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)

Prepared by:

Center for the Study of Services
1625 K Street NW, Suite 1100
Washington, DC 20006

Table of Contents

Introduction **4**

Executive Summary **5**

Key Survey Measure Results 5

Estimated NCQA 2026 Health Plan Ratings 6

Quality Improvement Priorities 6

What Is New in 2026 ..... **8**

NCQA Policy Updates 8

CSS Report Updates 8

About This Report **9**

Survey Methodology **11**

Survey Protocol and Timeline 11

Survey Materials 12

Sample Selection 12

Data Capture 13

Survey Response Rate **14**

Satisfaction With the Experience of Care **16**

Patient Experience of Care Measures 16

Calculation and Reporting of Results 18

Summary of Survey Results 20

Detailed Performance Charts 22

Membership Profile and Analysis of Plan Ratings by Member Segment 46
Health Status and Demographics 47
Use of Services 53
Key Driver Analysis 57
Objectives 57
Technical Approach 57
Industry Key Driver Model 58
Opportunities for Health Plan Quality Improvement 59
Health Plan Quality Improvement Resources 61
Appendix A. Scoring Methodology and Glossary 70
NCQA Calculation Guidelines for Rating and Composite Global Proportions 70
NCQA Health Plan Ratings Methodology 72
Glossary of Terms 74
Appendix B. Survey Results at a Glance 79
Appendix C. Cross-Tabulations 81
Appendix D. Survey Materials 83

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, 522 sample members completed the survey. After the final survey eligibility criteria were applied, the resulting NCQA response rate was 16.94%. (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 78.25% to 86.20% [+7.95 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 (75.79% vs. 70.73% [+5.06 points])	No statistically significant differences compared to benchmark
Benchmark: 2025 (MY 2024) NCQA Quality Compass National Average (All Lines of Business)	
Getting Care Quickly (90.83% vs. 86.20% [+4.63 points]) Rating of Health Plan (75.79% vs. 71.80% [+3.99 points])	No statistically significant differences compared to benchmark

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

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	
★★★★☆	Getting Care Quickly, Rating of Health Plan
★★★☆☆	Getting Needed Care, Rating of Health Care

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

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, 522 sample members completed the survey. After the final survey eligibility criteria were applied, the resulting NCQA response rate was 16.94%. 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	109	3.30%	5.18%
Complete and Eligible – Phone*	257	7.79%	9.09%
Complete and Eligible – Internet**	156	4.73%	3.88%
Complete and Eligible – Total	522	15.82%	18.16%
Eligible Population criteria not met	24	0.73%	0.87%
Incomplete (but Eligible)	64	1.94%	3.87%
Language barrier	194	5.88%	0.81%
Deceased	1	0.03%	0.02%
Refusal	175	5.30%	3.19%
Nonresponse after maximum attempts	2,132	64.61%	71.82%
Added to Do Not Call (DNC) list	188	5.70%	1.25%
NCQA Response Rate* **		**16.94%**	**18.48%**

* Applies to plans following mixed methodology.

4994000

** 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	427	81.8%
Complete and Eligible – Spanish	95	18.2%
Complete and Eligible – Total	**522**	**100.0%**

4994000

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 (522), the survey-wide 95% margin of error for Mercy Care is estimated to be ±4.29%.

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 *Usually* or *Always*) Getting Care Quickly (percent *Usually* or *Always*)
Satisfaction With Plan Physicians	Coordination of Care (percent *Usually* or *Always*) – 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												★★★½★
Getting Care												★★★½☆
Getting Needed Care (% A+U)	**86.20%**	(±4.13)	**(268)**	78.25%	[+7.95] ✓	81.10%	[+5.10]	84.63%	[+1.57]	83.95%	[+2.25]	★★★☆☆
Getting Care Quickly (% A+U)	**90.83%**	(±3.59)	**(248)**	85.44%	[+5.39]	87.86%	[+2.97]	87.30%	[+3.53]	86.20%	[+4.63] ✓	★★★★☆
Satisfaction With Plan and Plan Services												★★★½☆
Rating of Health Plan (% 9+10)	**75.79%**	(±3.73)	**(508)**	75.93%	[-0.14]	76.47%	[-0.68]	70.73%	[+5.06] ✓	71.80%	[+3.99] ✓	★★★★☆
Rating of Health Care (% 9+10)	**72.36%**	(±4.68)	**(351)**	68.32%	[+4.05]	71.08%	[+1.28]	71.66%	[+0.71]	70.90%	[+1.46]	★★★☆☆
ADDITIONAL MEASURES												
Coordination of Care (% A+U)	**83.70%**	(±5.34)	**(184)**	83.50%	[+0.20]	85.51%	[-1.82]	84.45%	[-0.76]	84.90%	[-1.20]	Not reported in NCQA Health Plan Ratings
Doctor Communication (% A+U)	**93.91%**	(±2.57)	**(333)**	94.23%	[-0.32]	94.21%	[-0.30]	93.89%	[+0.03]	93.95%	[-0.04]	
Customer Service (% A+U)	**87.50%**	(±4.89)	**(176)**	88.15%	[-0.65]	88.56%	[-1.06]	88.82%	[-1.32]	88.21%	[-0.71]	
Rating of Health Care (% 8+9+10)	**92.02%**	(±2.83)	**(351)**	87.88%	[+4.14]	85.78%	[+6.24] ✓	88.28%	[+3.74] ✓	87.35%	[+4.67] ✓	
Rating of Doctor (% 8+9+10)	**92.44%**	(±2.44)	**(450)**	90.15%	[+2.30]	90.70%	[+1.74]	90.38%	[+2.06]	90.59%	[+1.85]	
Rating of Doctor (% 9+10)	**77.78%**	(±3.84)	**(450)**	78.41%	[-0.63]	77.61%	[+0.17]	78.20%	[-0.42]	77.83%	[-0.05]	
Rating of Specialist (% 8+9+10)	**90.06%**	(±4.48)	**(171)**	84.70%	[+5.36]	88.11%	[+1.95]	86.01%	[+4.05]	87.36%	[+2.70]	
Rating of Specialist (% 9+10)	**75.44%**	(±6.45)	**(171)**	70.49%	[+4.95]	74.59%	[+0.84]	72.83%	[+2.60]	73.21%	[+2.23]	
Rating of Health Plan (% 8+9+10)	**90.75%**	(±2.52)	**(508)**	90.93%	[-0.18]	89.41%	[+1.34]	85.52%	[+5.23] ✓	86.50%	[+4.25] ✓	

