0.0%	0 0.0%
5	115 1.8%	0 0.0%	8 2.3%	8 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%
6	140 2.2%	6 1.9%	10 2.9%	8 2.0%	1 1.0%	2 1.4%	3 4.7%	3 1.9%	3 1.9%	1 0.5%	4 3.7%	3 2.0%	0 0.0%	3 2.7%	1 3.8%	5 1.8%	3 1.7%	2 2.5%	1 2.2%
7	395 6.2%	11 3.5%	17 4.9%	20 5.1%	3 2.9%	6 4.3%	2 3.1%	5 3.2%	6 3.9%	6 3.1%	5 4.6%	7 4.8%	1 3.4%	3 2.7%	0 0.0%	11 4.0%	2 1.1%	3 3.7%	6 13.0%
8	1,065 16.6%	43 13.7%	46 13.3%	67 16.9%	15 14.4%	19 13.6%	9 14.1%	28 18.2%	15 9.7%	21 10.8%	21 19.3%	22 15.0%	6 20.7%	13 11.5%	2 7.7%	41 14.7%	22 12.5%	11 13.6%	10 21.7%
9	1,033 16.1%	57 18.2%	62 18.0%	57 14.4%	12 11.5%	24 17.1%	17 26.6%	30 19.5%	23 14.9%	34 17.5%	18 16.5%	25 17.0%	3 10.3%	22 19.5%	5 19.2%	47 16.9%	30 17.0%	15 18.5%	7 15.2%
10 Best health care possible	3,558 55.5%	192 61.1%	199 57.7%	233 58.8%	71 68.3%	87 62.1%	32 50.0%	86 55.8%	104 67.5%	128 66.0%	60 55.0%	88 59.9%	19 65.5%	69 61.1%	16 61.5%	171 61.5%	116 65.9%	48 59.3%	22 47.8%

NA - Not applicable

Mercy Care

4994010

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

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 child’s health care in the last 6 months?

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

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	6,435	315	345	397	0	279	36	2	89	5	244	53	12	231	56	22
Number missing or multiple answer	28	1	0	1	0	0	1	0	0	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,407 99.6%	314 99.7%	345 100.0%	396 99.7%	0 ---	279 100.0%	35 97.2%	2 100.0%	89 100.0%	5 100.0%	243 99.6%	53 100.0%	12 100.0%	231 100.0%	55 98.2%	22 100.0%
0 Worst health care possible	17 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%
1	13 0.2%	1 0.3%	2 0.6%	1 0.3%	0 ---	1 0.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.9%	0 0.0%	0 0.0%	0 0.0%	1 4.5%
2	17 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%
3	24 0.4%	2 0.6%	0 0.0%	1 0.3%	0 ---	2 0.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.8%	0 0.0%	0 0.0%	1 0.4%	1 1.8%	0 0.0%
4	30 0.5%	2 0.6%	1 0.3%	1 0.3%	0 ---	2 0.7%	0 0.0%	0 0.0%	1 1.1%	0 0.0%	1 0.4%	0 0.0%	1 8.3%	1 0.4%	1 1.8%	0 0.0%
5	115 1.8%	0 0.0%	8 2.3%	8 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%
6	140 2.2%	6 1.9%	10 2.9%	8 2.0%	0 ---	6 2.2%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 1.2%	3 5.7%	0 0.0%	2 0.9%	2 3.6%	1 4.5%
7	395 6.2%	11 3.5%	17 4.9%	20 5.1%	0 ---	9 3.2%	2 5.7%	0 0.0%	2 2.2%	1 20.0%	9 3.7%	2 3.8%	0 0.0%	6 2.6%	3 5.5%	2 9.1%
8	1,065 16.6%	43 13.7%	46 13.3%	67 16.9%	0 ---	38 13.6%	5 14.3%	1 50.0%	10 11.2%	0 0.0%	33 13.6%	9 17.0%	1 8.3%	32 13.9%	6 10.9%	5 22.7%
9	1,033 16.1%	57 18.2%	62 18.0%	57 14.4%	0 ---	51 18.3%	6 17.1%	0 0.0%	21 23.6%	1 20.0%	38 15.6%	11 20.8%	5 41.7%	34 14.7%	16 29.1%	4 18.2%
10 Best health care possible	3,558 55.5%	192 61.1%	199 57.7%	233 58.8%	0 ---	170 60.9%	22 62.9%	1 50.0%	55 61.8%	3 60.0%	157 64.6%	27 50.9%	5 41.7%	155 67.1%	26 47.3%	9 40.9%

NA - Not applicable

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

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 child’s health care in the last 6 months?

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

	2026 CSS Average	2026	2025	2024	Child's Age			Child's Gender		Child's Ethnicity		Child's Race			Respondent's Gender		Respondent's Education		
					(Q34)			(Q35)		(Q36)		(Q37)			(Q39)		(Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	6,435	315	345	397	104	141	64	155	154	194	110	147	29	114	26	279	176	82	46
Number missing or multiple answer	28	1	0	1	0	1	0	1	0	0	1	0	0	1	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
Usable responses	6,407 99.6%	314 99.7%	345 100.0%	396 99.7%	104 100.0%	140 99.3%	64 100.0%	154 99.4%	154 100.0%	194 100.0%	109 99.1%	147 100.0%	29 100.0%	113 99.1%	26 100.0%	278 99.6%	176 100.0%	81 98.8%	46 100.0%
0 to 4	101 1.6%	5 1.6%	3 0.9%	3 0.8%	2 1.9%	2 1.4%	1 1.6%	2 1.3%	3 1.9%	4 2.1%	1 0.9%	2 1.4%	0 0.0%	3 2.7%	2 7.7%	3 1.1%	3 1.7%	2 2.5%	0 0.0%
5	115 1.8%	0 0.0%	8 2.3%	8 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%
6 to 7	535 8.4%	17 5.4%	27 7.8%	28 7.1%	4 3.8%	8 5.7%	5 7.8%	8 5.2%	9 5.8%	7 3.6%	9 8.3%	10 6.8%	1 3.4%	6 5.3%	1 3.8%	16 5.8%	5 2.8%	5 6.2%	7 15.2%
8 to 10	5,656 88.3%	292 93.0%	307 89.0%	357 90.2%	98 94.2%	130 92.9%	58 90.6%	144 93.5%	142 92.2%	183 94.3%	99 90.8%	135 91.8%	28 96.6%	104 92.0%	23 88.5%	259 93.2%	168 95.5%	74 91.4%	39 84.8%
Significantly different from column:*		A																	
0 to 6	356 5.6%	11 3.5%	21 6.1%	19 4.8%	3 2.9%	4 2.9%	4 6.3%	5 3.2%	6 3.9%	5 2.6%	5 4.6%	5 3.4%	0 0.0%	6 5.3%	3 11.5%	8 2.9%	6 3.4%	4 4.9%	1 2.2%
7 to 8	1,460 22.8%	54 17.2%	63 18.3%	87 22.0%	18 17.3%	25 17.9%	11 17.2%	33 21.4%	21 13.6%	27 13.9%	26 23.9%	29 19.7%	7 24.1%	16 14.2%	2 7.7%	52 18.7%	24 13.6%	14 17.3%	16 34.8%
9 to 10	4,591 71.7%	249 79.3%	261 75.7%	290 73.2%	83 79.8%	111 79.3%	49 76.6%	116 75.3%	127 82.5%	162 83.5%	78 71.6%	113 76.9%	22 75.9%	91 80.5%	21 80.8%	218 78.4%	146 83.0%	63 77.8%	29 63.0%
Significantly different from column:*		A								K	J						S		Q

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

4994010

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

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 child’s health care in the last 6 months?

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

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	6,435	315	345	397	0	279	36	2	89	5	244	53	12	231	56	22
Number missing or multiple answer	28	1	0	1	0	0	1	0	0	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,407 99.6%	314 99.7%	345 100.0%	396 99.7%	0 ---	279 100.0%	35 97.2%	2 100.0%	89 100.0%	5 100.0%	243 99.6%	53 100.0%	12 100.0%	231 100.0%	55 98.2%	22 100.0%
0 to 4	101 1.6%	5 1.6%	3 0.9%	3 0.8%	0 ---	5 1.8%	0 0.0%	0 0.0%	1 1.1%	0 0.0%	3 1.2%	1 1.9%	1 8.3%	2 0.9%	2 3.6%	1 4.5%
5	115 1.8%	0 0.0%	8 2.3%	8 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%
6 to 7	535 8.4%	17 5.4%	27 7.8%	28 7.1%	0 ---	15 5.4%	2 5.7%	0 0.0%	2 2.2%	1 20.0%	12 4.9%	5 9.4%	0 0.0%	8 3.5%	5 9.1%	3 13.6%
8 to 10	5,656 88.3%	292 93.0%	307 89.0%	357 90.2%	0 ---	259 92.8%	33 94.3%	2 100.0%	86 96.6%	4 80.0%	228 93.8%	47 88.7%	11 91.7%	221 95.7%	48 87.3%	18 81.8%
Significantly different from column:*																
0 to 6	356 5.6%	11 3.5%	21 6.1%	19 4.8%	0 ---	11 3.9%	0 0.0%	0 0.0%	1 1.1%	0 0.0%	6 2.5%	4 7.5%	1 8.3%	4 1.7%	4 7.3%	2 9.1%
7 to 8	1,460 22.8%	54 17.2%	63 18.3%	87 22.0%	0 ---	47 16.8%	7 20.0%	1 50.0%	12 13.5%	1 20.0%	42 17.3%	11 20.8%	1 8.3%	38 16.5%	9 16.4%	7 31.8%
9 to 10	4,591 71.7%	249 79.3%	261 75.7%	290 73.2%	0 ---	221 79.2%	28 80.0%	1 50.0%	76 85.4%	4 80.0%	195 80.2%	38 71.7%	10 83.3%	189 81.8%	42 76.4%	13 59.1%
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.

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 9

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

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

	2026 CSS Average	2026	2025	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	6,435	315	345	397	104	141	64	155	154	194	110	147	29	114	26	279	176	82	46
Number missing or multiple answer	29	3	1	2	1	1	1	3	0	1	2	0	0	3	0	2	1	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,406 99.5%	312 99.0%	344 99.7%	395 99.5%	103 99.0%	140 99.3%	63 98.4%	152 98.1%	154 100.0%	193 99.5%	108 98.2%	147 100.0%	29 100.0%	111 97.4%	26 100.0%	277 99.3%	175 99.4%	81 98.8%	45 97.8%
Never	91 1.4%	5 1.6%	3 0.9%	4 1.0%	1 1.0%	3 2.1%	1 1.6%	3 2.0%	2 1.3%	2 1.0%	3 2.8%	2 1.4%	1 3.4%	2 1.8%	2 7.7%	3 1.1%	2 1.1%	2 2.5%	0 0.0%
Sometimes	522 8.1%	14 4.5%	29 8.4%	21 5.3%	4 3.9%	8 5.7%	2 3.2%	12 7.9%	2 1.3%	6 3.1%	7 6.5%	5 3.4%	3 10.3%	3 2.7%	2 7.7%	12 4.3%	9 5.1%	1 1.2%	4 8.9%
Usually	1,439 22.5%	69 22.1%	82 23.8%	108 27.3%	18 17.5%	29 20.7%	21 33.3%	33 21.7%	35 22.7%	41 21.2%	27 25.0%	32 21.8%	3 10.3%	31 27.9%	3 11.5%	64 23.1%	33 18.9%	22 27.2%	12 26.7%
Always	4,354 68.0%	224 71.8%	230 66.9%	262 66.3%	80 77.7%	100 71.4%	39 61.9%	104 68.4%	115 74.7%	144 74.6%	71 65.7%	108 73.5%	22 75.9%	75 67.6%	19 73.1%	198 71.5%	131 74.9%	56 69.1%	29 64.4%
Significantly different from column:*					G	E													
Usually or Always	5,793 90.4%	293 93.9%	312 90.7%	370 93.7%	98 95.1%	129 92.1%	60 95.2%	137 90.1%	150 97.4%	185 95.9%	98 90.7%	140 95.2%	25 86.2%	106 95.5%	22 84.6%	262 94.6%	164 93.7%	78 96.3%	41 91.1%
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.

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 9

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

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

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	6,435	315	345	397	0	279	36	2	89	5	244	53	12	231	56	22
Number missing or multiple answer	29	3	1	2	0	2	1	0	1	0	3	0	0	1	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,406 99.5%	312 99.0%	344 99.7%	395 99.5%	0 ---	277 99.3%	35 97.2%	2 100.0%	88 98.9%	5 100.0%	241 98.8%	53 100.0%	12 100.0%	230 99.6%	54 96.4%	22 100.0%
Never	91 1.4%	5 1.6%	3 0.9%	4 1.0%	0 ---	5 1.8%	0 0.0%	0 0.0%	0 0.0%	1 20.0%	3 1.2%	1 1.9%	1 8.3%	4 1.7%	0 0.0%	1 4.5%
Sometimes	522 8.1%	14 4.5%	29 8.4%	21 5.3%	0 ---	13 4.7%	1 2.9%	1 50.0%	0 0.0%	0 0.0%	8 3.3%	5 9.4%	1 8.3%	7 3.0%	5 9.3%	1 4.5%
Usually	1,439 22.5%	69 22.1%	82 23.8%	108 27.3%	0 ---	58 20.9%	11 31.4%	0 0.0%	17 19.3%	2 40.0%	49 20.3%	16 30.2%	3 25.0%	46 20.0%	13 24.1%	9 40.9%
Always	4,354 68.0%	224 71.8%	230 66.9%	262 66.3%	0 ---	201 72.6%	23 65.7%	1 50.0%	71 80.7%	2 40.0%	181 75.1%	31 58.5%	7 58.3%	173 75.2%	36 66.7%	11 50.0%
Significantly different from column:*											L	K		P		N
Usually or Always	5,793 90.4%	293 93.9%	312 90.7%	370 93.7%	0 ---	259 93.5%	34 97.1%	1 50.0%	88 100.0%	4 80.0%	230 95.4%	47 88.7%	10 83.3%	219 95.2%	49 90.7%	20 90.9%
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 Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 10

A personal doctor is the one your child would talk to if he or she needs a check-up, has a health problem or gets sick or hurt. Does your child have a personal doctor?

Base: All respondents

	2026 CSS Average	2026	2025	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	10,339	502	563	628	143	226	118	252	239	312	172	227	45	179	50	436	298	122	61
Number missing or multiple answer	116	3	2	3	1	1	1	1	2	2	1	1	0	0	0	3	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
Usable responses	10,223 98.9%	499 99.4%	561 99.6%	625 99.5%	142 99.3%	225 99.6%	117 99.2%	251 99.6%	237 99.2%	310 99.4%	171 99.4%	226 99.6%	45 100.0%	179 100.0%	50 100.0%	433 99.3%	297 99.7%	120 98.4%	61 100.0%
Yes	8,727 85.4%	438 87.8%	489 87.2%	547 87.5%	132 93.0%	197 87.6%	100 85.5%	225 89.6%	205 86.5%	270 87.1%	154 90.1%	196 86.7%	41 91.1%	166 92.7%	38 76.0%	388 89.6%	255 85.9%	113 94.2%	55 90.2%
No	1,496 14.6%	61 12.2%	72 12.8%	78 12.5%	10 7.0%	28 12.4%	17 14.5%	26 10.4%	32 13.5%	40 12.9%	17 9.9%	30 13.3%	4 8.9%	13 7.3%	12 24.0%	45 10.4%	42 14.1%	7 5.8%	6 9.8%
Significantly different from column:*					G		E								P	O	R	Q	

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 10

A personal doctor is the one your child would talk to if he or she needs a check-up, has a health problem or gets sick or hurt. Does your child have a personal doctor?

Base: All respondents

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	10,339	502	563	628	175	279	36	3	109	6	388	85	19	363	93	35
Number missing or multiple answer	116	3	2	3	0	1	1	0	1	0	3	0	0	3	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	10,223 98.9%	499 99.4%	561 99.6%	625 99.5%	175 100.0%	278 99.6%	35 97.2%	3 100.0%	108 99.1%	6 100.0%	385 99.2%	85 100.0%	19 100.0%	360 99.2%	93 100.0%	35 100.0%
Yes	8,727 85.4%	438 87.8%	489 87.2%	547 87.5%	145 82.9%	251 90.3%	33 94.3%	1 33.3%	98 90.7%	6 100.0%	338 87.8%	75 88.2%	17 89.5%	318 88.3%	81 87.1%	31 88.6%
No	1,496 14.6%	61 12.2%	72 12.8%	78 12.5%	30 17.1%	27 9.7%	2 5.7%	2 66.7%	10 9.3%	0 0.0%	47 12.2%	10 11.8%	2 10.5%	42 11.7%	12 12.9%	4 11.4%
Significantly different from column:*					F	E										

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 11

In the last 6 months, how many times did your child have an in person, phone, or video visit with his or her personal doctor?

Base: All respondents whose child has a personal doctor (Q10)

	2026 CSS Average	2026	2025	2024	Child's Age			Child's Gender		Child's Ethnicity		Child's Race			Respondent's Gender		Respondent's Education		
					(Q34)			(Q35)		(Q36)		(Q37)			(Q39)		(Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	8,727	438	489	547	132	197	100	225	205	270	154	196	41	166	38	388	255	113	55
Number missing or multiple answer	187	7	14	12	3	2	2	5	2	2	5	5	0	2	2	5	5	0	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,540 97.9%	431 98.4%	475 97.1%	535 97.8%	129 97.7%	195 99.0%	98 98.0%	220 97.8%	203 99.0%	268 99.3%	149 96.8%	191 97.4%	41 100.0%	164 98.8%	36 94.7%	383 98.7%	250 98.0%	113 100.0%	53 96.4%
None	2,186 25.6%	103 23.9%	114 24.0%	137 25.6%	23 17.8%	50 25.6%	26 26.5%	53 24.1%	47 23.2%	56 20.9%	41 27.5%	48 25.1%	11 26.8%	33 20.1%	15 41.7%	82 21.4%	61 24.4%	29 25.7%	7 13.2%
1 time	2,938 34.4%	149 34.6%	147 30.9%	184 34.4%	35 27.1%	75 38.5%	38 38.8%	73 33.2%	75 36.9%	98 36.6%	50 33.6%	70 36.6%	12 29.3%	57 34.8%	9 25.0%	139 36.3%	88 35.2%	41 36.3%	17 32.1%
2	1,638 19.2%	91 21.1%	109 22.9%	96 17.9%	29 22.5%	36 18.5%	23 23.5%	50 22.7%	38 18.7%	51 19.0%	35 23.5%	33 17.3%	11 26.8%	36 22.0%	7 19.4%	80 20.9%	47 18.8%	24 21.2%	15 28.3%
3	818 9.6%	40 9.3%	56 11.8%	55 10.3%	20 15.5%	13 6.7%	6 6.1%	17 7.7%	22 10.8%	27 10.1%	11 7.4%	19 9.9%	3 7.3%	15 9.1%	4 11.1%	35 9.1%	21 8.4%	10 8.8%	8 15.1%
4	440 5.2%	25 5.8%	18 3.8%	26 4.9%	11 8.5%	11 5.6%	3 3.1%	16 7.3%	9 4.4%	21 7.8%	4 2.7%	13 6.8%	1 2.4%	11 6.7%	1 2.8%	24 6.3%	19 7.6%	4 3.5%	2 3.8%
5 to 9	422 4.9%	20 4.6%	23 4.8%	28 5.2%	9 7.0%	9 4.6%	2 2.0%	9 4.1%	11 5.4%	14 5.2%	6 4.0%	6 3.1%	3 7.3%	11 6.7%	0 0.0%	20 5.2%	13 5.2%	3 2.7%	4 7.5%
10 or more times	98 1.1%	3 0.7%	8 1.7%	9 1.7%	2 1.6%	1 0.5%	0 0.0%	2 0.9%	1 0.5%	1 0.4%	2 1.3%	2 1.0%	0 0.0%	1 0.6%	0 0.0%	3 0.8%	1 0.4%	2 1.8%	0 0.0%
2 or more times	3,416 40.0%	179 41.5%	214 45.1%	214 40.0%	71 55.0%	70 35.9%	34 34.7%	94 42.7%	81 39.9%	114 42.5%	58 38.9%	73 38.2%	18 43.9%	74 45.1%	12 33.3%	162 42.3%	101 40.4%	43 38.1%	29 54.7%
Significantly different from column:*					FG	E	E											S	R

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 11

In the last 6 months, how many times did your child have an in person, phone, or video visit with his or her personal doctor?

Base: All respondents whose child has a personal doctor (Q10)

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	8,727	438	489	547	145	251	33	1	98	6	338	75	17	318	81	31
Number missing or multiple answer	187	7	14	12	4	1	0	0	3	0	6	0	1	6	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,540 97.9%	431 98.4%	475 97.1%	535 97.8%	141 97.2%	250 99.6%	33 100.0%	1 100.0%	95 96.9%	6 100.0%	332 98.2%	75 100.0%	16 94.1%	312 98.1%	80 98.8%	31 100.0%
None	2,186 25.6%	103 23.9%	114 24.0%	137 25.6%	81 57.4%	18 7.2%	3 9.1%	1 100.0%	14 14.7%	2 33.3%	76 22.9%	18 24.0%	6 37.5%	71 22.8%	20 25.0%	9 29.0%
1 time	2,938 34.4%	149 34.6%	147 30.9%	184 34.4%	39 27.7%	104 41.6%	4 12.1%	0 0.0%	23 24.2%	2 33.3%	123 37.0%	21 28.0%	4 25.0%	111 35.6%	27 33.8%	10 32.3%
2	1,638 19.2%	91 21.1%	109 22.9%	96 17.9%	9 6.4%	73 29.2%	7 21.2%	0 0.0%	24 25.3%	0 0.0%	73 22.0%	13 17.3%	2 12.5%	69 22.1%	14 17.5%	6 19.4%
3	818 9.6%	40 9.3%	56 11.8%	55 10.3%	6 4.3%	31 12.4%	1 3.0%	0 0.0%	11 11.6%	0 0.0%	28 8.4%	11 14.7%	0 0.0%	29 9.3%	9 11.3%	0 0.0%
4	440 5.2%	25 5.8%	18 3.8%	26 4.9%	1 0.7%	21 8.4%	3 9.1%	0 0.0%	12 12.6%	0 0.0%	18 5.4%	5 6.7%	2 12.5%	20 6.4%	2 2.5%	3 9.7%
5 to 9	422 4.9%	20 4.6%	23 4.8%	28 5.2%	4 2.8%	3 1.2%	13 39.4%	0 0.0%	11 11.6%	2 33.3%	11 3.3%	7 9.3%	2 12.5%	11 3.5%	6 7.5%	3 9.7%
10 or more times	98 1.1%	3 0.7%	8 1.7%	9 1.7%	1 0.7%	0 0.0%	2 6.1%	0 0.0%	0 0.0%	0 0.0%	3 0.9%	0 0.0%	0 0.0%	1 0.3%	2 2.5%	0 0.0%
2 or more times	3,416 40.0%	179 41.5%	214 45.1%	214 40.0%	21 14.9%	128 51.2%	26 78.8%	0 0.0%	58 61.1%	2 33.3%	133 40.1%	36 48.0%	6 37.5%	130 41.7%	33 41.3%	12 38.7%
Significantly different from column:*					FG	EG	EF									

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 12

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

Base: All respondents whose child has a personal doctor and visited that personal doctor to get care (Q10 & Q11)

	2026 CSS Average	2026	2025	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	6,354	328	361	398	106	145	72	167	156	212	108	143	30	131	21	301	189	84	46
Number missing or multiple answer	24	0	0	1	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
Usable responses	6,330 99.6%	328 100.0%	361 100.0%	397 99.7%	106 100.0%	145 100.0%	72 100.0%	167 100.0%	156 100.0%	212 100.0%	108 100.0%	143 100.0%	30 100.0%	131 100.0%	21 100.0%	301 100.0%	189 100.0%	84 100.0%	46 100.0%
Never	90 1.4%	2 0.6%	3 0.8%	2 0.5%	1 0.9%	0 0.0%	1 1.4%	1 0.6%	1 0.6%	1 0.5%	1 0.9%	1 0.7%	0 0.0%	1 0.8%	0 0.0%	2 0.7%	2 1.1%	0 0.0%	0 0.0%
Sometimes	311 4.9%	9 2.7%	21 5.8%	20 5.0%	2 1.9%	3 2.1%	4 5.6%	6 3.6%	3 1.9%	5 2.4%	4 3.7%	3 2.1%	1 3.3%	3 2.3%	2 9.5%	7 2.3%	7 3.7%	1 1.2%	1 2.2%
Usually	871 13.8%	45 13.7%	53 14.7%	48 12.1%	11 10.4%	18 12.4%	15 20.8%	26 15.6%	18 11.5%	26 12.3%	17 15.7%	18 12.6%	3 10.0%	21 16.0%	5 23.8%	39 13.0%	26 13.8%	12 14.3%	5 10.9%
Always	5,058 79.9%	272 82.9%	284 78.7%	327 82.4%	92 86.8%	124 85.5%	52 72.2%	134 80.2%	134 85.9%	180 84.9%	86 79.6%	121 84.6%	26 86.7%	106 80.9%	14 66.7%	253 84.1%	154 81.5%	71 84.5%	40 87.0%
Significantly different from column:*					G	G	EF												
Usually or Always	5,929 93.7%	317 96.6%	337 93.4%	375 94.5%	103 97.2%	142 97.9%	67 93.1%	160 95.8%	152 97.4%	206 97.2%	103 95.4%	139 97.2%	29 96.7%	127 96.9%	19 90.5%	292 97.0%	180 95.2%	83 98.8%	45 97.8%
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.