4994000

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.

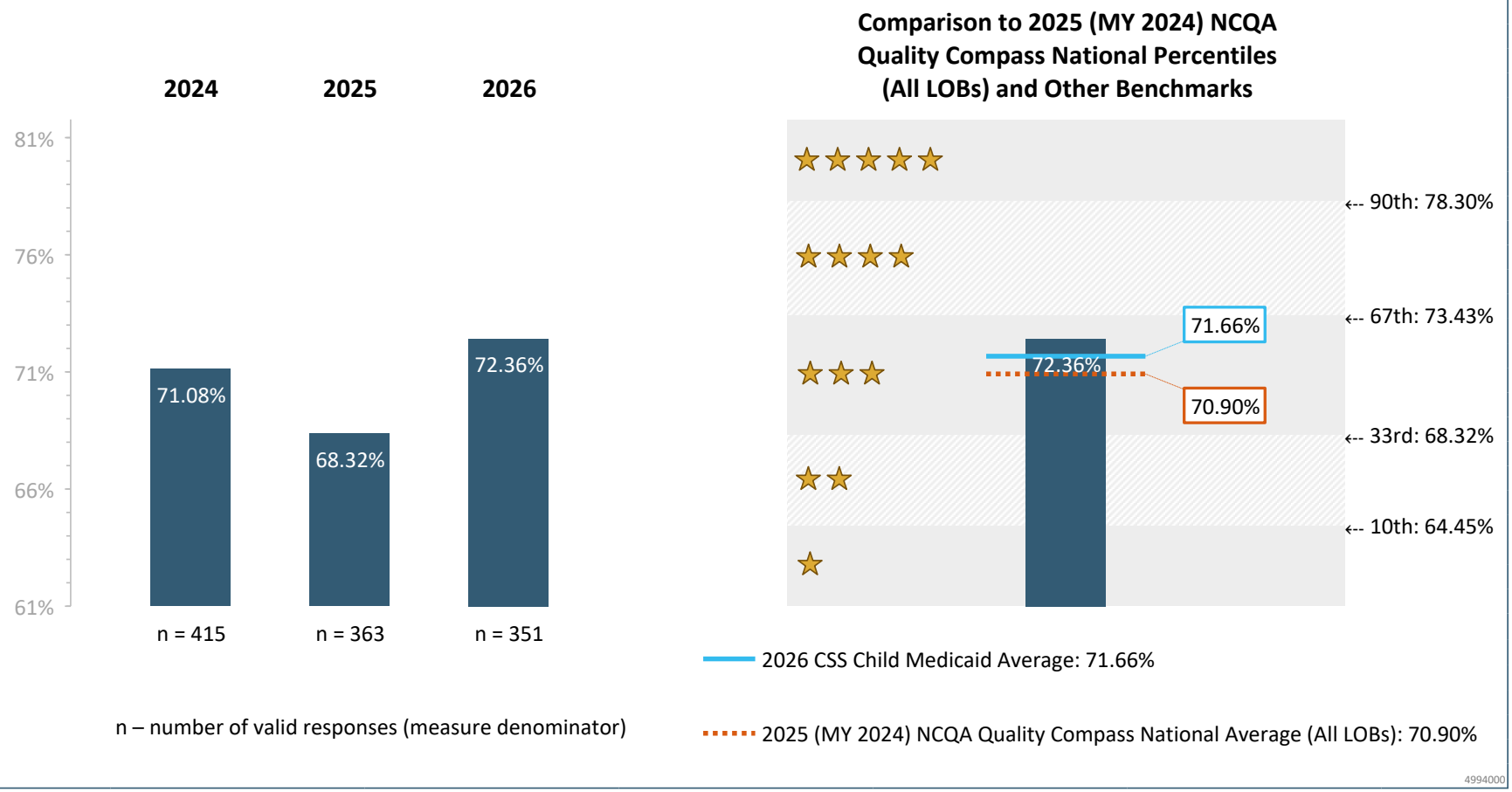
COMPARISON TO NATIONAL MULTI-PLAN BENCHMARKS AND 2025 (MY 2024) NCQA QUALITY COMPASS PERCENTILES

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)

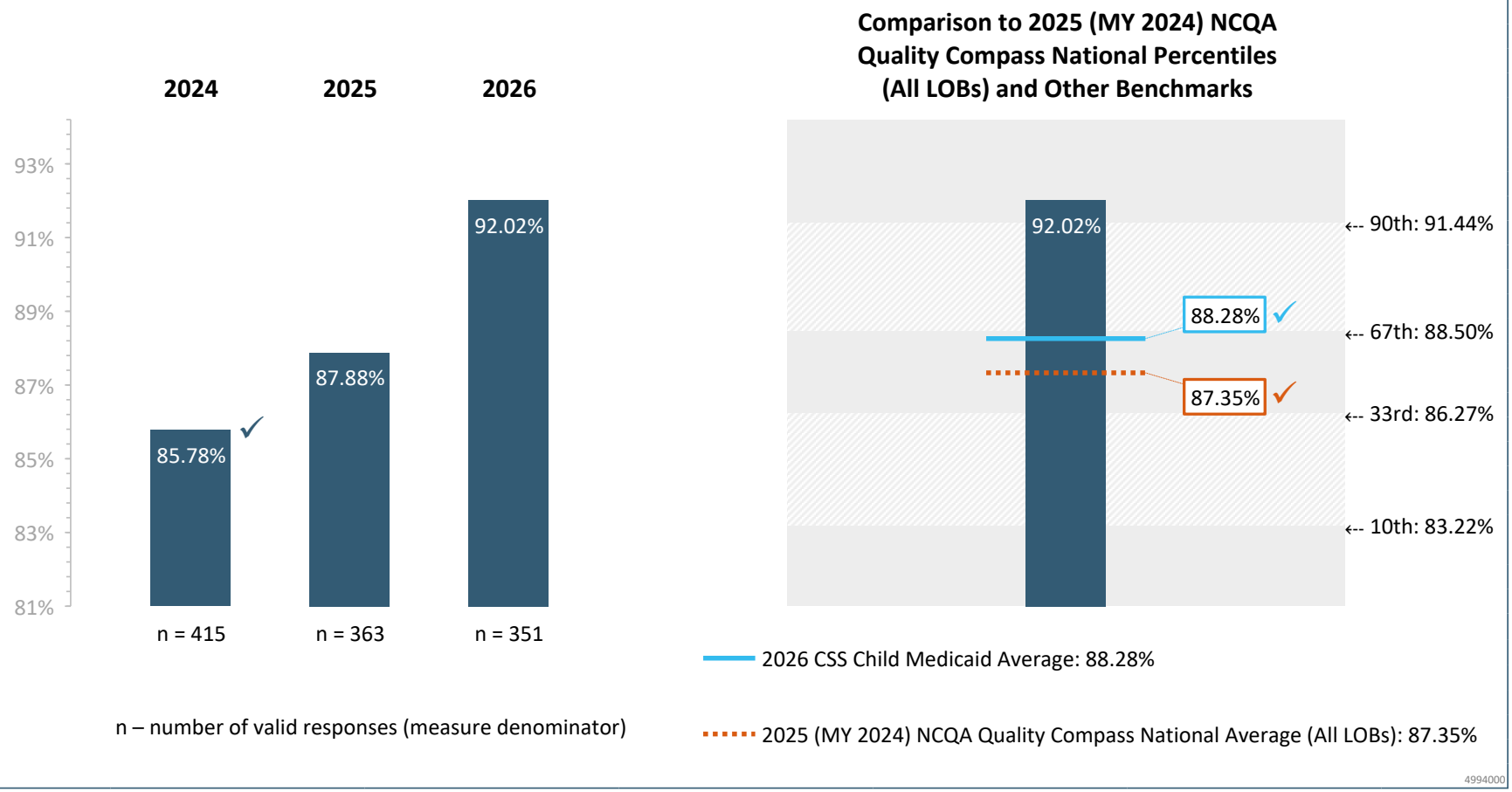


Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically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