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 12

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

Base: All respondents whose child has a personal doctor and visited that personal doctor to get care (Q10 & Q11)

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	6,354	328	361	398	60	232	30	0	81	4	256	57	10	241	60	22
Number missing or multiple answer	24	0	0	1	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
Usable responses	6,330 99.6%	328 100.0%	361 100.0%	397 99.7%	60 100.0%	232 100.0%	30 100.0%	0 ---	81 100.0%	4 100.0%	256 100.0%	57 100.0%	10 100.0%	241 100.0%	60 100.0%	22 100.0%
Never	90 1.4%	2 0.6%	3 0.8%	2 0.5%	0 0.0%	2 0.9%	0 0.0%	0 ---	0 0.0%	0 0.0%	2 0.8%	0 0.0%	0 0.0%	2 0.8%	0 0.0%	0 0.0%
Sometimes	311 4.9%	9 2.7%	21 5.8%	20 5.0%	5 8.3%	3 1.3%	1 3.3%	0 ---	2 2.5%	0 0.0%	6 2.3%	3 5.3%	0 0.0%	4 1.7%	4 6.7%	1 4.5%
Usually	871 13.8%	45 13.7%	53 14.7%	48 12.1%	7 11.7%	32 13.8%	5 16.7%	0 ---	10 12.3%	0 0.0%	30 11.7%	11 19.3%	4 40.0%	26 10.8%	14 23.3%	5 22.7%
Always	5,058 79.9%	272 82.9%	284 78.7%	327 82.4%	48 80.0%	195 84.1%	24 80.0%	0 ---	69 85.2%	4 100.0%	218 85.2%	43 75.4%	6 60.0%	209 86.7%	42 70.0%	16 72.7%
Significantly different from column:*														O	N	
Usually or Always	5,929 93.7%	317 96.6%	337 93.4%	375 94.5%	55 91.7%	227 97.8%	29 96.7%	0 ---	79 97.5%	4 100.0%	248 96.9%	54 94.7%	10 100.0%	235 97.5%	56 93.3%	21 95.5%
Significantly different from column:*		C														

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 Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 13

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

Base: All respondents whose child has a personal doctor and visited that personal doctor to get care (Q10 & Q11)

	2026 CSS Average	2026	2025	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	6,354	328	361	398	106	145	72	167	156	212	108	143	30	131	21	301	189	84	46
Number missing or multiple answer	18	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
Usable responses	6,336 99.7%	328 100.0%	361 100.0%	398 100.0%	106 100.0%	145 100.0%	72 100.0%	167 100.0%	156 100.0%	212 100.0%	108 100.0%	143 100.0%	30 100.0%	131 100.0%	21 100.0%	301 100.0%	189 100.0%	84 100.0%	46 100.0%
Never	42 0.7%	0 0.0%	3 0.8%	2 0.5%	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	210 3.3%	9 2.7%	10 2.8%	16 4.0%	0 0.0%	5 3.4%	4 5.6%	6 3.6%	3 1.9%	5 2.4%	4 3.7%	2 1.4%	1 3.3%	4 3.1%	3 14.3%	6 2.0%	8 4.2%	0 0.0%	1 2.2%
Usually	785 12.4%	26 7.9%	47 13.0%	53 13.3%	6 5.7%	12 8.3%	8 11.1%	16 9.6%	10 6.4%	17 8.0%	9 8.3%	11 7.7%	2 6.7%	12 9.2%	0 0.0%	26 8.6%	13 6.9%	9 10.7%	3 6.5%
Always	5,299 83.6%	293 89.3%	301 83.4%	327 82.2%	100 94.3%	128 88.3%	60 83.3%	145 86.8%	143 91.7%	190 89.6%	95 88.0%	130 90.9%	27 90.0%	115 87.8%	18 85.7%	269 89.4%	168 88.9%	75 89.3%	42 91.3%
Significantly different from column:*		ACD			G	E													
Usually or Always	6,084 96.0%	319 97.3%	348 96.4%	380 95.5%	106 100.0%	140 96.6%	68 94.4%	161 96.4%	153 98.1%	207 97.6%	104 96.3%	141 98.6%	29 96.7%	127 96.9%	18 85.7%	295 98.0%	181 95.8%	84 100.0%	45 97.8%
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.

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 13

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

Base: All respondents whose child has a personal doctor and visited that personal doctor to get care (Q10 & Q11)

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	6,354	328	361	398	60	232	30	0	81	4	256	57	10	241	60	22
Number missing or multiple answer	18	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
Usable responses	6,336 99.7%	328 100.0%	361 100.0%	398 100.0%	60 100.0%	232 100.0%	30 100.0%	0 ---	81 100.0%	4 100.0%	256 100.0%	57 100.0%	10 100.0%	241 100.0%	60 100.0%	22 100.0%
Never	42 0.7%	0 0.0%	3 0.8%	2 0.5%	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	210 3.3%	9 2.7%	10 2.8%	16 4.0%	5 8.3%	3 1.3%	1 3.3%	0 ---	1 1.2%	0 0.0%	4 1.6%	4 7.0%	1 10.0%	3 1.2%	3 5.0%	3 13.6%
Usually	785 12.4%	26 7.9%	47 13.0%	53 13.3%	4 6.7%	17 7.3%	5 16.7%	0 ---	7 8.6%	1 25.0%	18 7.0%	5 8.8%	3 30.0%	16 6.6%	8 13.3%	2 9.1%
Always	5,299 83.6%	293 89.3%	301 83.4%	327 82.2%	51 85.0%	212 91.4%	24 80.0%	0 ---	73 90.1%	3 75.0%	234 91.4%	48 84.2%	6 60.0%	222 92.1%	49 81.7%	17 77.3%
Significantly different from column:*		C												O	N	
Usually or Always	6,084 96.0%	319 97.3%	348 96.4%	380 95.5%	55 91.7%	229 98.7%	29 96.7%	0 ---	80 98.8%	4 100.0%	252 98.4%	53 93.0%	9 90.0%	238 98.8%	57 95.0%	19 86.4%
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 Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 14

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

Base: All respondents whose child has a personal doctor and visited that personal doctor to get care (Q10 & Q11)

	2026 CSS Average	2026	2025	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	6,354	328	361	398	106	145	72	167	156	212	108	143	30	131	21	301	189	84	46
Number missing or multiple answer	13	1	0	1	0	1	0	1	0	0	1	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
Usable responses	6,341 99.8%	327 99.7%	361 100.0%	397 99.7%	106 100.0%	144 99.3%	72 100.0%	166 99.4%	156 100.0%	212 100.0%	107 99.1%	142 99.3%	30 100.0%	131 100.0%	21 100.0%	300 99.7%	189 100.0%	83 98.8%	46 100.0%
Never	45 0.7%	0 0.0%	4 1.1%	3 0.8%	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	133 2.1%	4 1.2%	7 1.9%	15 3.8%	1 0.9%	2 1.4%	1 1.4%	3 1.8%	1 0.6%	0 0.0%	4 3.7%	0 0.0%	1 3.3%	3 2.3%	2 9.5%	2 0.7%	4 2.1%	0 0.0%	0 0.0%
Usually	580 9.1%	31 9.5%	33 9.1%	29 7.3%	5 4.7%	15 10.4%	11 15.3%	20 12.0%	11 7.1%	18 8.5%	12 11.2%	10 7.0%	2 6.7%	16 12.2%	2 9.5%	29 9.7%	18 9.5%	9 10.8%	3 6.5%
Always	5,583 88.0%	292 89.3%	317 87.8%	350 88.2%	100 94.3%	127 88.2%	60 83.3%	143 86.1%	144 92.3%	194 91.5%	91 85.0%	132 93.0%	27 90.0%	112 85.5%	17 81.0%	269 89.7%	167 88.4%	74 89.2%	43 93.5%
Significantly different from column:*					G	E						N		L					
Usually or Always	6,163 97.2%	323 98.8%	350 97.0%	379 95.5%	105 99.1%	142 98.6%	71 98.6%	163 98.2%	155 99.4%	212 100.0%	103 96.3%	142 100.0%	29 96.7%	128 97.7%	19 90.5%	298 99.3%	185 97.9%	83 100.0%	46 100.0%
Significantly different from column:*		D																	

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 Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 14

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

Base: All respondents whose child has a personal doctor and visited that personal doctor to get care (Q10 & Q11)

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	6,354	328	361	398	60	232	30	0	81	4	256	57	10	241	60	22
Number missing or multiple answer	13	1	0	1	0	1	0	0	0	0	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
Usable responses	6,341 99.8%	327 99.7%	361 100.0%	397 99.7%	60 100.0%	231 99.6%	30 100.0%	0 ---	81 100.0%	4 100.0%	255 99.6%	57 100.0%	10 100.0%	240 99.6%	60 100.0%	22 100.0%
Never	45 0.7%	0 0.0%	4 1.1%	3 0.8%	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	133 2.1%	4 1.2%	7 1.9%	15 3.8%	2 3.3%	1 0.4%	0 0.0%	0 ---	0 0.0%	0 0.0%	3 1.2%	1 1.8%	0 0.0%	1 0.4%	3 5.0%	0 0.0%
Usually	580 9.1%	31 9.5%	33 9.1%	29 7.3%	6 10.0%	22 9.5%	3 10.0%	0 ---	8 9.9%	0 0.0%	16 6.3%	12 21.1%	3 30.0%	13 5.4%	11 18.3%	6 27.3%
Always	5,583 88.0%	292 89.3%	317 87.8%	350 88.2%	52 86.7%	208 90.0%	27 90.0%	0 ---	73 90.1%	4 100.0%	236 92.5%	44 77.2%	7 70.0%	226 94.2%	46 76.7%	16 72.7%
Significantly different from column:*											L	K		O	N	
Usually or Always	6,163 97.2%	323 98.8%	350 97.0%	379 95.5%	58 96.7%	230 99.6%	30 100.0%	0 ---	81 100.0%	4 100.0%	252 98.8%	56 98.2%	10 100.0%	239 99.6%	57 95.0%	22 100.0%
Significantly different from column:*																

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 15

Is your child able to talk with doctors about his or her health care?

Base: All respondents whose child has a personal doctor and visited that personal doctor to get care (Q10 & Q11)

	2026 CSS Average	2026	2025	2024	Child's Age			Child's Gender		Child's Ethnicity		Child's Race			Respondent's Gender		Respondent's Education		
					(Q34)			(Q35)		(Q36)		(Q37)			(Q39)		(Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	6,354	328	361	398	106	145	72	167	156	212	108	143	30	131	21	301	189	84	46
Number missing or multiple answer	50	0	2	1	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
Usable responses	6,304	328	359	397	106	145	72	167	156	212	108	143	30	131	21	301	189	84	46
	99.2%	100.0%	99.4%	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	4,121	235	269	287	30	132	70	112	120	158	71	105	13	97	11	220	134	64	30
	65.4%	71.6%	74.9%	72.3%	28.3%	91.0%	97.2%	67.1%	76.9%	74.5%	65.7%	73.4%	43.3%	74.0%	52.4%	73.1%	70.9%	76.2%	65.2%
No	2,183	93	90	110	76	13	2	55	36	54	37	38	17	34	10	81	55	20	16
	34.6%	28.4%	25.1%	27.7%	71.7%	9.0%	2.8%	32.9%	23.1%	25.5%	34.3%	26.6%	56.7%	26.0%	47.6%	26.9%	29.1%	23.8%	34.8%
Significantly different from column:*		A			FG	E	E	I	H			M	LN	M	P	O			

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 15

Is your child able to talk with doctors about his or her health care?

Base: All respondents whose child has a personal doctor and visited that personal doctor to get care (Q10 & Q11)

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	6,354	328	361	398	60	232	30	0	81	4	256	57	10	241	60	22
Number missing or multiple answer	50	0	2	1	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
Usable responses	6,304 99.2%	328 100.0%	359 99.4%	397 99.7%	60 100.0%	232 100.0%	30 100.0%	0 ---	81 100.0%	4 100.0%	256 100.0%	57 100.0%	10 100.0%	241 100.0%	60 100.0%	22 100.0%
Yes	4,121 65.4%	235 71.6%	269 74.9%	287 72.3%	49 81.7%	163 70.3%	19 63.3%	0 ---	59 72.8%	1 25.0%	182 71.1%	41 71.9%	9 90.0%	169 70.1%	49 81.7%	15 68.2%
No	2,183 34.6%	93 28.4%	90 25.1%	110 27.7%	11 18.3%	69 29.7%	11 36.7%	0 ---	22 27.2%	3 75.0%	74 28.9%	16 28.1%	1 10.0%	72 29.9%	11 18.3%	7 31.8%
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.

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 16

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

Base: All respondents whose child has a personal doctor, visited that personal doctor to get care, and is able to talk with his/her doctors (Q10, Q11, & Q15)

	2026 CSS Average	2026	2025	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	4,121	235	269	287	30	132	70	112	120	158	71	105	13	97	11	220	134	64	30
Number missing or multiple answer	29	2	2	0	0	2	0	2	0	0	2	1	0	1	1	1	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,092 99.3%	233 99.1%	267 99.3%	287 100.0%	30 100.0%	130 98.5%	70 100.0%	110 98.2%	120 100.0%	158 100.0%	69 97.2%	104 99.0%	13 100.0%	96 99.0%	10 90.9%	219 99.5%	133 99.3%	63 98.4%	30 100.0%
Never	38 0.9%	3 1.3%	1 0.4%	4 1.4%	2 6.7%	1 0.8%	0 0.0%	1 0.9%	2 1.7%	2 1.3%	1 1.4%	1 1.0%	0 0.0%	2 2.1%	0 0.0%	3 1.4%	2 1.5%	0 0.0%	1 3.3%
Sometimes	207 5.1%	11 4.7%	18 6.7%	12 4.2%	2 6.7%	5 3.8%	4 5.7%	7 6.4%	4 3.3%	7 4.4%	4 5.8%	3 2.9%	1 7.7%	5 5.2%	2 20.0%	9 4.1%	7 5.3%	3 4.8%	1 3.3%
Usually	684 16.7%	37 15.9%	53 19.9%	55 19.2%	5 16.7%	18 13.8%	14 20.0%	15 13.6%	22 18.3%	21 13.3%	16 23.2%	16 15.4%	1 7.7%	20 20.8%	0 0.0%	37 16.9%	19 14.3%	12 19.0%	5 16.7%
Always	3,163 77.3%	182 78.1%	195 73.0%	216 75.3%	21 70.0%	106 81.5%	52 74.3%	87 79.1%	92 76.7%	128 81.0%	48 69.6%	84 80.8%	11 84.6%	69 71.9%	8 80.0%	170 77.6%	105 78.9%	48 76.2%	23 76.7%
Significantly different from column:*																			
Usually or Always	3,847 94.0%	219 94.0%	248 92.9%	271 94.4%	26 86.7%	124 95.4%	66 94.3%	102 92.7%	114 95.0%	149 94.3%	64 92.8%	100 96.2%	12 92.3%	89 92.7%	8 80.0%	207 94.5%	124 93.2%	60 95.2%	28 93.3%
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

4994010

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 16

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

Base: All respondents whose child has a personal doctor, visited that personal doctor to get care, and is able to talk with his/her doctors (Q10, Q11, & Q15)

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	4,121	235	269	287	49	163	19	0	59	1	182	41	9	169	49	15
Number missing or multiple answer	29	2	2	0	0	2	0	0	0	0	2	0	0	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,092 99.3%	233 99.1%	267 99.3%	287 100.0%	49 100.0%	161 98.8%	19 100.0%	0 ---	59 100.0%	1 100.0%	180 98.9%	41 100.0%	9 100.0%	167 98.8%	49 100.0%	15 100.0%
Never	38 0.9%	3 1.3%	1 0.4%	4 1.4%	1 2.0%	2 1.2%	0 0.0%	0 ---	0 0.0%	0 0.0%	3 1.7%	0 0.0%	0 0.0%	3 1.8%	0 0.0%	0 0.0%
Sometimes	207 5.1%	11 4.7%	18 6.7%	12 4.2%	3 6.1%	5 3.1%	3 15.8%	0 ---	3 5.1%	0 0.0%	8 4.4%	2 4.9%	1 11.1%	6 3.6%	4 8.2%	1 6.7%
Usually	684 16.7%	37 15.9%	53 19.9%	55 19.2%	8 16.3%	26 16.1%	2 10.5%	0 ---	10 16.9%	0 0.0%	27 15.0%	8 19.5%	2 22.2%	21 12.6%	11 22.4%	5 33.3%
Always	3,163 77.3%	182 78.1%	195 73.0%	216 75.3%	37 75.5%	128 79.5%	14 73.7%	0 ---	46 78.0%	1 100.0%	142 78.9%	31 75.6%	6 66.7%	137 82.0%	34 69.4%	9 60.0%
Significantly different from column:*																
Usually or Always	3,847 94.0%	219 94.0%	248 92.9%	271 94.4%	45 91.8%	154 95.7%	16 84.2%	0 ---	56 94.9%	1 100.0%	169 93.9%	39 95.1%	8 88.9%	158 94.6%	45 91.8%	14 93.3%
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 Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 17

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

Base: All respondents whose child has a personal doctor and visited that personal doctor to get care (Q10 & Q11)

	2026 CSS Average	2026	2025	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	6,354	328	361	398	106	145	72	167	156	212	108	143	30	131	21	301	189	84	46
Number missing or multiple answer	36	2	4	1	0	2	0	2	0	1	1	2	0	0	0	2	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,318 99.4%	326 99.4%	357 98.9%	397 99.7%	106 100.0%	143 98.6%	72 100.0%	165 98.8%	156 100.0%	211 99.5%	107 99.1%	141 98.6%	30 100.0%	131 100.0%	21 100.0%	299 99.3%	188 99.5%	83 98.8%	46 100.0%
Never	154 2.4%	7 2.1%	7 2.0%	8 2.0%	3 2.8%	1 0.7%	2 2.8%	5 3.0%	1 0.6%	5 2.4%	1 0.9%	3 2.1%	0 0.0%	2 1.5%	1 4.8%	5 1.7%	5 2.7%	1 1.2%	0 0.0%
Sometimes	562 8.9%	21 6.4%	34 9.5%	36 9.1%	7 6.6%	6 4.2%	7 9.7%	10 6.1%	10 6.4%	11 5.2%	9 8.4%	5 3.5%	4 13.3%	9 6.9%	5 23.8%	15 5.0%	16 8.5%	2 2.4%	2 4.3%
Usually	1,350 21.4%	82 25.2%	81 22.7%	97 24.4%	25 23.6%	33 23.1%	22 30.6%	44 26.7%	36 23.1%	54 25.6%	25 23.4%	29 20.6%	3 10.0%	44 33.6%	5 23.8%	75 25.1%	51 27.1%	17 20.5%	12 26.1%
Always	4,252 67.3%	216 66.3%	235 65.8%	256 64.5%	71 67.0%	103 72.0%	41 56.9%	106 64.2%	109 69.9%	141 66.8%	72 67.3%	104 73.8%	23 76.7%	76 58.0%	10 47.6%	204 68.2%	116 61.7%	63 75.9%	32 69.6%
Significantly different from column:*						G	F					N		L			R	Q	
Usually or Always	5,602 88.7%	298 91.4%	316 88.5%	353 88.9%	96 90.6%	136 95.1%	63 87.5%	150 90.9%	145 92.9%	195 92.4%	97 90.7%	133 94.3%	26 86.7%	120 91.6%	15 71.4%	279 93.3%	167 88.8%	80 96.4%	44 95.7%
Significantly different from column:*						G	F										R	Q	

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 Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 17

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

Base: All respondents whose child has a personal doctor and visited that personal doctor to get care (Q10 & Q11)

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	6,354	328	361	398	60	232	30	0	81	4	256	57	10	241	60	22
Number missing or multiple answer	36	2	4	1	0	2	0	0	0	0	2	0	0	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,318 99.4%	326 99.4%	357 98.9%	397 99.7%	60 100.0%	230 99.1%	30 100.0%	0 ---	81 100.0%	4 100.0%	254 99.2%	57 100.0%	10 100.0%	239 99.2%	60 100.0%	22 100.0%
Never	154 2.4%	7 2.1%	7 2.0%	8 2.0%	2 3.3%	5 2.2%	0 0.0%	0 ---	2 2.5%	0 0.0%	3 1.2%	3 5.3%	0 0.0%	3 1.3%	3 5.0%	0 0.0%
Sometimes	562 8.9%	21 6.4%	34 9.5%	36 9.1%	8 13.3%	11 4.8%	2 6.7%	0 ---	6 7.4%	0 0.0%	16 6.3%	3 5.3%	1 10.0%	12 5.0%	6 10.0%	2 9.1%
Usually	1,350 21.4%	82 25.2%	81 22.7%	97 24.4%	14 23.3%	60 26.1%	6 20.0%	0 ---	18 22.2%	1 25.0%	56 22.0%	20 35.1%	4 40.0%	51 21.3%	19 31.7%	11 50.0%
Always	4,252 67.3%	216 66.3%	235 65.8%	256 64.5%	36 60.0%	154 67.0%	22 73.3%	0 ---	55 67.9%	3 75.0%	179 70.5%	31 54.4%	5 50.0%	173 72.4%	32 53.3%	9 40.9%
Significantly different from column:*											L	K		OP	N	N
Usually or Always	5,602 88.7%	298 91.4%	316 88.5%	353 88.9%	50 83.3%	214 93.0%	28 93.3%	0 ---	73 90.1%	4 100.0%	235 92.5%	51 89.5%	9 90.0%	224 93.7%	51 85.0%	20 90.9%
Significantly different from column:*					F	E										

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 Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 18

In the last 6 months, did your child’s personal doctor talk with you about how your child is feeling, growing, or behaving?