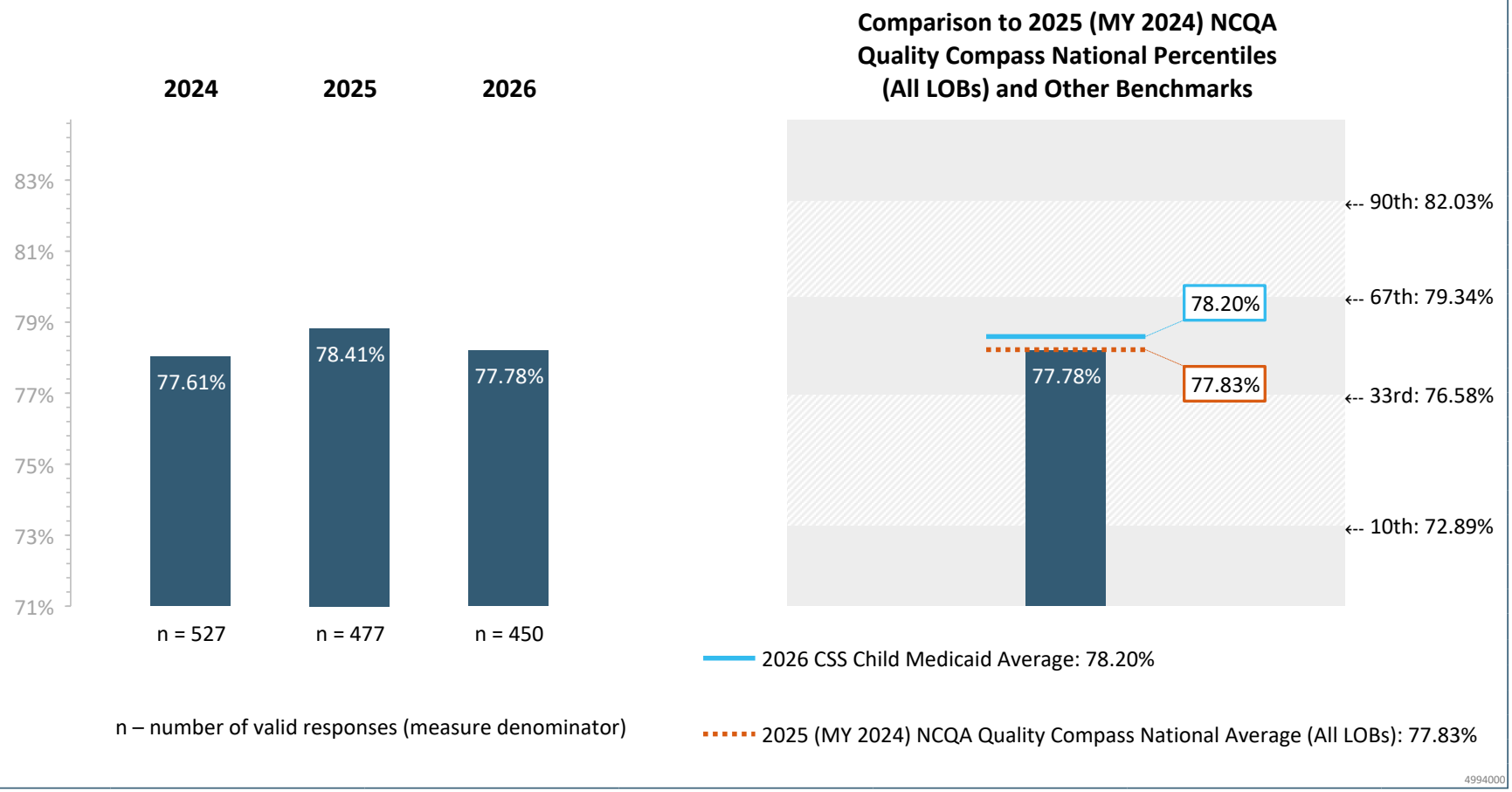
Percent Responding 8, 9 or 10 (Not Reported in HPR)



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

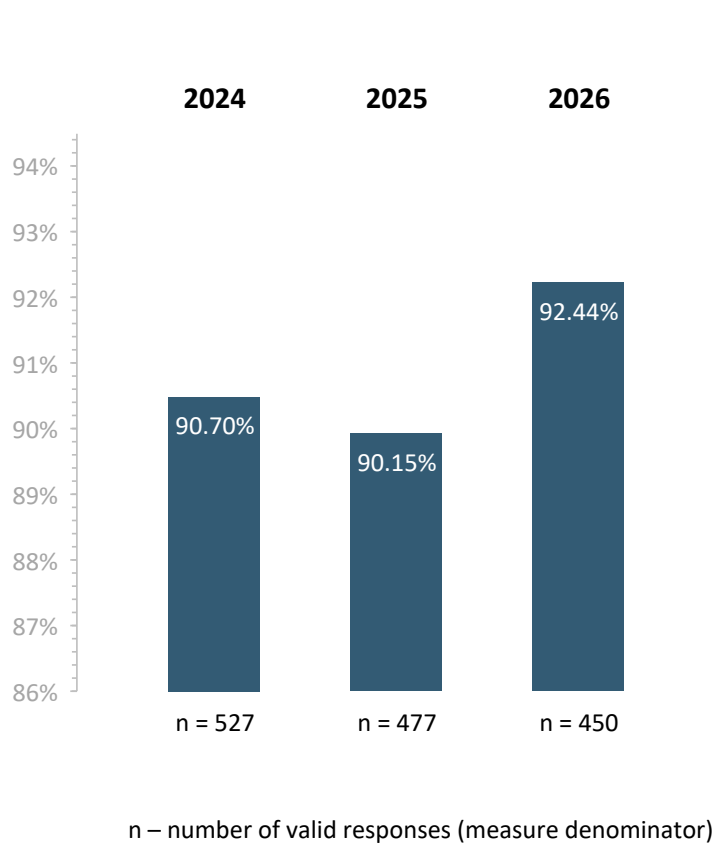
Percent Responding 9 or 10 (Not Reported in HPR)



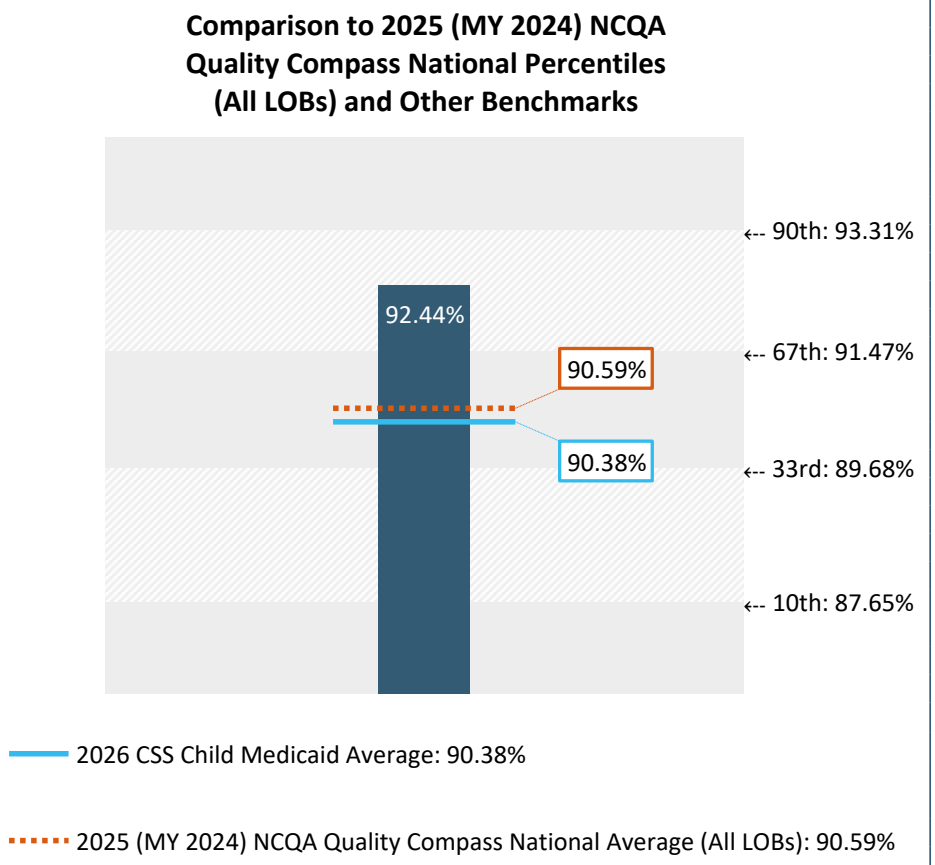
Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically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



n – number of valid responses (measure denominator)