Base: All respondents whose child has a personal doctor and visited that personal doctor to get care (Q10 & Q11)

	2026 CSS Average	2026	2025	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	6,354	328	361	398	106	145	72	167	156	212	108	143	30	131	21	301	189	84	46
Number missing or multiple answer	32	2	3	1	0	1	1	1	1	1	1	1	0	1	0	2	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,322 99.5%	326 99.4%	358 99.2%	397 99.7%	106 100.0%	144 99.3%	71 98.6%	166 99.4%	155 99.4%	211 99.5%	107 99.1%	142 99.3%	30 100.0%	130 99.2%	21 100.0%	299 99.3%	188 99.5%	83 98.8%	46 100.0%
Yes	5,708 90.3%	304 93.3%	331 92.5%	363 91.4%	102 96.2%	129 89.6%	68 95.8%	156 94.0%	143 92.3%	198 93.8%	98 91.6%	130 91.5%	29 96.7%	121 93.1%	20 95.2%	278 93.0%	176 93.6%	77 92.8%	43 93.5%
No	614 9.7%	22 6.7%	27 7.5%	34 8.6%	4 3.8%	15 10.4%	3 4.2%	10 6.0%	12 7.7%	13 6.2%	9 8.4%	12 8.5%	1 3.3%	9 6.9%	1 4.8%	21 7.0%	12 6.4%	6 7.2%	3 6.5%
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 Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 18

In the last 6 months, did your child’s personal doctor talk with you about how your child is feeling, growing, or behaving?

Base: All respondents whose child has a personal doctor and visited that personal doctor to get care (Q10 & Q11)

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	6,354	328	361	398	60	232	30	0	81	4	256	57	10	241	60	22
Number missing or multiple answer	32	2	3	1	1	1	0	0	1	0	2	0	0	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,322 99.5%	326 99.4%	358 99.2%	397 99.7%	59 98.3%	231 99.6%	30 100.0%	0 ---	80 98.8%	4 100.0%	254 99.2%	57 100.0%	10 100.0%	239 99.2%	60 100.0%	22 100.0%
Yes	5,708 90.3%	304 93.3%	331 92.5%	363 91.4%	54 91.5%	218 94.4%	26 86.7%	0 ---	74 92.5%	4 100.0%	236 92.9%	54 94.7%	9 90.0%	223 93.3%	55 91.7%	21 95.5%
No	614 9.7%	22 6.7%	27 7.5%	34 8.6%	5 8.5%	13 5.6%	4 13.3%	0 ---	6 7.5%	0 0.0%	18 7.1%	3 5.3%	1 10.0%	16 6.7%	5 8.3%	1 4.5%
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 Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 19

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

Base: All respondents whose child has a personal doctor and visited that personal doctor to get care (Q10 & Q11)

	2026 CSS Average	2026	2025	2024	Child's Age			Child's Gender		Child's Ethnicity		Child's Race			Respondent's Gender		Respondent's Education		
					(Q34)			(Q35)		(Q36)		(Q37)			(Q39)		(Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	6,354	328	361	398	106	145	72	167	156	212	108	143	30	131	21	301	189	84	46
Number missing or multiple answer	40	0	4	1	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
Usable responses	6,314 99.4%	328 100.0%	357 98.9%	397 99.7%	106 100.0%	145 100.0%	72 100.0%	167 100.0%	156 100.0%	212 100.0%	108 100.0%	143 100.0%	30 100.0%	131 100.0%	21 100.0%	301 100.0%	189 100.0%	84 100.0%	46 100.0%
Yes	2,945 46.6%	154 47.0%	197 55.2%	202 50.9%	46 43.4%	70 48.3%	36 50.0%	84 50.3%	68 43.6%	89 42.0%	61 56.5%	76 53.1%	12 40.0%	58 44.3%	10 47.6%	142 47.2%	87 46.0%	42 50.0%	22 47.8%
No	3,369 53.4%	174 53.0%	160 44.8%	195 49.1%	60 56.6%	75 51.7%	36 50.0%	83 49.7%	88 56.4%	123 58.0%	47 43.5%	67 46.9%	18 60.0%	73 55.7%	11 52.4%	159 52.8%	102 54.0%	42 50.0%	24 52.2%
Significantly different from column:*		C								K	J								

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 Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 19

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

Base: All respondents whose child has a personal doctor and visited that personal doctor to get care (Q10 & Q11)

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	6,354	328	361	398	60	232	30	0	81	4	256	57	10	241	60	22
Number missing or multiple answer	40	0	4	1	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
Usable responses	6,314 99.4%	328 100.0%	357 98.9%	397 99.7%	60 100.0%	232 100.0%	30 100.0%	0 ---	81 100.0%	4 100.0%	256 100.0%	57 100.0%	10 100.0%	241 100.0%	60 100.0%	22 100.0%
Yes	2,945 46.6%	154 47.0%	197 55.2%	202 50.9%	23 38.3%	107 46.1%	22 73.3%	0 ---	62 76.5%	4 100.0%	109 42.6%	35 61.4%	8 80.0%	105 43.6%	30 50.0%	17 77.3%
No	3,369 53.4%	174 53.0%	160 44.8%	195 49.1%	37 61.7%	125 53.9%	8 26.7%	0 ---	19 23.5%	0 0.0%	147 57.4%	22 38.6%	2 20.0%	136 56.4%	30 50.0%	5 22.7%
Significantly different from column:*		C			G	G	EF				L	K		P	P	NO

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 Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 20

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

Base: All respondents whose child has a personal doctor, visited that personal doctor, and got care from another health provider besides his/her personal doctor (Q10, Q11, & Q19)

	2026 CSS Average	2026	2025	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	2,945	154	197	202	46	70	36	84	68	89	61	76	12	58	10	142	87	42	22
Number missing or multiple answer	31	2	2	2	1	1	0	2	0	0	2	1	1	0	0	2	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,914 98.9%	152 98.7%	195 99.0%	200 99.0%	45 97.8%	69 98.6%	36 100.0%	82 97.6%	68 100.0%	89 100.0%	59 96.7%	75 98.7%	11 91.7%	58 100.0%	10 100.0%	140 98.6%	86 98.9%	41 97.6%	22 100.0%
Never	127 4.4%	6 3.9%	6 3.1%	4 2.0%	0 0.0%	3 4.3%	3 8.3%	4 4.9%	2 2.9%	2 2.2%	4 6.8%	4 5.3%	0 0.0%	2 3.4%	1 10.0%	5 3.6%	1 1.2%	4 9.8%	1 4.5%
Sometimes	326 11.2%	13 8.6%	21 10.8%	27 13.5%	5 11.1%	7 10.1%	1 2.8%	9 11.0%	4 5.9%	7 7.9%	6 10.2%	7 9.3%	0 0.0%	4 6.9%	1 10.0%	12 8.6%	8 9.3%	2 4.9%	3 13.6%
Usually	683 23.4%	37 24.3%	52 26.7%	54 27.0%	9 20.0%	14 20.3%	14 38.9%	16 19.5%	21 30.9%	21 23.6%	15 25.4%	15 20.0%	4 36.4%	16 27.6%	0 0.0%	37 26.4%	20 23.3%	11 26.8%	6 27.3%
Always	1,778 61.0%	96 63.2%	116 59.5%	115 57.5%	31 68.9%	45 65.2%	18 50.0%	53 64.6%	41 60.3%	59 66.3%	34 57.6%	49 65.3%	7 63.6%	36 62.1%	8 80.0%	86 61.4%	57 66.3%	24 58.5%	12 54.5%
Significantly different from column:*																			
Usually or Always	2,461 84.5%	133 87.5%	168 86.2%	169 84.5%	40 88.9%	59 85.5%	32 88.9%	69 84.1%	62 91.2%	80 89.9%	49 83.1%	64 85.3%	11 100.0%	52 89.7%	8 80.0%	123 87.9%	77 89.5%	35 85.4%	18 81.8%
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.

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 20

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

Base: All respondents whose child has a personal doctor, visited that personal doctor, and got care from another health provider besides his/her personal doctor (Q10, Q11, & Q19)

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	2,945	154	197	202	23	107	22	0	62	4	109	35	8	105	30	17
Number missing or multiple answer	31	2	2	2	0	2	0	0	1	0	1	1	0	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,914 98.9%	152 98.7%	195 99.0%	200 99.0%	23 100.0%	105 98.1%	22 100.0%	0 ---	61 98.4%	4 100.0%	108 99.1%	34 97.1%	8 100.0%	103 98.1%	30 100.0%	17 100.0%
Never	127 4.4%	6 3.9%	6 3.1%	4 2.0%	3 13.0%	3 2.9%	0 0.0%	0 ---	2 3.3%	0 0.0%	4 3.7%	2 5.9%	0 0.0%	3 2.9%	2 6.7%	1 5.9%
Sometimes	326 11.2%	13 8.6%	21 10.8%	27 13.5%	1 4.3%	6 5.7%	6 27.3%	0 ---	7 11.5%	2 50.0%	4 3.7%	8 23.5%	1 12.5%	6 5.8%	4 13.3%	3 17.6%
Usually	683 23.4%	37 24.3%	52 26.7%	54 27.0%	3 13.0%	28 26.7%	5 22.7%	0 ---	12 19.7%	1 25.0%	25 23.1%	10 29.4%	2 25.0%	22 21.4%	10 33.3%	5 29.4%
Always	1,778 61.0%	96 63.2%	116 59.5%	115 57.5%	16 69.6%	68 64.8%	11 50.0%	0 ---	40 65.6%	1 25.0%	75 69.4%	14 41.2%	5 62.5%	72 69.9%	14 46.7%	8 47.1%
Significantly different from column:*											L	K		O	N	
Usually or Always	2,461 84.5%	133 87.5%	168 86.2%	169 84.5%	19 82.6%	96 91.4%	16 72.7%	0 ---	52 85.2%	2 50.0%	100 92.6%	24 70.6%	7 87.5%	94 91.3%	24 80.0%	13 76.5%
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 Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 21

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 child’s personal doctor?

Base: All respondents whose child has a personal doctor (Q10)

	2026 CSS Average	2026	2025	2024	Child's Age			Child's Gender		Child's Ethnicity		Child's Race			Respondent's Gender		Respondent's Education		
					(Q34)			(Q35)		(Q36)		(Q37)			(Q39)		(Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	8,727	438	489	547	132	197	100	225	205	270	154	196	41	166	38	388	255	113	55
Number missing or multiple answer	117	6	7	5	2	2	2	4	2	1	4	4	0	1	3	3	3	2	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,610 98.7%	432 98.6%	482 98.6%	542 99.1%	130 98.5%	195 99.0%	98 98.0%	221 98.2%	203 99.0%	269 99.6%	150 97.4%	192 98.0%	41 100.0%	165 99.4%	35 92.1%	385 99.2%	252 98.8%	111 98.2%	54 98.2%
0 Worst personal doctor possible	29 0.3%	0 0.0%	2 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%
1	16 0.2%	1 0.2%	1 0.2%	1 0.2%	0 0.0%	1 0.5%	0 0.0%	1 0.5%	0 0.0%	1 0.4%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	0 0.0%	1 0.3%	1 0.4%	0 0.0%	0 0.0%
2	15 0.2%	0 0.0%	1 0.2%	1 0.2%	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%
3	29 0.3%	0 0.0%	3 0.6%	3 0.6%	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%
4	32 0.4%	0 0.0%	3 0.6%	3 0.6%	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%
5	150 1.7%	9 2.1%	6 1.2%	12 2.2%	0 0.0%	5 2.6%	3 3.1%	5 2.3%	3 1.5%	3 1.1%	4 2.7%	2 1.0%	1 2.4%	4 2.4%	0 0.0%	8 2.1%	5 2.0%	2 1.8%	1 1.9%
6	142 1.6%	10 2.3%	6 1.2%	8 1.5%	3 2.3%	5 2.6%	2 2.0%	8 3.6%	2 1.0%	2 0.7%	8 5.3%	3 1.6%	1 2.4%	6 3.6%	3 8.6%	7 1.8%	6 2.4%	3 2.7%	1 1.9%
7	415 4.8%	13 3.0%	21 4.4%	32 5.9%	2 1.5%	6 3.1%	4 4.1%	5 2.3%	7 3.4%	5 1.9%	7 4.7%	6 3.1%	2 4.9%	4 2.4%	4 11.4%	8 2.1%	7 2.8%	3 2.7%	2 3.7%
8	1,049 12.2%	50 11.6%	64 13.3%	77 14.2%	18 13.8%	20 10.3%	12 12.2%	30 13.6%	20 9.9%	28 10.4%	20 13.3%	27 14.1%	4 9.8%	16 9.7%	7 20.0%	43 11.2%	27 10.7%	16 14.4%	6 11.1%
9	1,316 15.3%	75 17.4%	68 14.1%	78 14.4%	17 13.1%	30 15.4%	24 24.5%	36 16.3%	35 17.2%	47 17.5%	24 16.0%	38 19.8%	5 12.2%	23 13.9%	7 20.0%	64 16.6%	41 16.3%	17 15.3%	12 22.2%
10 Best personal doctor possible	5,417 62.9%	274 63.4%	307 63.7%	327 60.3%	90 69.2%	128 65.6%	53 54.1%	136 61.5%	136 67.0%	183 68.0%	87 58.0%	115 59.9%	28 68.3%	112 67.9%	14 40.0%	254 66.0%	165 65.5%	70 63.1%	32 59.3%

NA - Not applicable

Mercy Care

4994010

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 21

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 child’s personal doctor?

Base: All respondents whose child has a personal doctor (Q10)

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	8,727	438	489	547	145	251	33	1	98	6	338	75	17	318	81	31
Number missing or multiple answer	117	6	7	5	4	2	0	0	1	0	5	1	0	5	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,610 98.7%	432 98.6%	482 98.6%	542 99.1%	141 97.2%	249 99.2%	33 100.0%	1 100.0%	97 99.0%	6 100.0%	333 98.5%	74 98.7%	17 100.0%	313 98.4%	80 98.8%	31 100.0%
0 Worst personal doctor possible	29 0.3%	0 0.0%	2 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%
1	16 0.2%	1 0.2%	1 0.2%	1 0.2%	1 0.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.3%	0 0.0%	0 0.0%	1 0.3%	0 0.0%	0 0.0%
2	15 0.2%	0 0.0%	1 0.2%	1 0.2%	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%
3	29 0.3%	0 0.0%	3 0.6%	3 0.6%	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%
4	32 0.4%	0 0.0%	3 0.6%	3 0.6%	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%
5	150 1.7%	9 2.1%	6 1.2%	12 2.2%	5 3.5%	3 1.2%	1 3.0%	0 0.0%	2 2.1%	0 0.0%	4 1.2%	3 4.1%	1 5.9%	3 1.0%	5 6.3%	0 0.0%
6	142 1.6%	10 2.3%	6 1.2%	8 1.5%	4 2.8%	5 2.0%	1 3.0%	0 0.0%	2 2.1%	0 0.0%	4 1.2%	5 6.8%	1 5.9%	5 1.6%	2 2.5%	3 9.7%
7	415 4.8%	13 3.0%	21 4.4%	32 5.9%	10 7.1%	3 1.2%	0 0.0%	0 0.0%	3 3.1%	0 0.0%	8 2.4%	4 5.4%	0 0.0%	7 2.2%	4 5.0%	1 3.2%
8	1,049 12.2%	50 11.6%	64 13.3%	77 14.2%	20 14.2%	28 11.2%	2 6.1%	0 0.0%	5 5.2%	0 0.0%	36 10.8%	11 14.9%	3 17.6%	34 10.9%	10 12.5%	6 19.4%
9	1,316 15.3%	75 17.4%	68 14.1%	78 14.4%	24 17.0%	41 16.5%	6 18.2%	1 100.0%	13 13.4%	2 33.3%	59 17.7%	11 14.9%	2 11.8%	44 14.1%	20 25.0%	7 22.6%
10 Best personal doctor possible	5,417 62.9%	274 63.4%	307 63.7%	327 60.3%	77 54.6%	169 67.9%	23 69.7%	0 0.0%	72 74.2%	4 66.7%	221 66.4%	40 54.1%	10 58.8%	219 70.0%	39 48.8%	14 45.2%

NA - Not applicable

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 21

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 child’s personal doctor?

Base: All respondents whose child has a personal doctor (Q10)

	2026 CSS Average	2026	2025	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	8,727	438	489	547	132	197	100	225	205	270	154	196	41	166	38	388	255	113	55
Number missing or multiple answer	117	6	7	5	2	2	2	4	2	1	4	4	0	1	3	3	3	2	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,610 98.7%	432 98.6%	482 98.6%	542 99.1%	130 98.5%	195 99.0%	98 98.0%	221 98.2%	203 99.0%	269 99.6%	150 97.4%	192 98.0%	41 100.0%	165 99.4%	35 92.1%	385 99.2%	252 98.8%	111 98.2%	54 98.2%
0 to 4	121 1.4%	1 0.2%	10 2.1%	8 1.5%	0 0.0%	1 0.5%	0 0.0%	1 0.5%	0 0.0%	1 0.4%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	0 0.0%	1 0.3%	1 0.4%	0 0.0%	0 0.0%
5	150 1.7%	9 2.1%	6 1.2%	12 2.2%	0 0.0%	5 2.6%	3 3.1%	5 2.3%	3 1.5%	3 1.1%	4 2.7%	2 1.0%	1 2.4%	4 2.4%	0 0.0%	8 2.1%	5 2.0%	2 1.8%	1 1.9%
6 to 7	557 6.5%	23 5.3%	27 5.6%	40 7.4%	5 3.8%	11 5.6%	6 6.1%	13 5.9%	9 4.4%	7 2.6%	15 10.0%	9 4.7%	3 7.3%	10 6.1%	7 20.0%	15 3.9%	13 5.2%	6 5.4%	3 5.6%
8 to 10	7,782 90.4%	399 92.4%	439 91.1%	482 88.9%	125 96.2%	178 91.3%	89 90.8%	202 91.4%	191 94.1%	258 95.9%	131 87.3%	180 93.8%	37 90.2%	151 91.5%	28 80.0%	361 93.8%	233 92.5%	103 92.8%	50 92.6%
Significantly different from column:*										K	J								
0 to 6	413 4.8%	20 4.6%	22 4.6%	28 5.2%	3 2.3%	11 5.6%	5 5.1%	14 6.3%	5 2.5%	6 2.2%	12 8.0%	6 3.1%	2 4.9%	10 6.1%	3 8.6%	16 4.2%	12 4.8%	5 4.5%	2 3.7%
7 to 8	1,464 17.0%	63 14.6%	85 17.6%	109 20.1%	20 15.4%	26 13.3%	16 16.3%	35 15.8%	27 13.3%	33 12.3%	27 18.0%	33 17.2%	6 14.6%	20 12.1%	11 31.4%	51 13.2%	34 13.5%	19 17.1%	8 14.8%
9 to 10	6,733 78.2%	349 80.8%	375 77.8%	405 74.7%	107 82.3%	158 81.0%	77 78.6%	172 77.8%	171 84.2%	230 85.5%	111 74.0%	153 79.7%	33 80.5%	135 81.8%	21 60.0%	318 82.6%	206 81.7%	87 78.4%	44 81.5%
Significantly different from column:*		D								K	J				P	O			

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 Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 21

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 child’s personal doctor?

Base: All respondents whose child has a personal doctor (Q10)

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	8,727	438	489	547	145	251	33	1	98	6	338	75	17	318	81	31
Number missing or multiple answer	117	6	7	5	4	2	0	0	1	0	5	1	0	5	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,610 98.7%	432 98.6%	482 98.6%	542 99.1%	141 97.2%	249 99.2%	33 100.0%	1 100.0%	97 99.0%	6 100.0%	333 98.5%	74 98.7%	17 100.0%	313 98.4%	80 98.8%	31 100.0%
0 to 4	121 1.4%	1 0.2%	10 2.1%	8 1.5%	1 0.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.3%	0 0.0%	0 0.0%	1 0.3%	0 0.0%	0 0.0%
5	150 1.7%	9 2.1%	6 1.2%	12 2.2%	5 3.5%	3 1.2%	1 3.0%	0 0.0%	2 2.1%	0 0.0%	4 1.2%	3 4.1%	1 5.9%	3 1.0%	5 6.3%	0 0.0%
6 to 7	557 6.5%	23 5.3%	27 5.6%	40 7.4%	14 9.9%	8 3.2%	1 3.0%	0 0.0%	5 5.2%	0 0.0%	12 3.6%	9 12.2%	1 5.9%	12 3.8%	6 7.5%	4 12.9%
8 to 10	7,782 90.4%	399 92.4%	439 91.1%	482 88.9%	121 85.8%	238 95.6%	31 93.9%	1 100.0%	90 92.8%	6 100.0%	316 94.9%	62 83.8%	15 88.2%	297 94.9%	69 86.3%	27 87.1%
Significantly different from column:*					F	E					L	K		O	N	
0 to 6	413 4.8%	20 4.6%	22 4.6%	28 5.2%	10 7.1%	8 3.2%	2 6.1%	0 0.0%	4 4.1%	0 0.0%	9 2.7%	8 10.8%	2 11.8%	9 2.9%	7 8.8%	3 9.7%
7 to 8	1,464 17.0%	63 14.6%	85 17.6%	109 20.1%	30 21.3%	31 12.4%	2 6.1%	0 0.0%	8 8.2%	0 0.0%	44 13.2%	15 20.3%	3 17.6%	41 13.1%	14 17.5%	7 22.6%
9 to 10	6,733 78.2%	349 80.8%	375 77.8%	405 74.7%	101 71.6%	210 84.3%	29 87.9%	1 100.0%	85 87.6%	6 100.0%	280 84.1%	51 68.9%	12 70.6%	263 84.0%	59 73.8%	21 67.7%
Significantly different from column:*					F	E					L	K		OP	N	N

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 22

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 for your child with a specialist?

Base: All respondents

	2026 CSS Average	2026	2025	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	10,339	502	563	628	143	226	118	252	239	312	172	227	45	179	50	436	298	122	61
Number missing or multiple answer	54	1	1	2	0	1	0	1	0	1	0	0	0	1	0	1	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
Usable responses	10,285 99.5%	501 99.8%	562 99.8%	626 99.7%	143 100.0%	225 99.6%	118 100.0%	251 99.6%	239 100.0%	311 99.7%	172 100.0%	227 100.0%	45 100.0%	178 99.4%	50 100.0%	435 99.8%	297 99.7%	122 100.0%	61 100.0%
Yes	2,431 23.6%	121 24.2%	172 30.6%	173 27.6%	25 17.5%	59 26.2%	31 26.3%	58 23.1%	58 24.3%	75 24.1%	41 23.8%	64 28.2%	7 15.6%	38 21.3%	9 18.0%	106 24.4%	70 23.6%	28 23.0%	17 27.9%
No	7,854 76.4%	380 75.8%	390 69.4%	453 72.4%	118 82.5%	166 73.8%	87 73.7%	193 76.9%	181 75.7%	236 75.9%	131 76.2%	163 71.8%	38 84.4%	140 78.7%	41 82.0%	329 75.6%	227 76.4%	94 77.0%	44 72.1%
Significantly different from column:*		C																	

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 Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 22

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 for your child with a specialist?

Base: All respondents

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	10,339	502	563	628	175	279	36	3	109	6	388	85	19	363	93	35
Number missing or multiple answer	54	1	1	2	1	0	0	0	0	0	0	1	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	10,285 99.5%	501 99.8%	562 99.8%	626 99.7%	174 99.4%	279 100.0%	36 100.0%	3 100.0%	109 100.0%	6 100.0%	388 100.0%	84 98.8%	19 100.0%	363 100.0%	92 98.9%	35 100.0%
Yes	2,431 23.6%	121 24.2%	172 30.6%	173 27.6%	18 10.3%	70 25.1%	28 77.8%	3 100.0%	109 100.0%	6 100.0%	74 19.1%	32 38.1%	10 52.6%	80 22.0%	21 22.8%	15 42.9%
No	7,854 76.4%	380 75.8%	390 69.4%	453 72.4%	156 89.7%	209 74.9%	8 22.2%	0 0.0%	0 0.0%	0 0.0%	314 80.9%	52 61.9%	9 47.4%	283 78.0%	71 77.2%	20 57.1%
Significantly different from column:*		C			FG	EG	EF				L	K		P	P	NO

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, how often did you get appointments for your child with a specialist as soon as he or she needed?