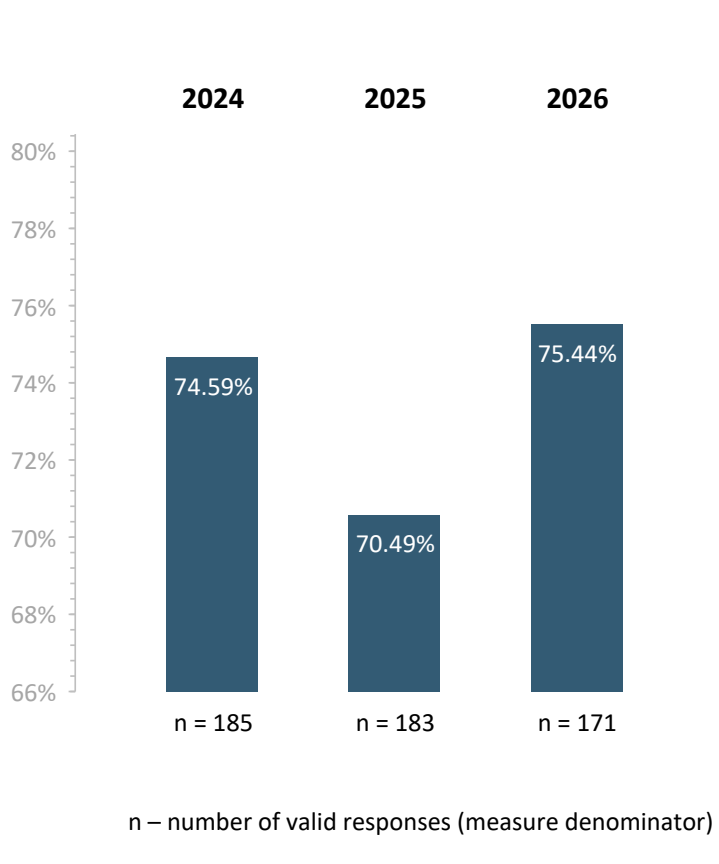


4994000

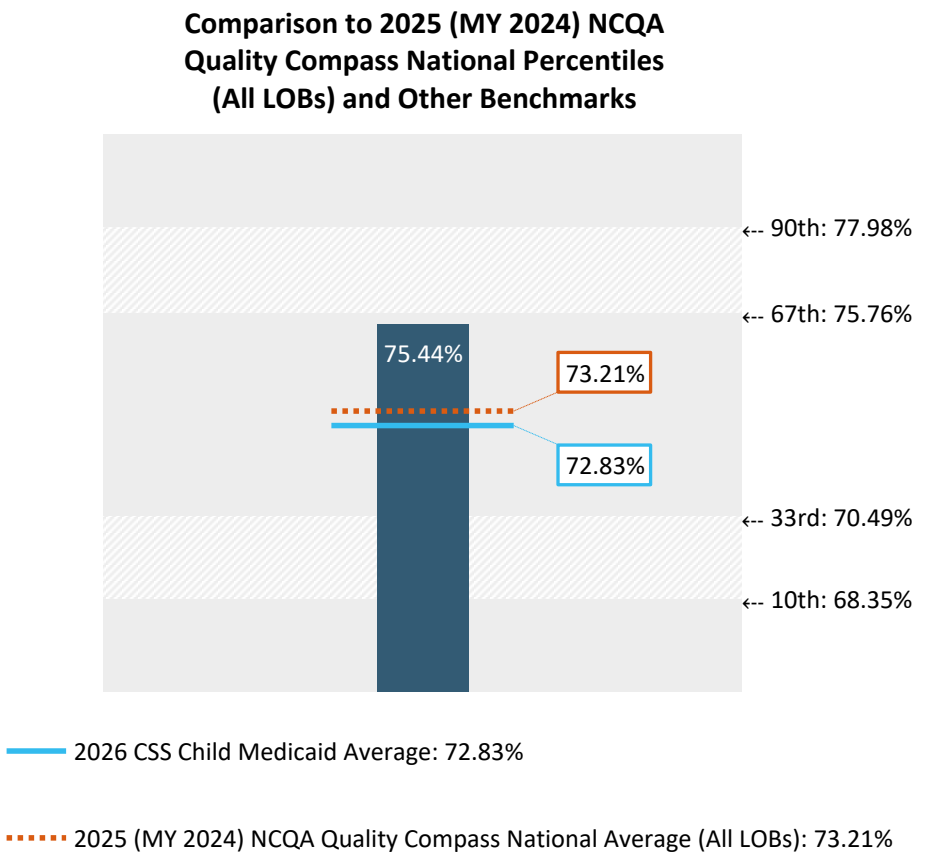
Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically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



n – number of valid responses (measure denominator)