Base: All respondents who made an appointment for their child to see a specialist (Q22)

	2026 CSS Average	2026	2025	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	2,431	121	172	173	25	59	31	58	58	75	41	64	7	38	9	106	70	28	17
Number missing or multiple answer	27	1	4	2	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
Usable responses	2,404 98.9%	120 99.2%	168 97.7%	171 98.8%	25 100.0%	59 100.0%	31 100.0%	58 100.0%	58 100.0%	75 100.0%	41 100.0%	64 100.0%	7 100.0%	38 100.0%	9 100.0%	106 100.0%	70 100.0%	28 100.0%	17 100.0%
Never	111 4.6%	3 2.5%	7 4.2%	12 7.0%	0 0.0%	2 3.4%	1 3.2%	1 1.7%	2 3.4%	2 2.7%	1 2.4%	0 0.0%	0 0.0%	3 7.9%	1 11.1%	2 1.9%	2 2.9%	0 0.0%	0 0.0%
Sometimes	398 16.6%	17 14.2%	40 23.8%	23 13.5%	1 4.0%	12 20.3%	3 9.7%	10 17.2%	7 12.1%	11 14.7%	6 14.6%	9 14.1%	1 14.3%	5 13.2%	2 22.2%	15 14.2%	7 10.0%	5 17.9%	5 29.4%
Usually	554 23.0%	32 26.7%	44 26.2%	43 25.1%	5 20.0%	15 25.4%	12 38.7%	16 27.6%	16 27.6%	22 29.3%	10 24.4%	16 25.0%	1 14.3%	13 34.2%	2 22.2%	30 28.3%	20 28.6%	6 21.4%	6 35.3%
Always	1,341 55.8%	68 56.7%	77 45.8%	93 54.4%	19 76.0%	30 50.8%	15 48.4%	31 53.4%	33 56.9%	40 53.3%	24 58.5%	39 60.9%	5 71.4%	17 44.7%	4 44.4%	59 55.7%	41 58.6%	17 60.7%	6 35.3%
Significantly different from column:*					FG	E	E												
Usually or Always	1,895 78.8%	100 83.3%	121 72.0%	136 79.5%	24 96.0%	45 76.3%	27 87.1%	47 81.0%	49 84.5%	62 82.7%	34 82.9%	55 85.9%	6 85.7%	30 78.9%	6 66.7%	89 84.0%	61 87.1%	23 82.1%	12 70.6%
Significantly different from column:*		C																	

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 Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 23

In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?

Base: All respondents who made an appointment for their child to see a specialist (Q22)

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	2,431	121	172	173	18	70	28	3	109	6	74	32	10	80	21	15
Number missing or multiple answer	27	1	4	2	0	1	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
Usable responses	2,404 98.9%	120 99.2%	168 97.7%	171 98.8%	18 100.0%	69 98.6%	28 100.0%	3 100.0%	109 100.0%	6 100.0%	74 100.0%	32 100.0%	10 100.0%	80 100.0%	21 100.0%	15 100.0%
Never	111 4.6%	3 2.5%	7 4.2%	12 7.0%	2 11.1%	1 1.4%	0 0.0%	0 0.0%	1 0.9%	1 16.7%	1 1.4%	1 3.1%	1 10.0%	3 3.8%	0 0.0%	0 0.0%
Sometimes	398 16.6%	17 14.2%	40 23.8%	23 13.5%	4 22.2%	10 14.5%	2 7.1%	1 33.3%	15 13.8%	1 16.7%	10 13.5%	5 15.6%	2 20.0%	12 15.0%	2 9.5%	3 20.0%
Usually	554 23.0%	32 26.7%	44 26.2%	43 25.1%	3 16.7%	19 27.5%	10 35.7%	1 33.3%	30 27.5%	1 16.7%	18 24.3%	11 34.4%	3 30.0%	18 22.5%	8 38.1%	6 40.0%
Always	1,341 55.8%	68 56.7%	77 45.8%	93 54.4%	9 50.0%	39 56.5%	16 57.1%	1 33.3%	63 57.8%	3 50.0%	45 60.8%	15 46.9%	4 40.0%	47 58.8%	11 52.4%	6 40.0%
Significantly different from column:*																
Usually or Always	1,895 78.8%	100 83.3%	121 72.0%	136 79.5%	12 66.7%	58 84.1%	26 92.9%	2 66.7%	93 85.3%	4 66.7%	63 85.1%	26 81.3%	7 70.0%	65 81.3%	19 90.5%	12 80.0%
Significantly different from column:*		C														

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 Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 24

How many specialists has your child talked to in the last 6 months?

Base: All respondents who made an appointment for their child to see a specialist (Q22)

	2026 CSS Average	2026	2025	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	2,431	121	172	173	25	59	31	58	58	75	41	64	7	38	9	106	70	28	17
Number missing or multiple answer	37	3	3	0	1	0	1	1	1	2	0	0	0	2	0	2	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
Usable responses	2,394 98.5%	118 97.5%	169 98.3%	173 100.0%	24 96.0%	59 100.0%	30 96.8%	57 98.3%	57 98.3%	73 97.3%	41 100.0%	64 100.0%	7 100.0%	36 94.7%	9 100.0%	104 98.1%	68 97.1%	28 100.0%	17 100.0%
None	162 6.8%	3 2.5%	11 6.5%	15 8.7%	1 4.2%	2 3.4%	0 0.0%	2 3.5%	1 1.8%	3 4.1%	0 0.0%	1 1.6%	0 0.0%	2 5.6%	0 0.0%	3 2.9%	3 4.4%	0 0.0%	0 0.0%
1 specialist	1,370 57.2%	74 62.7%	96 56.8%	98 56.6%	17 70.8%	34 57.6%	18 60.0%	37 64.9%	33 57.9%	48 65.8%	22 53.7%	38 59.4%	3 42.9%	23 63.9%	5 55.6%	64 61.5%	42 61.8%	21 75.0%	7 41.2%
2	523 21.8%	21 17.8%	37 21.9%	38 22.0%	1 4.2%	15 25.4%	5 16.7%	10 17.5%	11 19.3%	12 16.4%	9 22.0%	13 20.3%	2 28.6%	5 13.9%	2 22.2%	19 18.3%	11 16.2%	5 17.9%	5 29.4%
3	184 7.7%	9 7.6%	14 8.3%	12 6.9%	2 8.3%	5 8.5%	2 6.7%	4 7.0%	5 8.8%	5 6.8%	4 9.8%	5 7.8%	1 14.3%	3 8.3%	1 11.1%	8 7.7%	5 7.4%	1 3.6%	3 17.6%
4	74 3.1%	5 4.2%	2 1.2%	5 2.9%	0 0.0%	2 3.4%	3 10.0%	2 3.5%	3 5.3%	3 4.1%	2 4.9%	4 6.3%	0 0.0%	1 2.8%	1 11.1%	4 3.8%	4 5.9%	0 0.0%	1 5.9%
5 or more specialists	81 3.4%	6 5.1%	9 5.3%	5 2.9%	3 12.5%	1 1.7%	2 6.7%	2 3.5%	4 7.0%	2 2.7%	4 9.8%	3 4.7%	1 14.3%	2 5.6%	0 0.0%	6 5.8%	3 4.4%	1 3.6%	1 5.9%
3 or more specialists	339 14.2%	20 16.9%	25 14.8%	22 12.7%	5 20.8%	8 13.6%	7 23.3%	8 14.0%	12 21.1%	10 13.7%	10 24.4%	12 18.8%	2 28.6%	6 16.7%	2 22.2%	18 17.3%	12 17.6%	2 7.1%	5 29.4%
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 Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 24

How many specialists has your child talked to in the last 6 months?

Base: All respondents who made an appointment for their child to see a specialist (Q22)

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	2,431	121	172	173	18	70	28	3	109	6	74	32	10	80	21	15
Number missing or multiple answer	37	3	3	0	1	2	0	0	0	0	1	1	0	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,394 98.5%	118 97.5%	169 98.3%	173 100.0%	17 94.4%	68 97.1%	28 100.0%	3 100.0%	109 100.0%	6 100.0%	73 98.6%	31 96.9%	10 100.0%	78 97.5%	21 100.0%	15 100.0%
None	162 6.8%	3 2.5%	11 6.5%	15 8.7%	1 5.9%	2 2.9%	0 0.0%	3 100.0%	0 0.0%	0 0.0%	3 4.1%	0 0.0%	0 0.0%	3 3.8%	0 0.0%	0 0.0%
1 specialist	1,370 57.2%	74 62.7%	96 56.8%	98 56.6%	15 88.2%	44 64.7%	12 42.9%	0 0.0%	74 67.9%	0 0.0%	52 71.2%	13 41.9%	5 50.0%	53 67.9%	12 57.1%	5 33.3%
2	523 21.8%	21 17.8%	37 21.9%	38 22.0%	1 5.9%	15 22.1%	4 14.3%	0 0.0%	21 19.3%	0 0.0%	11 15.1%	9 29.0%	1 10.0%	13 16.7%	5 23.8%	3 20.0%
3	184 7.7%	9 7.6%	14 8.3%	12 6.9%	0 0.0%	5 7.4%	4 14.3%	0 0.0%	9 8.3%	0 0.0%	4 5.5%	4 12.9%	1 10.0%	7 9.0%	1 4.8%	1 6.7%
4	74 3.1%	5 4.2%	2 1.2%	5 2.9%	0 0.0%	1 1.5%	4 14.3%	0 0.0%	5 4.6%	0 0.0%	2 2.7%	3 9.7%	0 0.0%	1 1.3%	2 9.5%	2 13.3%
5 or more specialists	81 3.4%	6 5.1%	9 5.3%	5 2.9%	0 0.0%	1 1.5%	4 14.3%	0 0.0%	0 0.0%	6 100.0%	1 1.4%	2 6.5%	3 30.0%	1 1.3%	1 4.8%	4 26.7%
3 or more specialists	339 14.2%	20 16.9%	25 14.8%	22 12.7%	0 0.0%	7 10.3%	12 42.9%	0 0.0%	14 12.8%	6 100.0%	7 9.6%	9 29.0%	4 40.0%	9 11.5%	4 19.0%	7 46.7%
Significantly different from column:*						G	F									

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 25

We want to know your rating of the specialist your child 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 whose child saw a specialist (Q22 & Q24)

	2026 CSS Average	2026	2025	2024	Child's Age			Child's Gender		Child's Ethnicity		Child's Race			Respondent's Gender		Respondent's Education		
					(Q34)			(Q35)		(Q36)		(Q37)			(Q39)		(Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	2,232	115	158	158	23	57	30	55	56	70	41	63	7	34	9	101	65	28	17
Number missing or multiple answer	16	2	0	0	0	1	0	1	0	1	0	1	0	0	0	1	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
Usable responses	2,216 99.3%	113 98.3%	158 100.0%	158 100.0%	23 100.0%	56 98.2%	30 100.0%	54 98.2%	56 100.0%	69 98.6%	41 100.0%	62 98.4%	7 100.0%	34 100.0%	9 100.0%	100 99.0%	65 100.0%	28 100.0%	16 94.1%
0 Worst specialist possible	14 0.6%	0 0.0%	1 0.6%	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%
1	9 0.4%	0 0.0%	1 0.6%	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%
2	8 0.4%	0 0.0%	1 0.6%	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%
3	9 0.4%	0 0.0%	1 0.6%	1 0.6%	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%
4	15 0.7%	0 0.0%	3 1.9%	1 0.6%	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%
5	54 2.4%	2 1.8%	5 3.2%	3 1.9%	0 0.0%	2 3.6%	0 0.0%	1 1.9%	1 1.8%	2 2.9%	0 0.0%	2 3.2%	0 0.0%	0 0.0%	0 0.0%	2 2.0%	1 1.5%	0 0.0%	1 6.3%
6	57 2.6%	3 2.7%	2 1.3%	5 3.2%	1 4.3%	1 1.8%	1 3.3%	1 1.9%	2 3.6%	3 4.3%	0 0.0%	0 0.0%	0 0.0%	2 5.9%	0 0.0%	3 3.0%	2 3.1%	0 0.0%	1 6.3%
7	144 6.5%	4 3.5%	9 5.7%	7 4.4%	0 0.0%	2 3.6%	1 3.3%	2 3.7%	2 3.6%	1 1.4%	3 7.3%	1 1.6%	0 0.0%	2 5.9%	1 11.1%	3 3.0%	3 4.6%	1 3.6%	0 0.0%
8	292 13.2%	12 10.6%	14 8.9%	20 12.7%	2 8.7%	7 12.5%	3 10.0%	8 14.8%	4 7.1%	7 10.1%	5 12.2%	8 12.9%	0 0.0%	4 11.8%	0 0.0%	12 12.0%	5 7.7%	3 10.7%	3 18.8%
9	335 15.1%	23 20.4%	21 13.3%	24 15.2%	1 4.3%	11 19.6%	10 33.3%	11 20.4%	11 19.6%	15 21.7%	7 17.1%	14 22.6%	1 14.3%	6 17.6%	1 11.1%	21 21.0%	14 21.5%	4 14.3%	4 25.0%
10 Best specialist possible	1,279 57.7%	69 61.1%	100 63.3%	97 61.4%	19 82.6%	33 58.9%	15 50.0%	31 57.4%	36 64.3%	41 59.4%	26 63.4%	37 59.7%	6 85.7%	20 58.8%	7 77.8%	59 59.0%	40 61.5%	20 71.4%	7 43.8%

NA - Not applicable

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 25

We want to know your rating of the specialist your child 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 whose child saw a specialist (Q22 & Q24)

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	2,232	115	158	158	16	66	28	0	109	6	70	31	10	75	21	15
Number missing or multiple answer	16	2	0	0	0	2	0	0	2	0	0	1	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,216 99.3%	113 98.3%	158 100.0%	158 100.0%	16 100.0%	64 97.0%	28 100.0%	0 ---	107 98.2%	6 100.0%	70 100.0%	30 96.8%	10 100.0%	74 98.7%	21 100.0%	15 100.0%
0 Worst specialist possible	14 0.6%	0 0.0%	1 0.6%	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%
1	9 0.4%	0 0.0%	1 0.6%	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%
2	8 0.4%	0 0.0%	1 0.6%	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%
3	9 0.4%	0 0.0%	1 0.6%	1 0.6%	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%
4	15 0.7%	0 0.0%	3 1.9%	1 0.6%	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%
5	54 2.4%	2 1.8%	5 3.2%	3 1.9%	1 6.3%	1 1.6%	0 0.0%	0 ---	2 1.9%	0 0.0%	1 1.4%	0 0.0%	1 10.0%	1 1.4%	1 4.8%	0 0.0%
6	57 2.6%	3 2.7%	2 1.3%	5 3.2%	0 0.0%	1 1.6%	2 7.1%	0 ---	3 2.8%	0 0.0%	1 1.4%	1 3.3%	1 10.0%	1 1.4%	2 9.5%	0 0.0%
7	144 6.5%	4 3.5%	9 5.7%	7 4.4%	3 18.8%	1 1.6%	0 0.0%	0 ---	4 3.7%	0 0.0%	2 2.9%	2 6.7%	0 0.0%	3 4.1%	0 0.0%	1 6.7%
8	292 13.2%	12 10.6%	14 8.9%	20 12.7%	0 0.0%	6 9.4%	3 10.7%	0 ---	10 9.3%	2 33.3%	5 7.1%	6 20.0%	1 10.0%	6 8.1%	2 9.5%	4 26.7%
9	335 15.1%	23 20.4%	21 13.3%	24 15.2%	3 18.8%	14 21.9%	6 21.4%	0 ---	22 20.6%	1 16.7%	15 21.4%	5 16.7%	2 20.0%	16 21.6%	1 4.8%	5 33.3%
10 Best specialist possible	1,279 57.7%	69 61.1%	100 63.3%	97 61.4%	9 56.3%	41 64.1%	17 60.7%	0 ---	66 61.7%	3 50.0%	46 65.7%	16 53.3%	5 50.0%	47 63.5%	15 71.4%	5 33.3%

NA - Not applicable

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 25

We want to know your rating of the specialist your child 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 whose child saw a specialist (Q22 & Q24)

	2026 CSS Average	2026	2025	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	2,232	115	158	158	23	57	30	55	56	70	41	63	7	34	9	101	65	28	17
Number missing or multiple answer	16	2	0	0	0	1	0	1	0	1	0	1	0	0	0	1	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
Usable responses	2,216 99.3%	113 98.3%	158 100.0%	158 100.0%	23 100.0%	56 98.2%	30 100.0%	54 98.2%	56 100.0%	69 98.6%	41 100.0%	62 98.4%	7 100.0%	34 100.0%	9 100.0%	100 99.0%	65 100.0%	28 100.0%	16 94.1%
0 to 4	55 2.5%	0 0.0%	7 4.4%	2 1.3%	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%
5	54 2.4%	2 1.8%	5 3.2%	3 1.9%	0 0.0%	2 3.6%	0 0.0%	1 1.9%	1 1.8%	2 2.9%	0 0.0%	2 3.2%	0 0.0%	0 0.0%	0 0.0%	2 2.0%	1 1.5%	0 0.0%	1 6.3%
6 to 7	201 9.1%	7 6.2%	11 7.0%	12 7.6%	1 4.3%	3 5.4%	2 6.7%	3 5.6%	4 7.1%	4 5.8%	3 7.3%	1 1.6%	0 0.0%	4 11.8%	1 11.1%	6 6.0%	5 7.7%	1 3.6%	1 6.3%
8 to 10	1,906 86.0%	104 92.0%	135 85.4%	141 89.2%	22 95.7%	51 91.1%	28 93.3%	50 92.6%	51 91.1%	63 91.3%	38 92.7%	59 95.2%	7 100.0%	30 88.2%	8 88.9%	92 92.0%	59 90.8%	27 96.4%	14 87.5%
Significantly different from column:*																			
0 to 6	166 7.5%	5 4.4%	14 8.9%	10 6.3%	1 4.3%	3 5.4%	1 3.3%	2 3.7%	3 5.4%	5 7.2%	0 0.0%	2 3.2%	0 0.0%	2 5.9%	0 0.0%	5 5.0%	3 4.6%	0 0.0%	2 12.5%
7 to 8	436 19.7%	16 14.2%	23 14.6%	27 17.1%	2 8.7%	9 16.1%	4 13.3%	10 18.5%	6 10.7%	8 11.6%	8 19.5%	9 14.5%	0 0.0%	6 17.6%	1 11.1%	15 15.0%	8 12.3%	4 14.3%	3 18.8%
9 to 10	1,614 72.8%	92 81.4%	121 76.6%	121 76.6%	20 87.0%	44 78.6%	25 83.3%	42 77.8%	47 83.9%	56 81.2%	33 80.5%	51 82.3%	7 100.0%	26 76.5%	8 88.9%	80 80.0%	54 83.1%	24 85.7%	11 68.8%
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.

Mercy Care

4994010

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 25

We want to know your rating of the specialist your child 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 whose child saw a specialist (Q22 & Q24)

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	2,232	115	158	158	16	66	28	0	109	6	70	31	10	75	21	15
Number missing or multiple answer	16	2	0	0	0	2	0	0	2	0	0	1	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,216 99.3%	113 98.3%	158 100.0%	158 100.0%	16 100.0%	64 97.0%	28 100.0%	0 ---	107 98.2%	6 100.0%	70 100.0%	30 96.8%	10 100.0%	74 98.7%	21 100.0%	15 100.0%
0 to 4	55 2.5%	0 0.0%	7 4.4%	2 1.3%	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%
5	54 2.4%	2 1.8%	5 3.2%	3 1.9%	1 6.3%	1 1.6%	0 0.0%	0 ---	2 1.9%	0 0.0%	1 1.4%	0 0.0%	1 10.0%	1 1.4%	1 4.8%	0 0.0%
6 to 7	201 9.1%	7 6.2%	11 7.0%	12 7.6%	3 18.8%	2 3.1%	2 7.1%	0 ---	7 6.5%	0 0.0%	3 4.3%	3 10.0%	1 10.0%	4 5.4%	2 9.5%	1 6.7%
8 to 10	1,906 86.0%	104 92.0%	135 85.4%	141 89.2%	12 75.0%	61 95.3%	26 92.9%	0 ---	98 91.6%	6 100.0%	66 94.3%	27 90.0%	8 80.0%	69 93.2%	18 85.7%	14 93.3%
Significantly different from column:*																
0 to 6	166 7.5%	5 4.4%	14 8.9%	10 6.3%	1 6.3%	2 3.1%	2 7.1%	0 ---	5 4.7%	0 0.0%	2 2.9%	1 3.3%	2 20.0%	2 2.7%	3 14.3%	0 0.0%
7 to 8	436 19.7%	16 14.2%	23 14.6%	27 17.1%	3 18.8%	7 10.9%	3 10.7%	0 ---	14 13.1%	2 33.3%	7 10.0%	8 26.7%	1 10.0%	9 12.2%	2 9.5%	5 33.3%
9 to 10	1,614 72.8%	92 81.4%	121 76.6%	121 76.6%	12 75.0%	55 85.9%	23 82.1%	0 ---	88 82.2%	4 66.7%	61 87.1%	21 70.0%	7 70.0%	63 85.1%	16 76.2%	10 66.7%
Significantly different from column:*											L	K				

NA - Not applicable

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Question 26

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

Base: All respondents

	2026 CSS Average	2026	2025	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	10,339	502	563	628	143	226	118	252	239	312	172	227	45	179	50	436	298	122	61
Number missing or multiple answer	168	9	11	15	1	2	1	3	1	2	2	4	0	0	0	4	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
Usable responses	10,171 98.4%	493 98.2%	552 98.0%	613 97.6%	142 99.3%	224 99.1%	117 99.2%	249 98.8%	238 99.6%	310 99.4%	170 98.8%	223 98.2%	45 100.0%	179 100.0%	50 100.0%	432 99.1%	295 99.0%	122 100.0%	61 100.0%
Yes	2,996 29.5%	191 38.7%	204 37.0%	210 34.3%	59 41.5%	77 34.4%	52 44.4%	95 38.2%	95 39.9%	132 42.6%	55 32.4%	88 39.5%	20 44.4%	66 36.9%	16 32.0%	172 39.8%	117 39.7%	45 36.9%	25 41.0%
No	7,175 70.5%	302 61.3%	348 63.0%	403 65.7%	83 58.5%	147 65.6%	65 55.6%	154 61.8%	143 60.1%	178 57.4%	115 67.6%	135 60.5%	25 55.6%	113 63.1%	34 68.0%	260 60.2%	178 60.3%	77 63.1%	36 59.0%
Significantly different from column:*		A								K	J								

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 Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 26

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

Base: All respondents

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	10,339	502	563	628	175	279	36	3	109	6	388	85	19	363	93	35
Number missing or multiple answer	168	9	11	15	4	5	0	0	2	0	4	0	0	4	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	10,171 98.4%	493 98.2%	552 98.0%	613 97.6%	171 97.7%	274 98.2%	36 100.0%	3 100.0%	107 98.2%	6 100.0%	384 99.0%	85 100.0%	19 100.0%	359 98.9%	93 100.0%	35 100.0%
Yes	2,996 29.5%	191 38.7%	204 37.0%	210 34.3%	50 29.2%	118 43.1%	20 55.6%	1 33.3%	61 57.0%	2 33.3%	150 39.1%	28 32.9%	12 63.2%	136 37.9%	34 36.6%	20 57.1%
No	7,175 70.5%	302 61.3%	348 63.0%	403 65.7%	121 70.8%	156 56.9%	16 44.4%	2 66.7%	46 43.0%	4 66.7%	234 60.9%	57 67.1%	7 36.8%	223 62.1%	59 63.4%	15 42.9%
Significantly different from column:*					FG	E	E				M	M	KL	P	P	NO

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 Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 27

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

Base: All respondents who got information or help from child's health plan's customer service (Q26)

	2026 CSS Average	2026	2025	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	2,996	191	204	210	59	77	52	95	95	132	55	88	20	66	16	172	117	45	25
Number missing or multiple answer	26	1	3	1	0	1	0	1	0	0	1	0	1	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
Usable responses	2,970 99.1%	190 99.5%	201 98.5%	209 99.5%	59 100.0%	76 98.7%	52 100.0%	94 98.9%	95 100.0%	132 100.0%	54 98.2%	88 100.0%	19 95.0%	66 100.0%	16 100.0%	171 99.4%	117 100.0%	44 97.8%	25 100.0%
Never	77 2.6%	5 2.6%	4 2.0%	2 1.0%	0 0.0%	1 1.3%	3 5.8%	2 2.1%	2 2.1%	3 2.3%	1 1.9%	2 2.3%	1 5.3%	0 0.0%	1 6.3%	3 1.8%	2 1.7%	1 2.3%	1 4.0%
Sometimes	432 14.5%	24 12.6%	32 15.9%	22 10.5%	3 5.1%	9 11.8%	11 21.2%	9 9.6%	15 15.8%	16 12.1%	8 14.8%	12 13.6%	2 10.5%	8 12.1%	3 18.8%	20 11.7%	16 13.7%	4 9.1%	4 16.0%
Usually	724 24.4%	48 25.3%	65 32.3%	55 26.3%	15 25.4%	18 23.7%	15 28.8%	25 26.6%	23 24.2%	38 28.8%	9 16.7%	23 26.1%	1 5.3%	21 31.8%	1 6.3%	47 27.5%	30 25.6%	10 22.7%	7 28.0%
Always	1,737 58.5%	113 59.5%	100 49.8%	130 62.2%	41 69.5%	48 63.2%	23 44.2%	58 61.7%	55 57.9%	75 56.8%	36 66.7%	51 58.0%	15 78.9%	37 56.1%	11 68.8%	101 59.1%	69 59.0%	29 65.9%	13 52.0%
Significantly different from column:*					G	G	EF												
Usually or Always	2,461 82.9%	161 84.7%	165 82.1%	185 88.5%	56 94.9%	66 86.8%	38 73.1%	83 88.3%	78 82.1%	113 85.6%	45 83.3%	74 84.1%	16 84.2%	58 87.9%	12 75.0%	148 86.5%	99 84.6%	39 88.6%	20 80.0%
Significantly different from column:*					G		E												

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 Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 27

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

Base: All respondents who got information or help from child's health plan's customer service (Q26)

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	2,996	191	204	210	50	118	20	1	61	2	150	28	12	136	34	20
Number missing or multiple answer	26	1	3	1	1	0	0	0	1	0	0	0	1	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,970 99.1%	190 99.5%	201 98.5%	209 99.5%	49 98.0%	118 100.0%	20 100.0%	1 100.0%	60 98.4%	2 100.0%	150 100.0%	28 100.0%	11 91.7%	136 100.0%	34 100.0%	19 95.0%
Never	77 2.6%	5 2.6%	4 2.0%	2 1.0%	2 4.1%	3 2.5%	0 0.0%	0 0.0%	1 1.7%	0 0.0%	3 2.0%	1 3.6%	0 0.0%	3 2.2%	1 2.9%	0 0.0%
Sometimes	432 14.5%	24 12.6%	32 15.9%	22 10.5%	7 14.3%	14 11.9%	2 10.0%	0 0.0%	7 11.7%	0 0.0%	18 12.0%	5 17.9%	1 9.1%	10 7.4%	9 26.5%	5 26.3%
Usually	724 24.4%	48 25.3%	65 32.3%	55 26.3%	15 30.6%	31 26.3%	2 10.0%	0 0.0%	11 18.3%	0 0.0%	34 22.7%	10 35.7%	4 36.4%	32 23.5%	7 20.6%	9 47.4%
Always	1,737 58.5%	113 59.5%	100 49.8%	130 62.2%	25 51.0%	70 59.3%	16 80.0%	1 100.0%	41 68.3%	2 100.0%	95 63.3%	12 42.9%	6 54.5%	91 66.9%	17 50.0%	5 26.3%
Significantly different from column:*					G	E					L	K		P		N
Usually or Always	2,461 82.9%	161 84.7%	165 82.1%	185 88.5%	40 81.6%	101 85.6%	18 90.0%	1 100.0%	52 86.7%	2 100.0%	129 86.0%	22 78.6%	10 90.9%	123 90.4%	24 70.6%	14 73.7%
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 Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 28

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

Base: All respondents who got information or help from child's health plan's customer service (Q26)

	2026 CSS Average	2026	2025	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	2,996	191	204	210	59	77	52	95	95	132	55	88	20	66	16	172	117	45	25
Number missing or multiple answer	32	1	3	2	0	1	0	1	0	0	1	0	1	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
Usable responses	2,964 98.9%	190 99.5%	201 98.5%	208 99.0%	59 100.0%	76 98.7%	52 100.0%	94 98.9%	95 100.0%	132 100.0%	54 98.2%	88 100.0%	19 95.0%	66 100.0%	16 100.0%	171 99.4%	117 100.0%	44 97.8%	25 100.0%
Never	45 1.5%	3 1.6%	7 3.5%	2 1.0%	1 1.7%	0 0.0%	2 3.8%	1 1.1%	2 2.1%	2 1.5%	1 1.9%	1 1.1%	1 5.3%	1 1.5%	0 0.0%	3 1.8%	1 0.9%	0 0.0%	2 8.0%
Sometimes	110 3.7%	7 3.7%	9 4.5%	6 2.9%	0 0.0%	5 6.6%	2 3.8%	4 4.3%	3 3.2%	6 4.5%	0 0.0%	4 4.5%	0 0.0%	1 1.5%	0 0.0%	6 3.5%	3 2.6%	1 2.3%	2 8.0%
Usually	431 14.5%	32 16.8%	35 17.4%	38 18.3%	8 13.6%	14 18.4%	10 19.2%	19 20.2%	13 13.7%	18 13.6%	13 24.1%	16 18.2%	2 10.5%	13 19.7%	5 31.3%	27 15.8%	20 17.1%	7 15.9%	5 20.0%
Always	2,378 80.2%	148 77.9%	150 74.6%	162 77.9%	50 84.7%	57 75.0%	38 73.1%	70 74.5%	77 81.1%	106 80.3%	40 74.1%	67 76.1%	16 84.2%	51 77.3%	11 68.8%	135 78.9%	93 79.5%	36 81.8%	16 64.0%
Significantly different from column:*																			
Usually or Always	2,809 94.8%	180 94.7%	185 92.0%	200 96.2%	58 98.3%	71 93.4%	48 92.3%	89 94.7%	90 94.7%	124 93.9%	53 98.1%	83 94.3%	18 94.7%	64 97.0%	16 100.0%	162 94.7%	113 96.6%	43 97.7%	21 84.0%
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 Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 28

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

Base: All respondents who got information or help from child's health plan's customer service (Q26)

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	2,996	191	204	210	50	118	20	1	61	2	150	28	12	136	34	20
Number missing or multiple answer	32	1	3	2	1	0	0	0	1	0	0	0	1	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,964 98.9%	190 99.5%	201 98.5%	208 99.0%	49 98.0%	118 100.0%	20 100.0%	1 100.0%	60 98.4%	2 100.0%	150 100.0%	28 100.0%	11 91.7%	136 100.0%	34 100.0%	19 95.0%
Never	45 1.5%	3 1.6%	7 3.5%	2 1.0%	2 4.1%	1 0.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 2.0%	0 0.0%	0 0.0%	2 1.5%	1 2.9%	0 0.0%
Sometimes	110 3.7%	7 3.7%	9 4.5%	6 2.9%	1 2.0%	6 5.1%	0 0.0%	0 0.0%	2 3.3%	0 0.0%	4 2.7%	3 10.7%	0 0.0%	4 2.9%	3 8.8%	0 0.0%
Usually	431 14.5%	32 16.8%	35 17.4%	38 18.3%	7 14.3%	22 18.6%	3 15.0%	0 0.0%	10 16.7%	0 0.0%	21 14.0%	8 28.6%	3 27.3%	16 11.8%	7 20.6%	9 47.4%
Always	2,378 80.2%	148 77.9%	150 74.6%	162 77.9%	39 79.6%	89 75.4%	17 85.0%	1 100.0%	48 80.0%	2 100.0%	122 81.3%	17 60.7%	8 72.7%	114 83.8%	23 67.6%	10 52.6%
Significantly different from column:*											L	K		O	N	
Usually or Always	2,809 94.8%	180 94.7%	185 92.0%	200 96.2%	46 93.9%	111 94.1%	20 100.0%	1 100.0%	58 96.7%	2 100.0%	143 95.3%	25 89.3%	11 100.0%	130 95.6%	30 88.2%	19 100.0%
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 Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 29

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

Base: All respondents

	2026 CSS Average	2026	2025	2024	Child's Age			Child's Gender		Child's Ethnicity		Child's Race			Respondent's Gender		Respondent's Education		
					(Q34)			(Q35)		(Q36)		(Q37)			(Q39)		(Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	10,339	502	563	628	143	226	118	252	239	312	172	227	45	179	50	436	298	122	61
Number missing or multiple answer	288	14	20	14	2	3	3	6	2	5	3	6	0	2	2	6	3	1	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	10,051	488	543	614	141	223	115	246	237	307	169	221	45	177	48	430	295	121	58
	97.2%	97.2%	96.4%	97.8%	98.6%	98.7%	97.5%	97.6%	99.2%	98.4%	98.3%	97.4%	100.0%	98.9%	96.0%	98.6%	99.0%	99.2%	95.1%
Yes	2,748	150	169	182	46	63	37	69	79	98	48	69	14	52	9	139	95	33	19
	27.3%	30.7%	31.1%	29.6%	32.6%	28.3%	32.2%	28.0%	33.3%	31.9%	28.4%	31.2%	31.1%	29.4%	18.8%	32.3%	32.2%	27.3%	32.8%
No	7,303	338	374	432	95	160	78	177	158	209	121	152	31	125	39	291	200	88	39
	72.7%	69.3%	68.9%	70.4%	67.4%	71.7%	67.8%	72.0%	66.7%	68.1%	71.6%	68.8%	68.9%	70.6%	81.3%	67.7%	67.8%	72.7%	67.2%
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 29

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

Base: All respondents

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	10,339	502	563	628	175	279	36	3	109	6	388	85	19	363	93	35
Number missing or multiple answer	288	14	20	14	5	7	1	0	6	0	7	1	0	6	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	10,051 97.2%	488 97.2%	543 96.4%	614 97.8%	170 97.1%	272 97.5%	35 97.2%	3 100.0%	103 94.5%	6 100.0%	381 98.2%	84 98.8%	19 100.0%	357 98.3%	91 97.8%	35 100.0%
Yes	2,748 27.3%	150 30.7%	169 31.1%	182 29.6%	33 19.4%	106 39.0%	9 25.7%	1 33.3%	45 43.7%	2 33.3%	115 30.2%	24 28.6%	8 42.1%	110 30.8%	27 29.7%	11 31.4%
No	7,303 72.7%	338 69.3%	374 68.9%	432 70.4%	137 80.6%	166 61.0%	26 74.3%	2 66.7%	58 56.3%	4 66.7%	266 69.8%	60 71.4%	11 57.9%	247 69.2%	64 70.3%	24 68.6%
Significantly different from column:*					F	E										

NA - Not applicable

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Question 30

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

Base: All respondents**

	2026 CSS Average	2026	2025	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	10,051	488	543	614	141	223	115	246	237	307	169	221	45	177	48	430	295	121	58
Number missing or multiple answer	66	3	4	8	0	1	0	0	1	1	0	0	0	1	0	1	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
Usable responses	9,985 99.3%	485 99.4%	539 99.3%	606 98.7%	141 100.0%	222 99.6%	115 100.0%	246 100.0%	236 99.6%	306 99.7%	169 100.0%	221 100.0%	45 100.0%	176 99.4%	48 100.0%	429 99.8%	294 99.7%	121 100.0%	58 100.0%
Never	95 1.0%	4 0.8%	7 1.3%	3 0.5%	1 0.7%	3 1.4%	0 0.0%	1 0.4%	3 1.3%	2 0.7%	2 1.2%	3 1.4%	0 0.0%	1 0.6%	0 0.0%	4 0.9%	2 0.7%	0 0.0%	1 1.7%
Sometimes	425 4.3%	20 4.1%	20 3.7%	24 4.0%	0 0.0%	12 5.4%	7 6.1%	10 4.1%	10 4.2%	14 4.6%	6 3.6%	8 3.6%	0 0.0%	10 5.7%	2 4.2%	18 4.2%	16 5.4%	3 2.5%	1 1.7%
Usually	771 7.7%	42 8.7%	50 9.3%	45 7.4%	13 9.2%	16 7.2%	13 11.3%	21 8.5%	21 8.9%	25 8.2%	15 8.9%	20 9.0%	2 4.4%	16 9.1%	4 8.3%	38 8.9%	24 8.2%	11 9.1%	7 12.1%
Always	8,694 87.1%	419 86.4%	462 85.7%	534 88.1%	127 90.1%	191 86.0%	95 82.6%	214 87.0%	202 85.6%	265 86.6%	146 86.4%	190 86.0%	43 95.6%	149 84.7%	42 87.5%	369 86.0%	252 85.7%	107 88.4%	49 84.5%
Significantly different from column:*																			
Usually or Always	9,465 94.8%	461 95.1%	512 95.0%	579 95.5%	140 99.3%	207 93.2%	108 93.9%	235 95.5%	223 94.5%	290 94.8%	161 95.3%	210 95.0%	45 100.0%	165 93.8%	46 95.8%	407 94.9%	276 93.9%	118 97.5%	56 96.6%
Significantly different from column:*					F	E													

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 29 are reported to NCQA as "Always" in question 30, and are used in calculating the Question Summary Rate.

Mercy Care

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Question 30

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

Base: All respondents**

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	10,051	488	543	614	170	272	35	3	103	6	381	84	19	357	91	35
Number missing or multiple answer	66	3	4	8	0	3	0	0	1	0	0	1	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	9,985 99.3%	485 99.4%	539 99.3%	606 98.7%	170 100.0%	269 98.9%	35 100.0%	3 100.0%	102 99.0%	6 100.0%	381 100.0%	83 98.8%	19 100.0%	357 100.0%	90 98.9%	35 100.0%
Never	95 1.0%	4 0.8%	7 1.3%	3 0.5%	2 1.2%	2 0.7%	0 0.0%	0 0.0%	1 1.0%	0 0.0%	3 0.8%	1 1.2%	0 0.0%	3 0.8%	1 1.1%	0 0.0%
Sometimes	425 4.3%	20 4.1%	20 3.7%	24 4.0%	8 4.7%	10 3.7%	2 5.7%	0 0.0%	8 7.8%	0 0.0%	10 2.6%	9 10.8%	1 5.3%	10 2.8%	8 8.9%	2 5.7%
Usually	771 7.7%	42 8.7%	50 9.3%	45 7.4%	9 5.3%	29 10.8%	4 11.4%	0 0.0%	14 13.7%	1 16.7%	33 8.7%	7 8.4%	2 10.5%	26 7.3%	10 11.1%	6 17.1%
Always	8,694 87.1%	419 86.4%	462 85.7%	534 88.1%	151 88.8%	228 84.8%	29 82.9%	3 100.0%	79 77.5%	5 83.3%	335 87.9%	66 79.5%	16 84.2%	318 89.1%	71 78.9%	27 77.1%
Significantly different from column:*											L	K		O	N	
Usually or Always	9,465 94.8%	461 95.1%	512 95.0%	579 95.5%	160 94.1%	257 95.5%	33 94.3%	3 100.0%	93 91.2%	6 100.0%	368 96.6%	73 88.0%	18 94.7%	344 96.4%	81 90.0%	33 94.3%
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.

**Respondents answering "No" to question 29 are reported to NCQA as "Always" in question 30, and are used in calculating the Question Summary Rate.

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Question 31

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 child’s health plan?

Base: All respondents

	2026 CSS Average	2026	2025	2024	Child's Age			Child's Gender		Child's Ethnicity		Child's Race			Respondent's Gender		Respondent's Education		
					(Q34)			(Q35)		(Q36)		(Q37)			(Q39)		(Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	10,339	502	563	628	143	226	118	252	239	312	172	227	45	179	50	436	298	122	61
Number missing or multiple answer	255	11	16	10	0	2	0	1	1	1	1	1	0	0	0	2	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
Usable responses	10,084 97.5%	491 97.8%	547 97.2%	618 98.4%	143 100.0%	224 99.1%	118 100.0%	251 99.6%	238 99.6%	311 99.7%	171 99.4%	226 99.6%	45 100.0%	179 100.0%	50 100.0%	434 99.5%	298 100.0%	121 99.2%	61 100.0%
0 Worst health plan possible	45 0.4%	1 0.2%	3 0.5%	1 0.2%	0 0.0%	1 0.4%	0 0.0%	1 0.4%	0 0.0%	0 0.0%	1 0.6%	0 0.0%	0 0.0%	1 0.6%	1 2.0%	0 0.0%	0 0.0%	1 0.8%	0 0.0%
1	28 0.3%	0 0.0%	0 0.0%	1 0.2%	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%
2	17 0.2%	0 0.0%	2 0.4%	1 0.2%	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%
3	41 0.4%	0 0.0%	2 0.4%	1 0.2%	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%
4	76 0.8%	2 0.4%	4 0.7%	2 0.3%	1 0.7%	1 0.4%	0 0.0%	2 0.8%	0 0.0%	2 0.6%	0 0.0%	1 0.4%	0 0.0%	1 0.6%	0 0.0%	2 0.5%	1 0.3%	0 0.0%	0 0.0%
5	288 2.9%	8 1.6%	9 1.6%	11 1.8%	0 0.0%	6 2.7%	2 1.7%	4 1.6%	4 1.7%	4 1.3%	4 2.3%	6 2.7%	0 0.0%	0 0.0%	0 0.0%	8 1.8%	2 0.7%	4 3.3%	2 3.3%
6	309 3.1%	3 0.6%	6 1.1%	10 1.6%	0 0.0%	3 1.3%	0 0.0%	2 0.8%	1 0.4%	1 0.3%	2 1.2%	1 0.4%	2 4.4%	0 0.0%	0 0.0%	3 0.7%	1 0.3%	0 0.0%	2 3.3%
7	656 6.5%	19 3.9%	18 3.3%	21 3.4%	9 6.3%	6 2.7%	4 3.4%	10 4.0%	9 3.8%	6 1.9%	12 7.0%	9 4.0%	3 6.7%	6 3.4%	4 8.0%	15 3.5%	12 4.0%	4 3.3%	3 4.9%
8	1,492 14.8%	57 11.6%	61 11.2%	80 12.9%	12 8.4%	29 12.9%	16 13.6%	32 12.7%	25 10.5%	30 9.6%	26 15.2%	30 13.3%	6 13.3%	18 10.1%	7 14.0%	50 11.5%	34 11.4%	13 10.7%	9 14.8%
9	1,552 15.4%	68 13.8%	89 16.3%	90 14.6%	19 13.3%	30 13.4%	18 15.3%	39 15.5%	28 11.8%	37 11.9%	28 16.4%	36 15.9%	6 13.3%	20 11.2%	12 24.0%	54 12.4%	35 11.7%	20 16.5%	11 18.0%
10 Best health plan possible	5,580 55.3%	333 67.8%	353 64.5%	400 64.7%	102 71.3%	148 66.1%	78 66.1%	161 64.1%	171 71.8%	231 74.3%	98 57.3%	143 63.3%	28 62.2%	133 74.3%	26 52.0%	302 69.6%	213 71.5%	79 65.3%	34 55.7%

NA - Not applicable

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Question 31

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 child’s health plan?

Base: All respondents

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	10,339	502	563	628	175	279	36	3	109	6	388	85	19	363	93	35
Number missing or multiple answer	255	11	16	10	4	6	0	0	4	0	1	1	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	10,084 97.5%	491 97.8%	547 97.2%	618 98.4%	171 97.7%	273 97.8%	36 100.0%	3 100.0%	105 96.3%	6 100.0%	387 99.7%	84 98.8%	19 100.0%	362 99.7%	92 98.9%	35 100.0%
0 Worst health plan possible	45 0.4%	1 0.2%	3 0.5%	1 0.2%	0 0.0%	1 0.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.2%	0 0.0%	0 0.0%	0 0.0%	1 2.9%
1	28 0.3%	0 0.0%	0 0.0%	1 0.2%	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%
2	17 0.2%	0 0.0%	2 0.4%	1 0.2%	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%
3	41 0.4%	0 0.0%	2 0.4%	1 0.2%	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%
4	76 0.8%	2 0.4%	4 0.7%	2 0.3%	1 0.6%	1 0.4%	0 0.0%	0 0.0%	0 0.0%	1 16.7%	1 0.3%	0 0.0%	1 5.3%	2 0.6%	0 0.0%	0 0.0%
5	288 2.9%	8 1.6%	9 1.6%	11 1.8%	4 2.3%	3 1.1%	0 0.0%	0 0.0%	1 1.0%	0 0.0%	7 1.8%	1 1.2%	0 0.0%	4 1.1%	4 4.3%	0 0.0%
6	309 3.1%	3 0.6%	6 1.1%	10 1.6%	2 1.2%	1 0.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 0.8%	0 0.0%	0 0.0%	1 0.3%	2 2.2%	0 0.0%
7	656 6.5%	19 3.9%	18 3.3%	21 3.4%	10 5.8%	8 2.9%	1 2.8%	0 0.0%	2 1.9%	0 0.0%	11 2.8%	7 8.3%	1 5.3%	11 3.0%	4 4.3%	3 8.6%
8	1,492 14.8%	57 11.6%	61 11.2%	80 12.9%	22 12.9%	29 10.6%	4 11.1%	0 0.0%	12 11.4%	0 0.0%	45 11.6%	12 14.3%	0 0.0%	39 10.8%	12 13.0%	6 17.1%
9	1,552 15.4%	68 13.8%	89 16.3%	90 14.6%	25 14.6%	35 12.8%	6 16.7%	0 0.0%	13 12.4%	2 33.3%	53 13.7%	11 13.1%	4 21.1%	49 13.5%	12 13.0%	7 20.0%
10 Best health plan possible	5,580 55.3%	333 67.8%	353 64.5%	400 64.7%	107 62.6%	195 71.4%	25 69.4%	3 100.0%	77 73.3%	3 50.0%	267 69.0%	52 61.9%	13 68.4%	256 70.7%	58 63.0%	18 51.4%

NA - Not applicable

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Question 31

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 child’s health plan?

Base: All respondents

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Number in sample	10,339	502	563	628	143	226	118	252	239	312	172	227	45	179	50	436	298	122	61
Number missing or multiple answer	255	11	16	10	0	2	0	1	1	1	1	1	0	0	0	2	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
Usable responses	10,084 97.5%	491 97.8%	547 97.2%	618 98.4%	143 100.0%	224 99.1%	118 100.0%	251 99.6%	238 99.6%	311 99.7%	171 99.4%	226 99.6%	45 100.0%	179 100.0%	50 100.0%	434 99.5%	298 100.0%	121 99.2%	61 100.0%
0 to 4	207 2.1%	3 0.6%	11 2.0%	6 1.0%	1 0.7%	2 0.9%	0 0.0%	3 1.2%	0 0.0%	2 0.6%	1 0.6%	1 0.4%	0 0.0%	2 1.1%	1 2.0%	2 0.5%	1 0.3%	1 0.8%	0 0.0%
5	288 2.9%	8 1.6%	9 1.6%	11 1.8%	0 0.0%	6 2.7%	2 1.7%	4 1.6%	4 1.7%	4 1.3%	4 2.3%	6 2.7%	0 0.0%	0 0.0%	0 0.0%	8 1.8%	2 0.7%	4 3.3%	2 3.3%
6 to 7	965 9.6%	22 4.5%	24 4.4%	31 5.0%	9 6.3%	9 4.0%	4 3.4%	12 4.8%	10 4.2%	7 2.3%	14 8.2%	10 4.4%	5 11.1%	6 3.4%	4 8.0%	18 4.1%	13 4.4%	4 3.3%	5 8.2%
8 to 10	8,624 85.5%	458 93.3%	503 92.0%	570 92.2%	133 93.0%	207 92.4%	112 94.9%	232 92.4%	224 94.1%	298 95.8%	152 88.9%	209 92.5%	40 88.9%	171 95.5%	45 90.0%	406 93.5%	282 94.6%	112 92.6%	54 88.5%
Significantly different from column:*		A								K	J								
0 to 6	804 8.0%	14 2.9%	26 4.8%	27 4.4%	1 0.7%	11 4.9%	2 1.7%	9 3.6%	5 2.1%	7 2.3%	7 4.1%	8 3.5%	2 4.4%	2 1.1%	1 2.0%	13 3.0%	4 1.3%	5 4.1%	4 6.6%
7 to 8	2,148 21.3%	76 15.5%	79 14.4%	101 16.3%	21 14.7%	35 15.6%	20 16.9%	42 16.7%	34 14.3%	36 11.6%	38 22.2%	39 17.3%	9 20.0%	24 13.4%	11 22.0%	65 15.0%	46 15.4%	17 14.0%	12 19.7%
9 to 10	7,132 70.7%	401 81.7%	442 80.8%	490 79.3%	121 84.6%	178 79.5%	96 81.4%	200 79.7%	199 83.6%	268 86.2%	126 73.7%	179 79.2%	34 75.6%	153 85.5%	38 76.0%	356 82.0%	248 83.2%	99 81.8%	45 73.8%
Significantly different from column:*		A								K	J								

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

4994010

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 31

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 child’s health plan?