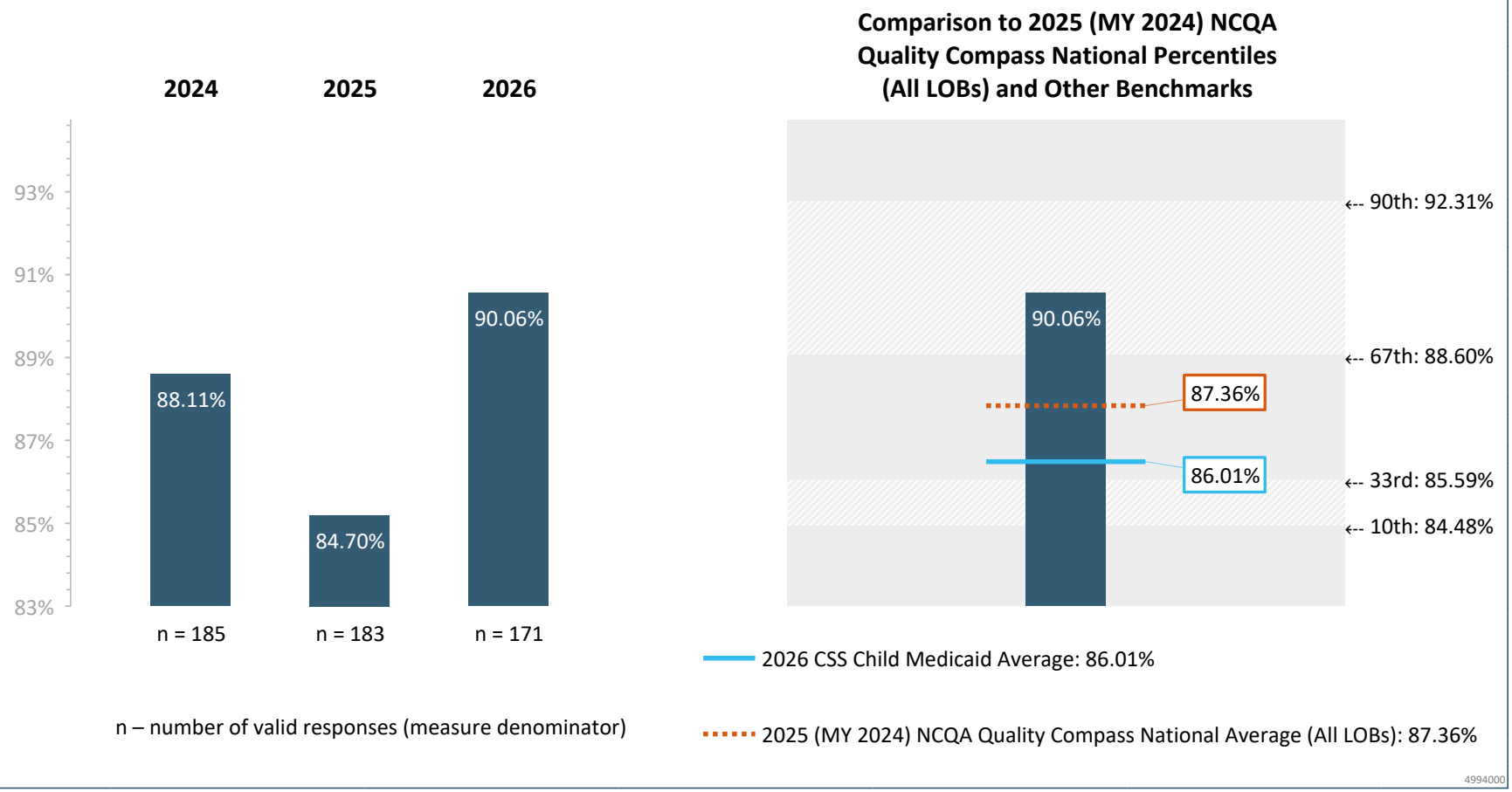


4994000

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

Rating of Specialist Seen Most Often

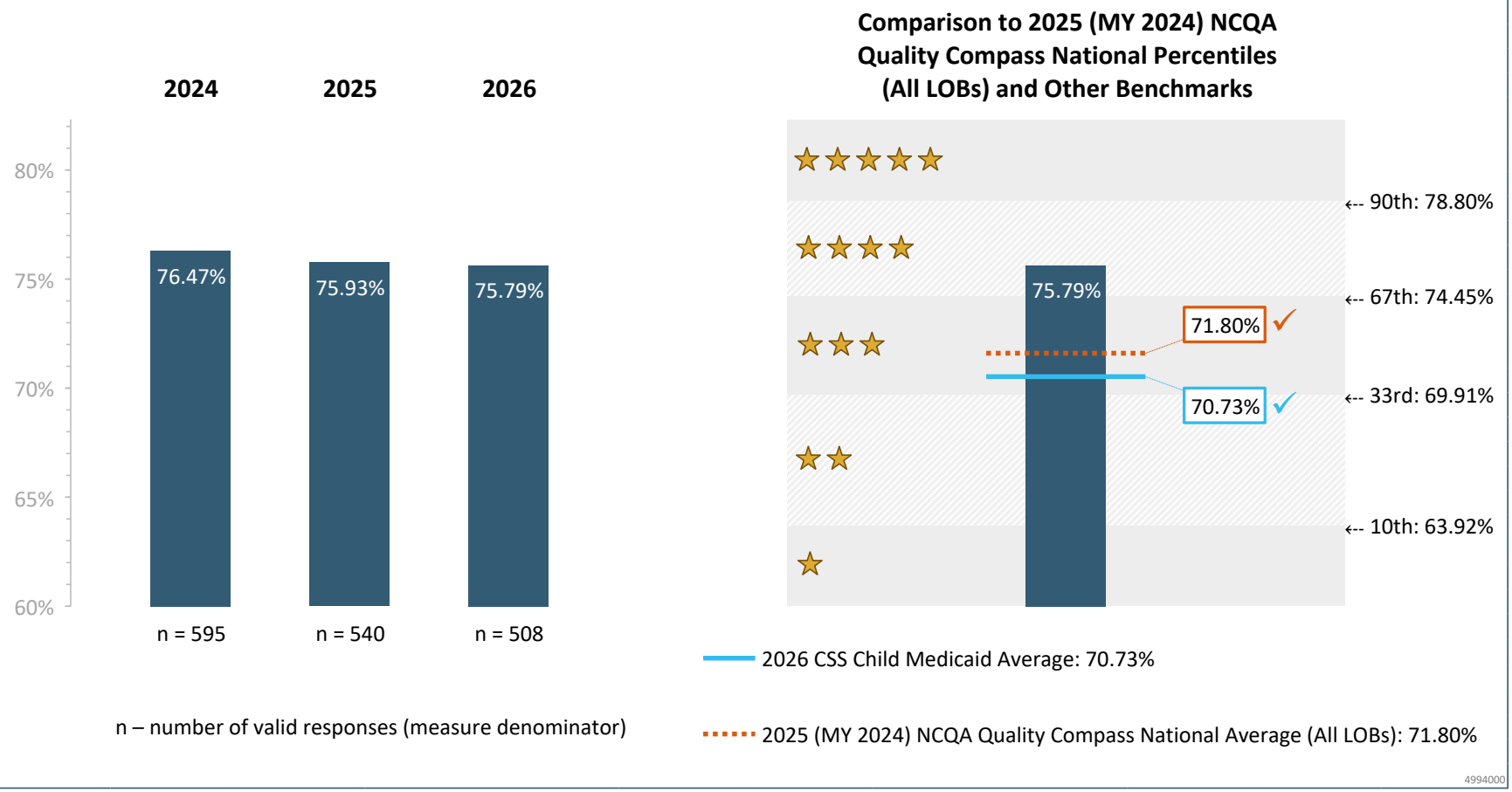
Percent Responding 8, 9 or 10 (Not Reported in HPR)