Base: All respondents

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	10,339	502	563	628	175	279	36	3	109	6	388	85	19	363	93	35
Number missing or multiple answer	255	11	16	10	4	6	0	0	4	0	1	1	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	10,084 97.5%	491 97.8%	547 97.2%	618 98.4%	171 97.7%	273 97.8%	36 100.0%	3 100.0%	105 96.3%	6 100.0%	387 99.7%	84 98.8%	19 100.0%	362 99.7%	92 98.9%	35 100.0%
0 to 4	207 2.1%	3 0.6%	11 2.0%	6 1.0%	1 0.6%	2 0.7%	0 0.0%	0 0.0%	0 0.0%	1 16.7%	1 0.3%	1 1.2%	1 5.3%	2 0.6%	0 0.0%	1 2.9%
5	288 2.9%	8 1.6%	9 1.6%	11 1.8%	4 2.3%	3 1.1%	0 0.0%	0 0.0%	1 1.0%	0 0.0%	7 1.8%	1 1.2%	0 0.0%	4 1.1%	4 4.3%	0 0.0%
6 to 7	965 9.6%	22 4.5%	24 4.4%	31 5.0%	12 7.0%	9 3.3%	1 2.8%	0 0.0%	2 1.9%	0 0.0%	14 3.6%	7 8.3%	1 5.3%	12 3.3%	6 6.5%	3 8.6%
8 to 10	8,624 85.5%	458 93.3%	503 92.0%	570 92.2%	154 90.1%	259 94.9%	35 97.2%	3 100.0%	102 97.1%	5 83.3%	365 94.3%	75 89.3%	17 89.5%	344 95.0%	82 89.1%	31 88.6%
Significantly different from column:*														O	N	
0 to 6	804 8.0%	14 2.9%	26 4.8%	27 4.4%	7 4.1%	6 2.2%	0 0.0%	0 0.0%	1 1.0%	1 16.7%	11 2.8%	2 2.4%	1 5.3%	7 1.9%	6 6.5%	1 2.9%
7 to 8	2,148 21.3%	76 15.5%	79 14.4%	101 16.3%	32 18.7%	37 13.6%	5 13.9%	0 0.0%	14 13.3%	0 0.0%	56 14.5%	19 22.6%	1 5.3%	50 13.8%	16 17.4%	9 25.7%
9 to 10	7,132 70.7%	401 81.7%	442 80.8%	490 79.3%	132 77.2%	230 84.2%	31 86.1%	3 100.0%	90 85.7%	5 83.3%	320 82.7%	63 75.0%	17 89.5%	305 84.3%	70 76.1%	25 71.4%
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 Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 32

In general, how would you rate your child’s overall health?

Base: All respondents

	2026 CSS Average	2026	2025	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	10,339	502	563	628	143	226	118	252	239	312	172	227	45	179	50	436	298	122	61
Number missing or multiple answer	202	10	13	14	0	1	0	1	0	1	0	0	0	0	0	1	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
Usable responses	10,137 98.0%	492 98.0%	550 97.7%	614 97.8%	143 100.0%	225 99.6%	118 100.0%	251 99.6%	239 100.0%	311 99.7%	172 100.0%	227 100.0%	45 100.0%	179 100.0%	50 100.0%	435 99.8%	297 99.7%	122 100.0%	61 100.0%
Poor	27 0.3%	1 0.2%	4 0.7%	2 0.3%	0 0.0%	1 0.4%	0 0.0%	1 0.4%	0 0.0%	1 0.3%	0 0.0%	0 0.0%	0 0.0%	1 0.6%	0 0.0%	1 0.2%	0 0.0%	0 0.0%	0 0.0%
Fair	443 4.4%	18 3.7%	44 8.0%	31 5.0%	2 1.4%	9 4.0%	7 5.9%	8 3.2%	10 4.2%	15 4.8%	3 1.7%	6 2.6%	2 4.4%	8 4.5%	2 4.0%	16 3.7%	13 4.4%	5 4.1%	0 0.0%
Good	1,961 19.3%	85 17.3%	119 21.6%	108 17.6%	15 10.5%	47 20.9%	21 17.8%	51 20.3%	34 14.2%	45 14.5%	36 20.9%	33 14.5%	8 17.8%	34 19.0%	7 14.0%	77 17.7%	57 19.2%	15 12.3%	11 18.0%
Very good	3,321 32.8%	177 36.0%	171 31.1%	212 34.5%	51 35.7%	76 33.8%	48 40.7%	88 35.1%	87 36.4%	120 38.6%	53 30.8%	86 37.9%	11 24.4%	66 36.9%	19 38.0%	154 35.4%	100 33.7%	47 38.5%	26 42.6%
Excellent	4,385 43.3%	211 42.9%	212 38.5%	261 42.5%	75 52.4%	92 40.9%	42 35.6%	103 41.0%	108 45.2%	130 41.8%	80 46.5%	102 44.9%	24 53.3%	70 39.1%	22 44.0%	187 43.0%	127 42.8%	55 45.1%	24 39.3%
Significantly different from column:*					FG	E	E												
Excellent or Very good	7,706 76.0%	388 78.9%	383 69.6%	473 77.0%	126 88.1%	168 74.7%	90 76.3%	191 76.1%	195 81.6%	250 80.4%	133 77.3%	188 82.8%	35 77.8%	136 76.0%	41 82.0%	341 78.4%	227 76.4%	102 83.6%	50 82.0%
Significantly different from column:*		C			FG	E	E												

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 32

In general, how would you rate your child’s overall health?

Base: All respondents

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	10,339	502	563	628	175	279	36	3	109	6	388	85	19	363	93	35
Number missing or multiple answer	202	10	13	14	3	6	0	0	4	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
Usable responses	10,137 98.0%	492 98.0%	550 97.7%	614 97.8%	172 98.3%	273 97.8%	36 100.0%	3 100.0%	105 96.3%	6 100.0%	388 100.0%	85 100.0%	19 100.0%	362 99.7%	93 100.0%	35 100.0%
Poor	27 0.3%	1 0.2%	4 0.7%	2 0.3%	0 0.0%	1 0.4%	0 0.0%	0 0.0%	0 0.0%	1 16.7%	0 0.0%	0 0.0%	1 5.3%	1 0.3%	0 0.0%	0 0.0%
Fair	443 4.4%	18 3.7%	44 8.0%	31 5.0%	7 4.1%	7 2.6%	4 11.1%	0 0.0%	7 6.7%	2 33.3%	0 0.0%	0 0.0%	18 94.7%	4 1.1%	8 8.6%	6 17.1%
Good	1,961 19.3%	85 17.3%	119 21.6%	108 17.6%	30 17.4%	41 15.0%	12 33.3%	0 0.0%	29 27.6%	2 33.3%	0 0.0%	85 100.0%	0 0.0%	32 8.8%	38 40.9%	15 42.9%
Very good	3,321 32.8%	177 36.0%	171 31.1%	212 34.5%	56 32.6%	108 39.6%	9 25.0%	1 33.3%	34 32.4%	1 16.7%	177 45.6%	0 0.0%	0 0.0%	136 37.6%	30 32.3%	10 28.6%
Excellent	4,385 43.3%	211 42.9%	212 38.5%	261 42.5%	79 45.9%	116 42.5%	11 30.6%	2 66.7%	35 33.3%	0 0.0%	211 54.4%	0 0.0%	0 0.0%	189 52.2%	17 18.3%	4 11.4%
Significantly different from column:*											LM	K	K	OP	N	N
Excellent or Very good	7,706 76.0%	388 78.9%	383 69.6%	473 77.0%	135 78.5%	224 82.1%	20 55.6%	3 100.0%	69 65.7%	1 16.7%	388 100.0%	0 0.0%	0 0.0%	325 89.8%	47 50.5%	14 40.0%
Significantly different from column:*		C			G	G	EF				L	K		OP	N	N

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 Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 33

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

Base: All respondents

	2026 CSS Average	2026	2025	2024	Child's Age			Child's Gender		Child's Ethnicity		Child's Race			Respondent's Gender		Respondent's Education		
					(Q34)			(Q35)		(Q36)		(Q37)			(Q39)		(Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	10,339	502	563	628	143	226	118	252	239	312	172	227	45	179	50	436	298	122	61
Number missing or multiple answer	220	11	14	18	1	0	0	0	2	0	2	1	0	1	1	1	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
Usable responses	10,119 97.9%	491 97.8%	549 97.5%	610 97.1%	142 99.3%	226 100.0%	118 100.0%	252 100.0%	237 99.2%	312 100.0%	170 98.8%	226 99.6%	45 100.0%	178 99.4%	49 98.0%	435 99.8%	298 100.0%	122 100.0%	60 98.4%
Poor	125 1.2%	3 0.6%	6 1.1%	4 0.7%	0 0.0%	1 0.4%	2 1.7%	0 0.0%	3 1.3%	0 0.0%	3 1.8%	3 1.3%	0 0.0%	0 0.0%	1 2.0%	2 0.5%	0 0.0%	3 2.5%	0 0.0%
Fair	785 7.8%	32 6.5%	54 9.8%	42 6.9%	4 2.8%	12 5.3%	16 13.6%	15 6.0%	17 7.2%	14 4.5%	18 10.6%	16 7.1%	6 13.3%	10 5.6%	4 8.2%	28 6.4%	19 6.4%	9 7.4%	4 6.7%
Good	2,037 20.1%	93 18.9%	118 21.5%	116 19.0%	15 10.6%	52 23.0%	24 20.3%	56 22.2%	36 15.2%	60 19.2%	28 16.5%	39 17.3%	6 13.3%	37 20.8%	7 14.3%	81 18.6%	62 20.8%	20 16.4%	7 11.7%
Very good	2,610 25.8%	144 29.3%	160 29.1%	150 24.6%	36 25.4%	70 31.0%	37 31.4%	73 29.0%	70 29.5%	92 29.5%	49 28.8%	76 33.6%	12 26.7%	40 22.5%	12 24.5%	131 30.1%	79 26.5%	39 32.0%	23 38.3%
Excellent	4,562 45.1%	219 44.6%	211 38.4%	298 48.9%	87 61.3%	91 40.3%	39 33.1%	108 42.9%	111 46.8%	146 46.8%	72 42.4%	92 40.7%	21 46.7%	91 51.1%	25 51.0%	193 44.4%	138 46.3%	51 41.8%	26 43.3%
Significantly different from column:*		C			FG	E	E					N		L					
Excellent or Very good	7,172 70.9%	363 73.9%	371 67.6%	448 73.4%	123 86.6%	161 71.2%	76 64.4%	181 71.8%	181 76.4%	238 76.3%	121 71.2%	168 74.3%	33 73.3%	131 73.6%	37 75.5%	324 74.5%	217 72.8%	90 73.8%	49 81.7%
Significantly different from column:*		C			FG	E	E												

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.

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 33

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

Base: All respondents

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	10,339	502	563	628	175	279	36	3	109	6	388	85	19	363	93	35
Number missing or multiple answer	220	11	14	18	4	6	0	0	4	0	2	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	10,119 97.9%	491 97.8%	549 97.5%	610 97.1%	171 97.7%	273 97.8%	36 100.0%	3 100.0%	105 96.3%	6 100.0%	386 99.5%	85 100.0%	19 100.0%	363 100.0%	93 100.0%	35 100.0%
Poor	125 1.2%	3 0.6%	6 1.1%	4 0.7%	2 1.2%	1 0.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.5%	1 1.2%	0 0.0%	0 0.0%	0 0.0%	3 8.6%
Fair	785 7.8%	32 6.5%	54 9.8%	42 6.9%	10 5.8%	15 5.5%	6 16.7%	0 0.0%	11 10.5%	4 66.7%	12 3.1%	14 16.5%	6 31.6%	0 0.0%	0 0.0%	32 91.4%
Good	2,037 20.1%	93 18.9%	118 21.5%	116 19.0%	33 19.3%	47 17.2%	9 25.0%	0 0.0%	20 19.0%	1 16.7%	47 12.2%	38 44.7%	8 42.1%	0 0.0%	93 100.0%	0 0.0%
Very good	2,610 25.8%	144 29.3%	160 29.1%	150 24.6%	49 28.7%	81 29.7%	11 30.6%	0 0.0%	31 29.5%	0 0.0%	124 32.1%	18 21.2%	1 5.3%	144 39.7%	0 0.0%	0 0.0%
Excellent	4,562 45.1%	219 44.6%	211 38.4%	298 48.9%	77 45.0%	129 47.3%	10 27.8%	3 100.0%	43 41.0%	1 16.7%	201 52.1%	14 16.5%	4 21.1%	219 60.3%	0 0.0%	0 0.0%
Significantly different from column:*		C				G	F				LM	K	K	OP	N	N
Excellent or Very good	7,172 70.9%	363 73.9%	371 67.6%	448 73.4%	126 73.7%	210 76.9%	21 58.3%	3 100.0%	74 70.5%	1 16.7%	325 84.2%	32 37.6%	5 26.3%	363 100.0%	0 0.0%	0 0.0%
Significantly different from column:*		C				G	F				L	K		O	N	

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 Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 34

What is your child's age?

Base: All respondents

	2026 CSS Average	2026	2025	2024	Child's Age			Child's Gender		Child's Ethnicity		Child's Race			Respondent's Gender		Respondent's Education		
					(Q34)			(Q35)		(Q36)		(Q37)			(Q39)		(Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	10,339	502	563	628	143	226	118	252	239	312	172	227	45	179	50	436	298	122	61
Number missing or multiple answer	385	15	17	17	0	0	0	1	3	2	2	0	0	3	1	3	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
Usable responses	9,954 96.3%	487 97.0%	546 97.0%	611 97.3%	143 100.0%	226 100.0%	118 100.0%	251 99.6%	236 98.7%	310 99.4%	170 98.8%	227 100.0%	45 100.0%	176 98.3%	49 98.0%	433 99.3%	295 99.0%	122 100.0%	61 100.0%
Less than 1 year old	250 2.5%	17 3.5%	1 0.2%	15 2.5%	17 11.9%	0 0.0%	0 0.0%	7 2.8%	10 4.2%	10 3.2%	7 4.1%	5 2.2%	7 15.6%	5 2.8%	1 2.0%	16 3.7%	9 3.1%	4 3.3%	4 6.6%
1 year old	682 6.9%	27 5.5%	19 3.5%	50 8.2%	27 18.9%	0 0.0%	0 0.0%	15 6.0%	12 5.1%	19 6.1%	8 4.7%	12 5.3%	2 4.4%	13 7.4%	2 4.1%	25 5.8%	19 6.4%	7 5.7%	1 1.6%
2 years old	699 7.0%	33 6.8%	40 7.3%	27 4.4%	33 23.1%	0 0.0%	0 0.0%	21 8.4%	12 5.1%	23 7.4%	10 5.9%	9 4.0%	4 8.9%	17 9.7%	1 2.0%	32 7.4%	20 6.8%	8 6.6%	5 8.2%
3 years old	613 6.2%	21 4.3%	39 7.1%	32 5.2%	21 14.7%	0 0.0%	0 0.0%	12 4.8%	9 3.8%	11 3.5%	10 5.9%	11 4.8%	2 4.4%	8 4.5%	5 10.2%	15 3.5%	8 2.7%	5 4.1%	7 11.5%
4 to 6 years old	1,618 16.3%	74 15.2%	76 13.9%	98 16.0%	45 31.5%	29 12.8%	0 0.0%	39 15.5%	35 14.8%	45 14.5%	26 15.3%	35 15.4%	9 20.0%	24 13.6%	5 10.2%	68 15.7%	43 14.6%	20 16.4%	9 14.8%
7 to 9 years old	1,603 16.1%	78 16.0%	99 18.1%	90 14.7%	0 0.0%	78 34.5%	0 0.0%	40 15.9%	38 16.1%	51 16.5%	25 14.7%	47 20.7%	4 8.9%	22 12.5%	5 10.2%	71 16.4%	42 14.2%	25 20.5%	9 14.8%
10 to 13 years old	2,091 21.0%	119 24.4%	128 23.4%	129 21.1%	0 0.0%	119 52.7%	0 0.0%	63 25.1%	56 23.7%	73 23.5%	45 26.5%	59 26.0%	7 15.6%	42 23.9%	13 26.5%	106 24.5%	75 25.4%	26 21.3%	15 24.6%
14 to 18 years old	2,398 24.1%	118 24.2%	144 26.4%	170 27.8%	0 0.0%	0 0.0%	118 100.0%	54 21.5%	64 27.1%	78 25.2%	39 22.9%	49 21.6%	10 22.2%	45 25.6%	17 34.7%	100 23.1%	79 26.8%	27 22.1%	11 18.0%
3 years old or younger	2,244 22.5%	98 20.1%	99 18.1%	124 20.3%	98 68.5%	0 0.0%	0 0.0%	55 21.9%	43 18.2%	63 20.3%	35 20.6%	37 16.3%	15 33.3%	43 24.4%	9 18.4%	88 20.3%	56 19.0%	24 19.7%	17 27.9%
Significantly different from column:*					FG	E	E					MN	L	L					

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

4994010

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 34

What is your child's age?

Base: All respondents

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	10,339	502	563	628	175	279	36	3	109	6	388	85	19	363	93	35
Number missing or multiple answer	385	15	17	17	7	5	1	0	5	0	4	2	0	3	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	9,954 96.3%	487 97.0%	546 97.0%	611 97.3%	168 96.0%	274 98.2%	35 97.2%	3 100.0%	104 95.4%	6 100.0%	384 99.0%	83 97.6%	19 100.0%	360 99.2%	91 97.8%	35 100.0%
Less than 1 year old	250 2.5%	17 3.5%	1 0.2%	15 2.5%	1 0.6%	9 3.3%	6 17.1%	0 0.0%	5 4.8%	0 0.0%	16 4.2%	1 1.2%	0 0.0%	15 4.2%	1 1.1%	0 0.0%
1 year old	682 6.9%	27 5.5%	19 3.5%	50 8.2%	5 3.0%	22 8.0%	0 0.0%	1 33.3%	4 3.8%	0 0.0%	26 6.8%	1 1.2%	0 0.0%	25 6.9%	2 2.2%	0 0.0%
2 years old	699 7.0%	33 6.8%	40 7.3%	27 4.4%	8 4.8%	22 8.0%	3 8.6%	0 0.0%	5 4.8%	0 0.0%	29 7.6%	4 4.8%	0 0.0%	30 8.3%	3 3.3%	0 0.0%
3 years old	613 6.2%	21 4.3%	39 7.1%	32 5.2%	6 3.6%	14 5.1%	1 2.9%	0 0.0%	3 2.9%	1 16.7%	18 4.7%	3 3.6%	0 0.0%	16 4.4%	4 4.4%	1 2.9%
4 to 6 years old	1,618 16.3%	74 15.2%	76 13.9%	98 16.0%	28 16.7%	38 13.9%	5 14.3%	1 33.3%	10 9.6%	3 50.0%	60 15.6%	11 13.3%	3 15.8%	59 16.4%	10 11.0%	5 14.3%
7 to 9 years old	1,603 16.1%	78 16.0%	99 18.1%	90 14.7%	26 15.5%	42 15.3%	7 20.0%	0 0.0%	20 19.2%	0 0.0%	61 15.9%	15 18.1%	2 10.5%	57 15.8%	16 17.6%	5 14.3%
10 to 13 years old	2,091 21.0%	119 24.4%	128 23.4%	129 21.1%	42 25.0%	68 24.8%	8 22.9%	1 33.3%	29 27.9%	0 0.0%	84 21.9%	27 32.5%	7 36.8%	82 22.8%	31 34.1%	6 17.1%
14 to 18 years old	2,398 24.1%	118 24.2%	144 26.4%	170 27.8%	52 31.0%	59 21.5%	5 14.3%	0 0.0%	28 26.9%	2 33.3%	90 23.4%	21 25.3%	7 36.8%	76 21.1%	24 26.4%	18 51.4%
3 years old or younger	2,244 22.5%	98 20.1%	99 18.1%	124 20.3%	20 11.9%	67 24.5%	10 28.6%	1 33.3%	17 16.3%	1 16.7%	89 23.2%	9 10.8%	0 0.0%	86 23.9%	10 11.0%	1 2.9%
Significantly different from column:*					FG	E	E				L	K		OP	N	N

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

Is your child male or female?

Base: All respondents

	2026 CSS Average	2026	2025	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	10,339	502	563	628	143	226	118	252	239	312	172	227	45	179	50	436	298	122	61
Number missing or multiple answer	377	11	19	21	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
Usable responses	9,962 96.4%	491 97.8%	544 96.6%	607 96.7%	143 100.0%	226 100.0%	118 100.0%	252 100.0%	239 100.0%	312 100.0%	172 100.0%	227 100.0%	45 100.0%	179 100.0%	50 100.0%	436 100.0%	298 100.0%	122 100.0%	61 100.0%
Male	5,191 52.1%	252 51.3%	288 52.9%	292 48.1%	80 55.9%	117 51.8%	54 45.8%	252 100.0%	0 0.0%	155 49.7%	92 53.5%	111 48.9%	23 51.1%	96 53.6%	28 56.0%	221 50.7%	155 52.0%	67 54.9%	26 42.6%
Female	4,771 47.9%	239 48.7%	256 47.1%	315 51.9%	63 44.1%	109 48.2%	64 54.2%	0 0.0%	239 100.0%	157 50.3%	80 46.5%	116 51.1%	22 48.9%	83 46.4%	22 44.0%	215 49.3%	143 48.0%	55 45.1%	35 57.4%
Significantly different from column:*								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 35

Is your child male or female?

Base: All respondents

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	10,339	502	563	628	175	279	36	3	109	6	388	85	19	363	93	35
Number missing or multiple answer	377	11	19	21	3	5	1	0	4	0	2	0	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	9,962 96.4%	491 97.8%	544 96.6%	607 96.7%	172 98.3%	274 98.2%	35 97.2%	3 100.0%	105 96.3%	6 100.0%	386 99.5%	85 100.0%	19 100.0%	362 99.7%	92 98.9%	35 100.0%
Male	5,191 52.1%	252 51.3%	288 52.9%	292 48.1%	93 54.1%	137 50.0%	18 51.4%	2 66.7%	53 50.5%	2 33.3%	191 49.5%	51 60.0%	9 47.4%	181 50.0%	56 60.9%	15 42.9%
Female	4,771 47.9%	239 48.7%	256 47.1%	315 51.9%	79 45.9%	137 50.0%	17 48.6%	1 33.3%	52 49.5%	4 66.7%	195 50.5%	34 40.0%	10 52.6%	181 50.0%	36 39.1%	20 57.1%
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 36

Is your child of Hispanic or Latino origin or descent?

Base: All respondents

	2026 CSS Average	2026	2025	2024	Child's Age			Child's Gender		Child's Ethnicity		Child's Race			Respondent's Gender		Respondent's Education		
					(Q34)			(Q35)		(Q36)		(Q37)			(Q39)		(Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	10,339	502	563	628	143	226	118	252	239	312	172	227	45	179	50	436	298	122	61
Number missing or multiple answer	542	18	26	26	3	3	1	5	2	0	0	1	0	2	0	6	5	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	9,797	484	537	602	140	223	117	247	237	312	172	226	45	177	50	430	293	121	61
	94.8%	96.4%	95.4%	95.9%	97.9%	98.7%	99.2%	98.0%	99.2%	100.0%	100.0%	99.6%	100.0%	98.9%	100.0%	98.6%	98.3%	99.2%	100.0%
Yes, Hispanic or Latino	3,941	312	371	421	85	147	78	155	157	312	0	139	10	129	16	294	218	59	29
	40.2%	64.5%	69.1%	69.9%	60.7%	65.9%	66.7%	62.8%	66.2%	100.0%	0.0%	61.5%	22.2%	72.9%	32.0%	68.4%	74.4%	48.8%	47.5%
No, not Hispanic or Latino	5,856	172	166	181	55	76	39	92	80	0	172	87	35	48	34	136	75	62	32
	59.8%	35.5%	30.9%	30.1%	39.3%	34.1%	33.3%	37.2%	33.8%	0.0%	100.0%	38.5%	77.8%	27.1%	68.0%	31.6%	25.6%	51.2%	52.5%
Significantly different from column:*		A								K	J	MN	LN	LM	P	O	RS	Q	Q

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

Is your child of Hispanic or Latino origin or descent?

Base: All respondents

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	10,339	502	563	628	175	279	36	3	109	6	388	85	19	363	93	35
Number missing or multiple answer	542	18	26	26	5	10	1	0	4	0	5	4	0	4	5	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	9,797 94.8%	484 96.4%	537 95.4%	602 95.9%	170 97.1%	269 96.4%	35 97.2%	3 100.0%	105 96.3%	6 100.0%	383 98.7%	81 95.3%	19 100.0%	359 98.9%	88 94.6%	35 100.0%
Yes, Hispanic or Latino	3,941 40.2%	312 64.5%	371 69.1%	421 69.9%	112 65.9%	175 65.1%	19 54.3%	3 100.0%	68 64.8%	2 33.3%	250 65.3%	45 55.6%	16 84.2%	238 66.3%	60 68.2%	14 40.0%
No, not Hispanic or Latino	5,856 59.8%	172 35.5%	166 30.9%	181 30.1%	58 34.1%	94 34.9%	16 45.7%	0 0.0%	37 35.2%	4 66.7%	133 34.7%	36 44.4%	3 15.8%	121 33.7%	28 31.8%	21 60.0%
Significantly different from column:*												M	L	P	P	NO

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 Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 37

What is your child’s race? Mark one or more.

Base: All respondents

	2026 CSS Average	2026	2025	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	10,339	502	563	628	143	226	118	252	239	312	172	227	45	179	50	436	298	122	61
Number missing or multiple answer	843	51	73	77	7	18	14	22	18	34	2	0	0	0	3	35	31	5	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	9,496 91.8%	451 89.8%	490 87.0%	551 87.7%	136 95.1%	208 92.0%	104 88.1%	230 91.3%	221 92.5%	278 89.1%	170 98.8%	227 100.0%	45 100.0%	179 100.0%	47 94.0%	401 92.0%	267 89.6%	117 95.9%	61 100.0%
White	5,290 55.7%	273 60.5%	284 58.0%	346 62.8%	74 54.4%	139 66.8%	60 57.7%	140 60.9%	133 60.2%	168 60.4%	104 61.2%	227 100.0%	0 0.0%	46 25.7%	30 63.8%	241 60.1%	147 55.1%	81 69.2%	40 65.6%
Black or African American	2,643 27.8%	69 15.3%	68 13.9%	56 10.2%	32 23.5%	20 9.6%	17 16.3%	33 14.3%	36 16.3%	20 7.2%	47 27.6%	0 0.0%	45 100.0%	24 13.4%	9 19.1%	60 15.0%	32 12.0%	24 20.5%	13 21.3%
Asian	698 7.4%	22 4.9%	22 4.5%	21 3.8%	6 4.4%	9 4.3%	5 4.8%	16 7.0%	6 2.7%	6 2.2%	16 9.4%	0 0.0%	0 0.0%	22 12.3%	7 14.9%	15 3.7%	10 3.7%	5 4.3%	6 9.8%
Native Hawaiian or other Pacific Islander	122 1.3%	2 0.4%	5 1.0%	13 2.4%	0 0.0%	2 1.0%	0 0.0%	2 0.9%	0 0.0%	1 0.4%	1 0.6%	0 0.0%	0 0.0%	2 1.1%	0 0.0%	2 0.5%	1 0.4%	1 0.9%	0 0.0%
American Indian or Alaska Native	305 3.2%	20 4.4%	20 4.1%	23 4.2%	6 4.4%	10 4.8%	4 3.8%	16 7.0%	4 1.8%	8 2.9%	11 6.5%	0 0.0%	0 0.0%	20 11.2%	0 0.0%	20 5.0%	10 3.7%	7 6.0%	2 3.3%
Other	2,072 21.8%	129 28.6%	155 31.6%	180 32.7%	45 33.1%	51 24.5%	32 30.8%	63 27.4%	66 29.9%	112 40.3%	16 9.4%	0 0.0%	0 0.0%	129 72.1%	11 23.4%	117 29.2%	96 36.0%	21 17.9%	11 18.0%

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 Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 37

What is your child’s race? Mark one or more.

Base: All respondents

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	10,339	502	563	628	175	279	36	3	109	6	388	85	19	363	93	35
Number missing or multiple answer	843	51	73	77	22	23	2	0	11	0	29	10	2	31	11	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	9,496 91.8%	451 89.8%	490 87.0%	551 87.7%	153 87.4%	256 91.8%	34 94.4%	3 100.0%	98 89.9%	6 100.0%	359 92.5%	75 88.2%	17 89.5%	332 91.5%	82 88.2%	35 100.0%
White	5,290 55.7%	273 60.5%	284 58.0%	346 62.8%	91 59.5%	155 60.5%	22 64.7%	1 33.3%	69 70.4%	4 66.7%	221 61.6%	45 60.0%	7 41.2%	202 60.8%	49 59.8%	21 60.0%
Black or African American	2,643 27.8%	69 15.3%	68 13.9%	56 10.2%	20 13.1%	41 16.0%	7 20.6%	0 0.0%	11 11.2%	1 16.7%	52 14.5%	15 20.0%	2 11.8%	49 14.8%	12 14.6%	8 22.9%
Asian	698 7.4%	22 4.9%	22 4.5%	21 3.8%	14 9.2%	6 2.3%	2 5.9%	0 0.0%	3 3.1%	0 0.0%	15 4.2%	6 8.0%	1 5.9%	16 4.8%	3 3.7%	2 5.7%
Native Hawaiian or other Pacific Islander	122 1.3%	2 0.4%	5 1.0%	13 2.4%	0 0.0%	1 0.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.6%	0 0.0%	0 0.0%	0 0.0%	2 2.4%	0 0.0%
American Indian or Alaska Native	305 3.2%	20 4.4%	20 4.1%	23 4.2%	3 2.0%	11 4.3%	6 17.6%	0 0.0%	5 5.1%	2 33.3%	12 3.3%	7 9.3%	1 5.9%	9 2.7%	9 11.0%	2 5.7%
Other	2,072 21.8%	129 28.6%	155 31.6%	180 32.7%	46 30.1%	76 29.7%	6 17.6%	2 66.7%	23 23.5%	0 0.0%	99 27.6%	23 30.7%	7 41.2%	101 30.4%	24 29.3%	4 11.4%

NA - Not applicable

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

Question 38

What is your age?

Base: All respondents

	2026 CSS Average	2026	2025	2024	Child's Age			Child's Gender		Child's Ethnicity		Child's Race			Respondent's Gender		Respondent's Education		
					(Q34)			(Q35)		(Q36)		(Q37)			(Q39)		(Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	10,339	502	563	628	143	226	118	252	239	312	172	227	45	179	50	436	298	122	61
Number missing or multiple answer	551	14	28	28	1	2	0	2	1	1	1	1	0	0	0	1	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
Usable responses	9,788	488	535	600	142	224	118	250	238	311	171	226	45	179	50	435	298	122	60
	94.7%	97.2%	95.0%	95.5%	99.3%	99.1%	100.0%	99.2%	99.6%	99.7%	99.4%	99.6%	100.0%	100.0%	100.0%	99.8%	100.0%	100.0%	98.4%
Under 18	528	14	12	23	4	6	4	5	9	6	8	6	3	3	4	10	9	4	1
	5.4%	2.9%	2.2%	3.8%	2.8%	2.7%	3.4%	2.0%	3.8%	1.9%	4.7%	2.7%	6.7%	1.7%	8.0%	2.3%	3.0%	3.3%	1.7%
18 to 24	508	27	24	32	25	2	0	16	11	20	7	7	3	17	1	26	23	4	0
	5.2%	5.5%	4.5%	5.3%	17.6%	0.9%	0.0%	6.4%	4.6%	6.4%	4.1%	3.1%	6.7%	9.5%	2.0%	6.0%	7.7%	3.3%	0.0%
25 to 34	2,608	140	152	168	63	67	10	76	64	102	35	63	11	52	4	135	86	35	17
	26.6%	28.7%	28.4%	28.0%	44.4%	29.9%	8.5%	30.4%	26.9%	32.8%	20.5%	27.9%	24.4%	29.1%	8.0%	31.0%	28.9%	28.7%	28.3%
35 to 44	3,460	172	180	234	44	80	46	90	82	111	59	81	15	61	19	153	101	44	23
	35.3%	35.2%	33.6%	39.0%	31.0%	35.7%	39.0%	36.0%	34.5%	35.7%	34.5%	35.8%	33.3%	34.1%	38.0%	35.2%	33.9%	36.1%	38.3%
45 to 54	1,711	93	121	106	4	47	40	48	45	57	35	41	8	37	13	79	59	20	12
	17.5%	19.1%	22.6%	17.7%	2.8%	21.0%	33.9%	19.2%	18.9%	18.3%	20.5%	18.1%	17.8%	20.7%	26.0%	18.2%	19.8%	16.4%	20.0%
55 to 64	611	24	31	26	1	11	12	8	16	9	15	15	2	7	5	19	15	4	5
	6.2%	4.9%	5.8%	4.3%	0.7%	4.9%	10.2%	3.2%	6.7%	2.9%	8.8%	6.6%	4.4%	3.9%	10.0%	4.4%	5.0%	3.3%	8.3%
65 to 74	281	15	13	10	1	10	4	4	11	4	11	11	2	2	3	11	3	11	1
	2.9%	3.1%	2.4%	1.7%	0.7%	4.5%	3.4%	1.6%	4.6%	1.3%	6.4%	4.9%	4.4%	1.1%	6.0%	2.5%	1.0%	9.0%	1.7%
75 or older	81	3	2	1	0	1	2	3	0	2	1	2	1	0	1	2	2	0	1
	0.8%	0.6%	0.4%	0.2%	0.0%	0.4%	1.7%	1.2%	0.0%	0.6%	0.6%	0.9%	2.2%	0.0%	2.0%	0.5%	0.7%	0.0%	1.7%
35 or older	6,144	307	347	377	50	149	104	153	154	183	121	150	28	107	41	264	180	79	42
	62.8%	62.9%	64.9%	62.8%	35.2%	66.5%	88.1%	61.2%	64.7%	58.8%	70.8%	66.4%	62.2%	59.8%	82.0%	60.7%	60.4%	64.8%	70.0%
Significantly different from column:*					FG	EG	EF			K	J				P	O			

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

4994010

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 38

What is your age?

Base: All respondents

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	10,339	502	563	628	175	279	36	3	109	6	388	85	19	363	93	35
Number missing or multiple answer	551	14	28	28	3	8	1	0	4	0	4	1	0	2	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	9,788 94.7%	488 97.2%	535 95.0%	600 95.5%	172 98.3%	271 97.1%	35 97.2%	3 100.0%	105 96.3%	6 100.0%	384 99.0%	84 98.8%	19 100.0%	361 99.4%	90 96.8%	35 100.0%
Under 18	528 5.4%	14 2.9%	12 2.2%	23 3.8%	2 1.2%	11 4.1%	0 0.0%	0 0.0%	2 1.9%	0 0.0%	12 3.1%	2 2.4%	0 0.0%	12 3.3%	1 1.1%	1 2.9%
18 to 24	508 5.2%	27 5.5%	24 4.5%	32 5.3%	8 4.7%	16 5.9%	3 8.6%	0 0.0%	4 3.8%	1 16.7%	25 6.5%	2 2.4%	0 0.0%	24 6.6%	2 2.2%	1 2.9%
25 to 34	2,608 26.6%	140 28.7%	152 28.4%	168 28.0%	41 23.8%	87 32.1%	7 20.0%	2 66.7%	21 20.0%	0 0.0%	116 30.2%	20 23.8%	4 21.1%	113 31.3%	24 26.7%	3 8.6%
35 to 44	3,460 35.3%	172 35.2%	180 33.6%	234 39.0%	72 41.9%	85 31.4%	13 37.1%	1 33.3%	37 35.2%	3 50.0%	136 35.4%	26 31.0%	10 52.6%	126 34.9%	30 33.3%	14 40.0%
45 to 54	1,711 17.5%	93 19.1%	121 22.6%	106 17.7%	33 19.2%	51 18.8%	8 22.9%	0 0.0%	28 26.7%	0 0.0%	65 16.9%	24 28.6%	3 15.8%	61 16.9%	24 26.7%	8 22.9%
55 to 64	611 6.2%	24 4.9%	31 5.8%	26 4.3%	10 5.8%	10 3.7%	3 8.6%	0 0.0%	9 8.6%	2 33.3%	15 3.9%	7 8.3%	2 10.5%	15 4.2%	5 5.6%	4 11.4%
65 to 74	281 2.9%	15 3.1%	13 2.4%	10 1.7%	4 2.3%	10 3.7%	1 2.9%	0 0.0%	4 3.8%	0 0.0%	12 3.1%	3 3.6%	0 0.0%	7 1.9%	4 4.4%	4 11.4%
75 or older	81 0.8%	3 0.6%	2 0.4%	1 0.2%	2 1.2%	1 0.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 0.8%	0 0.0%	0 0.0%	3 0.8%	0 0.0%	0 0.0%
35 or older	6,144 62.8%	307 62.9%	347 64.9%	377 62.8%	121 70.3%	157 57.9%	25 71.4%	1 33.3%	78 74.3%	5 83.3%	231 60.2%	60 71.4%	15 78.9%	212 58.7%	63 70.0%	30 85.7%
Significantly different from column:*					F	E								OP	N	N

NA - Not applicable

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Question 39

Are you male or female?

Base: All respondents

	2026 CSS Average	2026	2025	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	10,339	502	563	628	143	226	118	252	239	312	172	227	45	179	50	436	298	122	61
Number missing or multiple answer	497	16	27	28	2	2	1	3	2	2	2	2	0	1	0	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	9,842	486	536	600	141	224	117	249	237	310	170	225	45	178	50	436	297	121	61
	95.2%	96.8%	95.2%	95.5%	98.6%	99.1%	99.2%	98.8%	99.2%	99.4%	98.8%	99.1%	100.0%	99.4%	100.0%	100.0%	99.7%	99.2%	100.0%
Male	1,403	50	51	55	13	19	17	28	22	16	34	22	7	18	50	0	25	14	10
	14.3%	10.3%	9.5%	9.2%	9.2%	8.5%	14.5%	11.2%	9.3%	5.2%	20.0%	9.8%	15.6%	10.1%	100.0%	0.0%	8.4%	11.6%	16.4%
Female	8,439	436	485	545	128	205	100	221	215	294	136	203	38	160	0	436	272	107	51
	85.7%	89.7%	90.5%	90.8%	90.8%	91.5%	85.5%	88.8%	90.7%	94.8%	80.0%	90.2%	84.4%	89.9%	0.0%	100.0%	91.6%	88.4%	83.6%
Significantly different from column:*		A								K	J				P	O			

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 Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 39

Are you male or female?

Base: All respondents

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	10,339	502	563	628	175	279	36	3	109	6	388	85	19	363	93	35
Number missing or multiple answer	497	16	27	28	4	9	1	0	5	0	6	1	0	2	5	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	9,842 95.2%	486 96.8%	536 95.2%	600 95.5%	171 97.7%	270 96.8%	35 97.2%	3 100.0%	104 95.4%	6 100.0%	382 98.5%	84 98.8%	19 100.0%	361 99.4%	88 94.6%	35 100.0%
Male	1,403 14.3%	50 10.3%	51 9.5%	55 9.2%	24 14.0%	23 8.5%	3 8.6%	0 0.0%	9 8.7%	0 0.0%	41 10.7%	7 8.3%	2 10.5%	37 10.2%	7 8.0%	5 14.3%
Female	8,439 85.7%	436 89.7%	485 90.5%	545 90.8%	147 86.0%	247 91.5%	32 91.4%	3 100.0%	95 91.3%	6 100.0%	341 89.3%	77 91.7%	17 89.5%	324 89.8%	81 92.0%	30 85.7%
Significantly different from column:*																

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 40

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

Base: All respondents

	2026 CSS Average	2026	2025	2024	Child's Age			Child's Gender		Child's Ethnicity		Child's Race			Respondent's Gender		Respondent's Education		
					(Q34)			(Q35)		(Q36)		(Q37)			(Q39)		(Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	10,339	502	563	628	143	226	118	252	239	312	172	227	45	179	50	436	298	122	61
Number missing or multiple answer	686	21	41	41	2	6	1	4	6	6	3	3	0	3	1	6	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
Usable responses	9,653 93.4%	481 95.8%	522 92.7%	587 93.5%	141 98.6%	220 97.3%	117 99.2%	248 98.4%	233 97.5%	306 98.1%	169 98.3%	224 98.7%	45 100.0%	176 98.3%	49 98.0%	430 98.6%	298 100.0%	122 100.0%	61 100.0%
8th grade or less	869 9.0%	30 6.2%	51 9.8%	59 10.1%	6 4.3%	13 5.9%	11 9.4%	9 3.6%	21 9.0%	23 7.5%	7 4.1%	8 3.6%	1 2.2%	18 10.2%	4 8.2%	26 6.0%	30 10.1%	0 0.0%	0 0.0%
Some high school, but did not graduate	1,070 11.1%	70 14.6%	63 12.1%	77 13.1%	17 12.1%	30 13.6%	21 17.9%	36 14.5%	34 14.6%	58 19.0%	10 5.9%	30 13.4%	3 6.7%	31 17.6%	5 10.2%	65 15.1%	70 23.5%	0 0.0%	0 0.0%
High school graduate or GED	3,319 34.4%	198 41.2%	210 40.2%	202 34.4%	55 39.0%	95 43.2%	47 40.2%	110 44.4%	88 37.8%	137 44.8%	58 34.3%	88 39.3%	16 35.6%	72 40.9%	16 32.7%	181 42.1%	198 66.4%	0 0.0%	0 0.0%
Some college or 2-year degree	2,546 26.4%	122 25.4%	136 26.1%	166 28.3%	40 28.4%	55 25.0%	27 23.1%	67 27.0%	55 23.6%	59 19.3%	62 36.7%	64 28.6%	17 37.8%	36 20.5%	14 28.6%	107 24.9%	0 0.0%	122 100.0%	0 0.0%
4-year college graduate	990 10.3%	30 6.2%	38 7.3%	47 8.0%	15 10.6%	13 5.9%	2 1.7%	9 3.6%	21 9.0%	11 3.6%	19 11.2%	15 6.7%	3 6.7%	12 6.8%	6 12.2%	24 5.6%	0 0.0%	0 0.0%	30 49.2%
More than 4-year college degree	859 8.9%	31 6.4%	24 4.6%	36 6.1%	8 5.7%	14 6.4%	9 7.7%	17 6.9%	14 6.0%	18 5.9%	13 7.7%	19 8.5%	5 11.1%	7 4.0%	4 8.2%	27 6.3%	0 0.0%	0 0.0%	31 50.8%
4-year college graduate or more	1,849 19.2%	61 12.7%	62 11.9%	83 14.1%	23 16.3%	27 12.3%	11 9.4%	26 10.5%	35 15.0%	29 9.5%	32 18.9%	34 15.2%	8 17.8%	19 10.8%	10 20.4%	51 11.9%	0 0.0%	0 0.0%	61 100.0%
Significantly different from column:*		A								K	J						S	S	QR

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 40

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

Base: All respondents

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	10,339	502	563	628	175	279	36	3	109	6	388	85	19	363	93	35
Number missing or multiple answer	686	21	41	41	8	10	1	0	4	1	9	2	1	7	4	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	9,653 93.4%	481 95.8%	522 92.7%	587 93.5%	167 95.4%	269 96.4%	35 97.2%	3 100.0%	105 96.3%	5 83.3%	379 97.7%	83 97.6%	18 94.7%	356 98.1%	89 95.7%	35 100.0%
8th grade or less	869 9.0%	30 6.2%	51 9.8%	59 10.1%	10 6.0%	18 6.7%	1 2.9%	1 33.3%	7 6.7%	0 0.0%	22 5.8%	6 7.2%	2 11.1%	22 6.2%	7 7.9%	1 2.9%
Some high school, but did not graduate	1,070 11.1%	70 14.6%	63 12.1%	77 13.1%	32 19.2%	30 11.2%	7 20.0%	1 33.3%	12 11.4%	1 20.0%	49 12.9%	15 18.1%	5 27.8%	51 14.3%	12 13.5%	7 20.0%
High school graduate or GED	3,319 34.4%	198 41.2%	210 40.2%	202 34.4%	74 44.3%	109 40.5%	11 31.4%	1 33.3%	43 41.0%	2 40.0%	156 41.2%	36 43.4%	6 33.3%	144 40.4%	43 48.3%	11 31.4%
Some college or 2-year degree	2,546 26.4%	122 25.4%	136 26.1%	166 28.3%	37 22.2%	71 26.4%	11 31.4%	0 0.0%	27 25.7%	1 20.0%	102 26.9%	15 18.1%	5 27.8%	90 25.3%	20 22.5%	12 34.3%
4-year college graduate	990 10.3%	30 6.2%	38 7.3%	47 8.0%	4 2.4%	22 8.2%	4 11.4%	0 0.0%	9 8.6%	0 0.0%	24 6.3%	6 7.2%	0 0.0%	24 6.7%	3 3.4%	2 5.7%
More than 4-year college degree	859 8.9%	31 6.4%	24 4.6%	36 6.1%	10 6.0%	19 7.1%	1 2.9%	0 0.0%	7 6.7%	1 20.0%	26 6.9%	5 6.0%	0 0.0%	25 7.0%	4 4.5%	2 5.7%
4-year college graduate or more	1,849 19.2%	61 12.7%	62 11.9%	83 14.1%	14 8.4%	41 15.2%	5 14.3%	0 0.0%	16 15.2%	1 20.0%	50 13.2%	11 13.3%	0 0.0%	49 13.8%	7 7.9%	4 11.4%
Significantly different from column:*					F	E										

NA - Not applicable

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Question 41

How are you related to the child?

Base: All respondents

	2026 CSS Average	2026	2025	2024	Child's Age			Child's Gender		Child's Ethnicity		Child's Race			Respondent's Gender		Respondent's Education		
					(Q34)			(Q35)		(Q36)		(Q37)			(Q39)		(Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	10,339	502	563	628	143	226	118	252	239	312	172	227	45	179	50	436	298	122	61
Number missing or multiple answer	674	22	37	34	3	6	1	5	6	4	6	7	0	2	1	7	2	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	9,665 93.5%	480 95.6%	526 93.4%	594 94.6%	140 97.9%	220 97.3%	117 99.2%	247 98.0%	233 97.5%	308 98.7%	166 96.5%	220 96.9%	45 100.0%	177 98.9%	49 98.0%	429 98.4%	296 99.3%	119 97.5%	61 100.0%
Mother or father	8,914 92.2%	459 95.6%	492 93.5%	568 95.6%	137 97.9%	208 94.5%	111 94.9%	236 95.5%	223 95.7%	300 97.4%	153 92.2%	210 95.5%	42 93.3%	170 96.0%	46 93.9%	412 96.0%	287 97.0%	109 91.6%	59 96.7%
Grandparent	476 4.9%	12 2.5%	19 3.6%	17 2.9%	0 0.0%	8 3.6%	4 3.4%	6 2.4%	6 2.6%	7 2.3%	5 3.0%	7 3.2%	1 2.2%	3 1.7%	1 2.0%	10 2.3%	6 2.0%	5 4.2%	1 1.6%
Aunt or uncle	67 0.7%	0 0.0%	2 0.4%	3 0.5%	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%
Older brother or sister	25 0.3%	0 0.0%	4 0.8%	3 0.5%	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%
Other relative	10 0.1%	1 0.2%	0 0.0%	0 0.0%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	1 0.4%	0 0.0%	1 0.6%	0 0.0%	1 2.2%	0 0.0%	0 0.0%	1 0.2%	0 0.0%	1 0.8%	0 0.0%
Legal guardian	146 1.5%	8 1.7%	7 1.3%	3 0.5%	3 2.1%	3 1.4%	2 1.7%	5 2.0%	3 1.3%	1 0.3%	7 4.2%	3 1.4%	1 2.2%	4 2.3%	2 4.1%	6 1.4%	3 1.0%	4 3.4%	1 1.6%
Someone else	27 0.3%	0 0.0%	2 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%

NA - Not applicable

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 41

How are you related to the child?

Base: All respondents

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	10,339	502	563	628	175	279	36	3	109	6	388	85	19	363	93	35
Number missing or multiple answer	674	22	37	34	7	12	1	0	7	1	10	2	1	7	5	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	9,665 93.5%	480 95.6%	526 93.4%	594 94.6%	168 96.0%	267 95.7%	35 97.2%	3 100.0%	102 93.6%	5 83.3%	378 97.4%	83 97.6%	18 94.7%	356 98.1%	88 94.6%	35 100.0%
Mother or father	8,914 92.2%	459 95.6%	492 93.5%	568 95.6%	161 95.8%	255 95.5%	33 94.3%	3 100.0%	98 96.1%	5 100.0%	361 95.5%	79 95.2%	18 100.0%	345 96.9%	82 93.2%	31 88.6%
Grandparent	476 4.9%	12 2.5%	19 3.6%	17 2.9%	5 3.0%	6 2.2%	1 2.9%	0 0.0%	3 2.9%	0 0.0%	11 2.9%	1 1.2%	0 0.0%	5 1.4%	4 4.5%	3 8.6%
Aunt or uncle	67 0.7%	0 0.0%	2 0.4%	3 0.5%	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%
Older brother or sister	25 0.3%	0 0.0%	4 0.8%	3 0.5%	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%
Other relative	10 0.1%	1 0.2%	0 0.0%	0 0.0%	0 0.0%	1 0.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.3%	0 0.0%	0 0.0%	1 0.3%	0 0.0%	0 0.0%
Legal guardian	146 1.5%	8 1.7%	7 1.3%	3 0.5%	2 1.2%	5 1.9%	1 2.9%	0 0.0%	1 1.0%	0 0.0%	5 1.3%	3 3.6%	0 0.0%	5 1.4%	2 2.3%	1 2.9%
Someone else	27 0.3%	0 0.0%	2 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%

NA - Not applicable

Question 42

X453

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

Base: All respondents

	2026 CSS Average	2026	2025	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	---	502	563	---	143	226	118	252	239	312	172	227	45	179	50	436	298	122	61
Number missing or multiple answer	---	22	53	---	3	5	2	6	5	4	5	3	1	4	2	6	4	1	0
Number no experience	---	130	113	---	34	65	30	69	61	87	42	66	13	41	15	115	79	35	14
Usable responses	---	350	397	---	106	156	86	177	173	221	125	158	31	134	33	315	215	86	47
	---	69.7%	70.5%	---	74.1%	69.0%	72.9%	70.2%	72.4%	70.8%	72.7%	69.6%	68.9%	74.9%	66.0%	72.2%	72.1%	70.5%	77.0%
Never	---	35	35	---	8	16	10	19	16	18	16	9	7	15	11	24	26	5	3
	---	10.0%	8.8%	---	7.5%	10.3%	11.6%	10.7%	9.2%	8.1%	12.8%	5.7%	22.6%	11.2%	33.3%	7.6%	12.1%	5.8%	6.4%
Sometimes	---	29	43	---	8	13	7	16	13	20	9	10	3	11	6	23	25	2	2
	---	8.3%	10.8%	---	7.5%	8.3%	8.1%	9.0%	7.5%	9.0%	7.2%	6.3%	9.7%	8.2%	18.2%	7.3%	11.6%	2.3%	4.3%
Usually	---	48	67	---	15	22	11	27	21	34	13	23	3	20	2	46	27	13	8
	---	13.7%	16.9%	---	14.2%	14.1%	12.8%	15.3%	12.1%	15.4%	10.4%	14.6%	9.7%	14.9%	6.1%	14.6%	12.6%	15.1%	17.0%
Always	---	238	252	---	75	105	58	115	123	149	87	116	18	88	14	222	137	66	34
	---	68.0%	63.5%	---	70.8%	67.3%	67.4%	65.0%	71.1%	67.4%	69.6%	73.4%	58.1%	65.7%	42.4%	70.5%	63.7%	76.7%	72.3%
Significantly different from column:*															P	O	R	Q	
Usually or Always	---	286	319	---	90	127	69	142	144	183	100	139	21	108	16	268	164	79	42
	---	81.7%	80.4%	---	84.9%	81.4%	80.2%	80.2%	83.2%	82.8%	80.0%	88.0%	67.7%	80.6%	48.5%	85.1%	76.3%	91.9%	89.4%
Significantly different from column:*															P	O	RS	Q	Q

*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 Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 42

X453

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

Base: All respondents

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	---	502	563	---	175	279	36	3	109	6	388	85	19	363	93	35
Number missing or multiple answer	---	22	53	---	8	11	1	0	4	1	10	2	1	8	4	0
Number no experience	---	130	113	---	89	37	1	2	8	0	107	19	4	99	21	10
Usable responses	---	350	397	---	78	231	34	1	97	5	271	64	14	256	68	25
	---	69.7%	70.5%	---	44.6%	82.8%	94.4%	33.3%	89.0%	83.3%	69.8%	75.3%	73.7%	70.5%	73.1%	71.4%
Never	---	35	35	---	19	15	0	0	4	0	30	4	1	24	9	2
	---	10.0%	8.8%	---	24.4%	6.5%	0.0%	0.0%	4.1%	0.0%	11.1%	6.3%	7.1%	9.4%	13.2%	8.0%
Sometimes	---	29	43	---	13	14	1	0	5	0	12	15	2	16	10	3
	---	8.3%	10.8%	---	16.7%	6.1%	2.9%	0.0%	5.2%	0.0%	4.4%	23.4%	14.3%	6.3%	14.7%	12.0%
Usually	---	48	67	---	6	36	6	0	18	1	30	15	3	32	10	6
	---	13.7%	16.9%	---	7.7%	15.6%	17.6%	0.0%	18.6%	20.0%	11.1%	23.4%	21.4%	12.5%	14.7%	24.0%
Always	---	238	252	---	40	166	27	1	70	4	199	30	8	184	39	14
	---	68.0%	63.5%	---	51.3%	71.9%	79.4%	100.0%	72.2%	80.0%	73.4%	46.9%	57.1%	71.9%	57.4%	56.0%
Significantly different from column:*					FG	E	E				L	K		O	N	
Usually or Always	---	286	319	---	46	202	33	1	88	5	229	45	11	216	49	20
	---	81.7%	80.4%	---	59.0%	87.4%	97.1%	100.0%	90.7%	100.0%	84.5%	70.3%	78.6%	84.4%	72.1%	80.0%
Significantly different from column:*					FG	E	E				L	K		O	N	

*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 Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 43

X454

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

Base: All respondents

	2026 CSS Average	2026	2025	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
					0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	---	502	563	---	143	226	118	252	239	312	172	227	45	179	50	436	298	122	61
Number missing or multiple answer	---	19	47	---	3	3	1	4	4	3	3	2	1	2	1	4	2	0	0
Number no experience	---	109	96	---	25	57	26	61	48	68	41	56	12	31	16	93	66	32	10
Usable responses	---	374	420	---	115	166	91	187	187	241	128	169	32	146	33	339	230	90	51
	---	74.5%	74.6%	---	80.4%	73.5%	77.1%	74.2%	78.2%	77.2%	74.4%	74.4%	71.1%	81.6%	66.0%	77.8%	77.2%	73.8%	83.6%
Never	---	41	36	---	13	18	9	20	21	22	19	16	6	17	9	32	26	7	8
	---	11.0%	8.6%	---	11.3%	10.8%	9.9%	10.7%	11.2%	9.1%	14.8%	9.5%	18.8%	11.6%	27.3%	9.4%	11.3%	7.8%	15.7%
Sometimes	---	22	20	---	7	11	4	10	12	14	6	7	1	11	4	18	19	2	0
	---	5.9%	4.8%	---	6.1%	6.6%	4.4%	5.3%	6.4%	5.8%	4.7%	4.1%	3.1%	7.5%	12.1%	5.3%	8.3%	2.2%	0.0%
Usually	---	28	51	---	9	9	10	17	11	17	10	15	2	8	3	25	21	6	1
	---	7.5%	12.1%	---	7.8%	5.4%	11.0%	9.1%	5.9%	7.1%	7.8%	8.9%	6.3%	5.5%	9.1%	7.4%	9.1%	6.7%	2.0%
Always	---	283	313	---	86	128	68	140	143	188	93	131	23	110	17	264	164	75	42
	---	75.7%	74.5%	---	74.8%	77.1%	74.7%	74.9%	76.5%	78.0%	72.7%	77.5%	71.9%	75.3%	51.5%	77.9%	71.3%	83.3%	82.4%
Significantly different from column:*															P	O	R	Q	
Usually or Always	---	311	364	---	95	137	78	157	154	205	103	146	25	118	20	289	185	81	43
	---	83.2%	86.7%	---	82.6%	82.5%	85.7%	84.0%	82.4%	85.1%	80.5%	86.4%	78.1%	80.8%	60.6%	85.3%	80.4%	90.0%	84.3%
Significantly different from column:*															P	O	R	Q	

*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 Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

4994010

Question 43

X454

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

Base: All respondents

	2026 CSS Average	2026	2025	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
					None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
					E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	---	502	563	---	175	279	36	3	109	6	388	85	19	363	93	35
Number missing or multiple answer	---	19	47	---	7	9	1	0	4	1	7	2	1	5	4	0
Number no experience	---	109	96	---	75	30	1	1	5	0	90	15	4	80	20	9
Usable responses	---	374	420	---	93	240	34	2	100	5	291	68	14	278	69	26
	---	74.5%	74.6%	---	53.1%	86.0%	94.4%	66.7%	91.7%	83.3%	75.0%	80.0%	73.7%	76.6%	74.2%	74.3%
Never	---	41	36	---	18	22	0	0	5	0	37	4	0	34	6	1
	---	11.0%	8.6%	---	19.4%	9.2%	0.0%	0.0%	5.0%	0.0%	12.7%	5.9%	0.0%	12.2%	8.7%	3.8%
Sometimes	---	22	20	---	12	9	1	1	1	0	14	7	1	12	9	1
	---	5.9%	4.8%	---	12.9%	3.8%	2.9%	50.0%	1.0%	0.0%	4.8%	10.3%	7.1%	4.3%	13.0%	3.8%
Usually	---	28	51	---	7	17	3	0	10	0	22	6	0	19	5	4
	---	7.5%	12.1%	---	7.5%	7.1%	8.8%	0.0%	10.0%	0.0%	7.6%	8.8%	0.0%	6.8%	7.2%	15.4%
Always	---	283	313	---	56	192	30	1	84	5	218	51	13	213	49	20
	---	75.7%	74.5%	---	60.2%	80.0%	88.2%	50.0%	84.0%	100.0%	74.9%	75.0%	92.9%	76.6%	71.0%	76.9%
Significantly different from column:*					FG	E	E									
Usually or Always	---	311	364	---	63	209	33	1	94	5	240	57	13	232	54	24
	---	83.2%	86.7%	---	67.7%	87.1%	97.1%	50.0%	94.0%	100.0%	82.5%	83.8%	92.9%	83.5%	78.3%	92.3%
Significantly different from column:*					FG	E	E									

*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!***

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PERMIT 5745

MER4_P-S

Mercy Care is conducting a survey to find out about the services that it provides to children. Your child's 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 los niños. El nombre de su hijo 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!



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Hopkins, MN 55343

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**RESPONSE
NEEDED**

MER/b1-r



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Hopkins, MN 55343

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Baltimore, MD

FINAL REMINDER – PLEASE RESPOND!



MER4B_1-E

How can Mercy Care serve your family 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 to your child at Mercy Care. It will take less than 20 minutes to complete. The person who knows the most about your child's health care should complete the survey.

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 for all children.

Sincerely,

Sandra Wendt
V.P. of Quality Management

ESPAÑOL AL OTRO LADO



MER4B_3-E

About three weeks ago, we sent you a survey about the services we provide to your child 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. The person who knows the most about your child's health care should complete the survey.

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 for all children.

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!***

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MER4-S

We need your help! Recently, we sent you an invitation to take a short survey about your child's health care online. Your answers will help to improve the services we provide to children. 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 atención médica de su niño. Sus respuestas nos ayudarán a mejorar los servicios que ofrecemos a los niños. 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 devuelto la encuesta, se lo agradecemos de sobremanera. 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 your child receives. 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.

Please answer the questions for the child listed on the envelope. Please do not answer for any other children.

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

YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

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

3. In the last 6 months, did your child 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 your child needed care right away, how often did your child get care as soon as he or she 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 for your child?
☐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 for your child as soon as your child needed?
☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always
7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she get health care 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 child's 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						

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

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

YOUR CHILD'S PERSONAL DOCTOR

10. A personal doctor is the one your child would talk to if he or she needs a check-up, has a health problem or gets sick or hurt. Does your child have a personal doctor?

☐₁ Yes
☐₂ No → **If No, Go to Question 22**

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

☐₀ None → **If None, Go to Question 21**
☐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 child's personal doctor explain things about your child's health 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 child's personal doctor listen carefully to you?

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

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

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

15. Is your child able to talk with doctors about his or her health care?

☐₁ Yes
☐₂ No → **If No, Go to Question 17**

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

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

17. In the last 6 months, how often did your child's personal doctor spend enough time with your child?

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

18. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

☐₁ Yes
☐₂ No

19. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

☐₁ Yes
☐₂ No → **If No, Go to Question 21**

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

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

21. 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 child's 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 your child got in person, by phone, or by video. Do not include dental visits or care your child got when he or she stayed overnight in a hospital.

22. 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 for your child with a specialist?
- ☐₁ Yes
☐₂ No → **If No, Go to Question 26**
23. In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?
- ☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always
24. How many specialists has your child talked to in the last 6 months?
- ☐₀ None → **If None, Go to Question 26**
☐₁ 1 specialist
☐₂ 2
☐₃ 3
☐₄ 4
☐₅ 5 or more specialists
25. We want to know your rating of the specialist your child 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 CHILD'S HEALTH PLAN

The next questions ask about your experience with your child's health plan.

26. In the last 6 months, did you get information or help from customer service at your child's health plan?
- ☐₁ Yes
☐₂ No → **If No, Go to Question 29**
27. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?
- ☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always
28. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?
- ☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always
29. In the last 6 months, did your child's health plan give you any forms to fill out?
- ☐₁ Yes
☐₂ No → **If No, Go to Question 31**
30. In the last 6 months, how often were the forms from your child's health plan easy to fill out?
- ☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always
31. 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 child's health plan?

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

ABOUT YOUR CHILD AND YOU

32. In general, how would you rate your child's overall health?

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

33. In general, how would you rate your child's overall mental or emotional health?

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

34. What is your child's age?

- ☐₀₀ Less than 1 year old

_____ YEARS OLD (*write in*)

35. Is your child male or female?

- ☐₁ Male
- ☐₂ Female

36. Is your child of Hispanic or Latino origin or descent?

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

37. What is your child's 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

38. What is your age?

- ☐₀ Under 18
- ☐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

39. Are you male or female?

- ☐₁ Male
- ☐₂ Female

40. 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

41. How are you related to the child?

- ☐₁ Mother or father
- ☐₂ Grandparent
- ☐₃ Aunt or uncle
- ☐₄ Older brother or sister
- ☐₅ Other relative
- ☐₆ Legal guardian
- ☐₇ Someone else

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

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

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

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

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always
- ☐₅ My child 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.



MER4B_1-S

¿Cómo puede Mercy Care servirle mejor a su familia? ¿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 le ofrecemos a su hijo en Mercy Care. Le tomará menos de 20 minutos responderla. La persona que conozca más sobre la atención médica de su hijo debe completar la encuesta.

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 los niños.

Atentamente,

Sandra Wendt
V.P. of Quality Management

ENGLISH ON THE OTHER SIDE



MER4B_3-S

Hace unas tres semanas, le enviamos una encuesta sobre los servicios que le proporcionamos a su hijo 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. La persona que conozca más sobre la atención médica de su hijo debe completar la encuesta.

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 prepagado para devolverla.

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

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 su niño 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.

Conteste las preguntas para el niño cuyo nombre figura en el sobre. No las conteste para ningún otro niño.

- Nuestros registros muestran que su niño actualmente está inscrito en Mercy Care. ¿Es correcta esta información?
☐₁ Sí → *Si contestó "Sí", pase a la pregunta 3*
☐₂ No
- ¿Cómo se llama el plan de salud de su niño?
(Escriba en letra imprenta)

LA ATENCIÓN MÉDICA QUE RECIBIÓ SU NIÑO EN LOS ÚLTIMOS 6 MESES

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

- En los últimos 6 meses, ¿su niño tuvo 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*

- En los últimos 6 meses, cuando su niño necesitó atención inmediata, ¿con qué frecuencia atendieron a su niño tan pronto como lo necesitaba?
☐₁ Nunca
☐₂ A veces
☐₃ La mayoría de las veces
☐₄ Siempre
- En los últimos 6 meses, ¿hizo alguna cita en persona, por teléfono o por videollamada para una consulta o atención de rutina para su niño?
☐₁ Sí
☐₂ No → *Si contestó "No", pase a la pregunta 7*
- En los últimos 6 meses, ¿con qué frecuencia consiguió una cita para una consulta o atención de rutina para su niño 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 su niño fue a una sala de emergencias, ¿cuántas veces su niño 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 su niño 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 su niño necesitaba?

☐₁ Nunca

☐₂ A veces

☐₃ La mayoría de las veces

☐₄ Siempre

EL DOCTOR PERSONAL DE SU NIÑO

10. El doctor personal es aquel a quien su niño va si necesita un chequeo, tiene un problema de salud, o si se enferma o lastima. ¿Tiene su niño un doctor personal?

☐₁ Sí

☐₂ No → ***Si contestó “No”, pase a la pregunta 22***

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

☐₀ Ninguna vez → ***Si contestó “Ninguna vez”, pase a la pregunta 21***

☐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 el doctor personal de su niño le explicó los aspectos sobre la salud de su niño 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 el doctor personal de su niño le escuchó a usted con atención?

☐₁ Nunca

☐₂ A veces

☐₃ La mayoría de las veces

☐₄ Siempre

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

☐₁ Nunca

☐₂ A veces

☐₃ La mayoría de las veces

☐₄ Siempre

15. ¿Puede su niño hablar con los doctores sobre su atención médica?

☐₁ Sí

☐₂ No → ***Si contestó “No”, pase a la pregunta 17***

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

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

17. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño pasó suficiente tiempo con este?

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

18. En los últimos 6 meses, ¿habló el doctor personal de su niño con usted sobre cómo su niño se estaba sintiendo, estaba creciendo o se estaba comportando?

- ☐₁ Sí
☐₂ No

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

- ☐₁ Sí
☐₂ No → **Si contestó “No”, pase a la pregunta 21**

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

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

21. 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 al doctor personal de su niño?

- | | | | | | | | | | | |
|---------------------------------|--------------------------|--------------------------|--------------------------|----------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 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

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

22. 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 para su niño con un especialista?

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

23. En los últimos 6 meses, ¿con qué frecuencia consiguió citas para su niño con un especialista tan pronto como lo necesitaba?

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

24. ¿Con cuántos especialistas ha hablado su niño en los últimos 6 meses?

- ☐₀ Ninguno → **Si contestó “Ninguno”, pase a la pregunta 26**
☐₁ 1 especialista
☐₂ 2
☐₃ 3
☐₄ 4
☐₅ 5 especialistas o más

25. Queremos saber cómo califica el especialista con quien su niño 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 | | | | | | |

EL PLAN DE SALUD DE SU NIÑO

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

26. En los últimos 6 meses, ¿recibió información o ayuda por parte del servicio al cliente del plan de salud de su niño?
- ☐₁ Sí
☐₂ No → ***Si contestó “No”, pase a la pregunta 29***
27. En los últimos 6 meses, ¿con qué frecuencia el servicio al cliente del plan de salud de su niño le dio la información o ayuda que usted necesitaba?
- ☐₁ Nunca
☐₂ A veces
☐₃ La mayoría de las veces
☐₄ Siempre
28. En los últimos 6 meses, ¿con qué frecuencia el personal de servicio al cliente del plan de salud de su niño le trató con cortesía y respeto?
- ☐₁ Nunca
☐₂ A veces
☐₃ La mayoría de las veces
☐₄ Siempre
29. En los últimos 6 meses, ¿le dio el plan de salud de su niño algún formulario para completar?
- ☐₁ Sí
☐₂ No → ***Si contestó “No”, pase a la pregunta 31***
30. En los últimos 6 meses, ¿con qué frecuencia fueron fáciles de completar los formularios del plan de salud de su niño?
- | | | | |
|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| Nunca | A veces | La mayoría de las veces | Siempre |
| ☐ ₁ | ☐ ₂ | ☐ ₃ | ☐ ₄ |
31. 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 al plan de salud de su niño?
- | | | | | | | | | | | |
|-------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 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 Y DE SU NIÑO

32. En general, ¿cómo calificaría toda la salud de su niño?
- ☐₁ Excelente
☐₂ Muy buena
☐₃ Buena
☐₄ Regular
☐₅ Mala
33. En general, ¿cómo calificaría toda la salud mental o emocional de su niño?
- ☐₁ Excelente
☐₂ Muy buena
☐₃ Buena
☐₄ Regular
☐₅ Mala
34. ¿Qué edad tiene su niño?
- ☐₀₀ Menos de un año
_____ AÑOS (*escriba la respuesta*)
35. ¿Es su niño de sexo masculino o femenino?
- ☐₁ Masculino
☐₂ Femenino
36. ¿Es su niño de origen o ascendencia hispano o latino?
- ☐₁ Sí, hispano o latino
☐₂ No, ni hispano ni latino
37. ¿A qué raza pertenece su niño? 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
38. ¿Qué edad tiene usted?
- ☐₀ Menos de 18 años
☐₁ 18 a 24
☐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

39. ¿Es usted hombre o mujer?

- ☐₁ Hombre
- ☐₂ Mujer

40. ¿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

41. ¿Qué relación tiene con el niño?

- ☐₁ Madre o padre
- ☐₂ Abuela o abuelo
- ☐₃ Tía o tío
- ☐₄ Hermana o hermano mayor
- ☐₅ Otro familiar
- ☐₆ Tutor legal del niño
- ☐₇ Otra persona

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

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

- ☐₁ Nunca
- ☐₂ A veces
- ☐₃ La mayoría de las veces
- ☐₄ Siempre
- ☐₅ Mi niño no necesitó servicios de atención médica en los últimos 6 meses

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

- ☐₁ Nunca
- ☐₂ A veces
- ☐₃ La mayoría de las veces
- ☐₄ Siempre
- ☐₅ Mi niño no necesitó 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.