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

Rating of Health Plan

Percent Responding 9 or 10 (Reported in HPR)

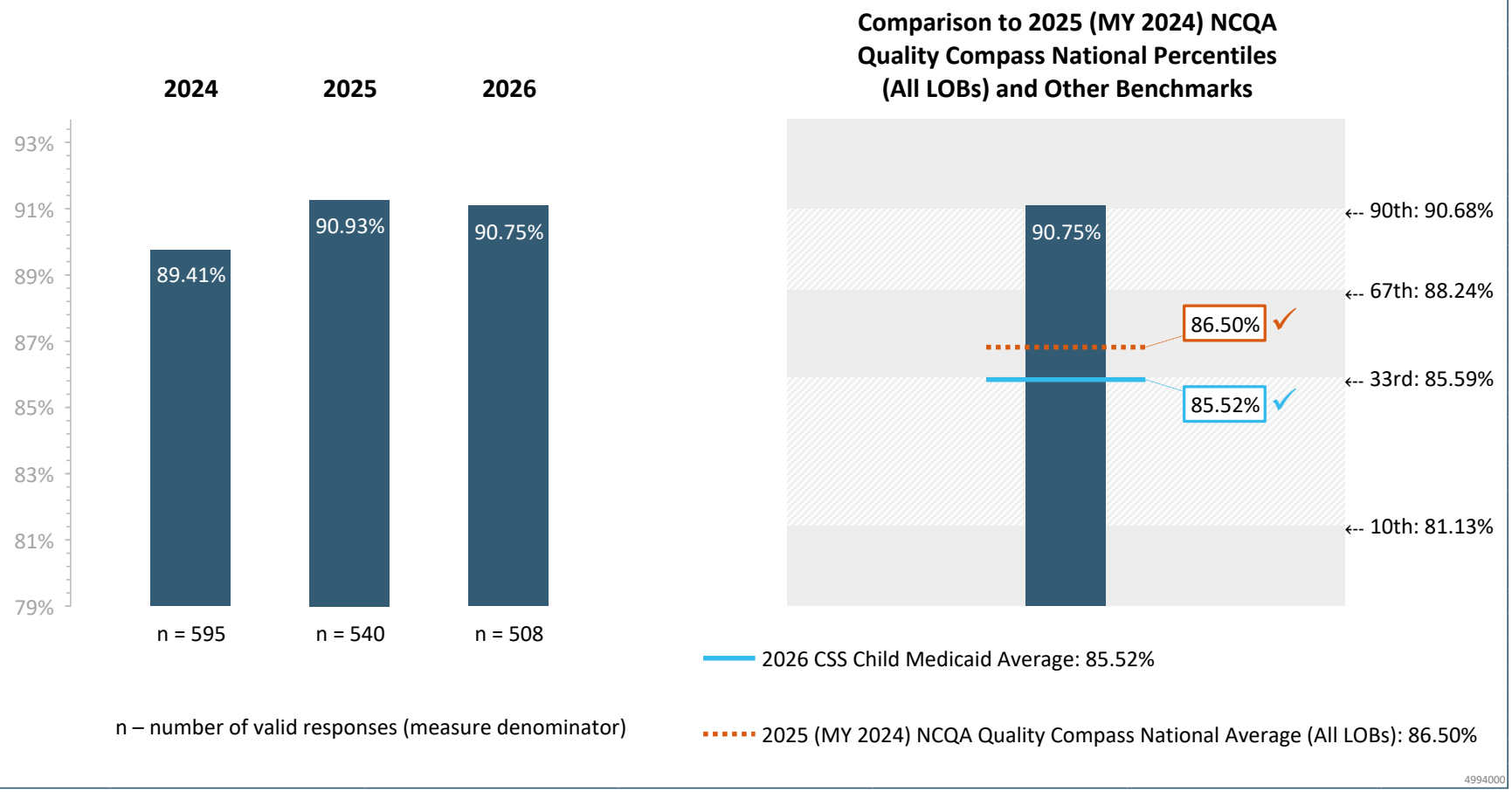


Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically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

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

Rating of Health Plan

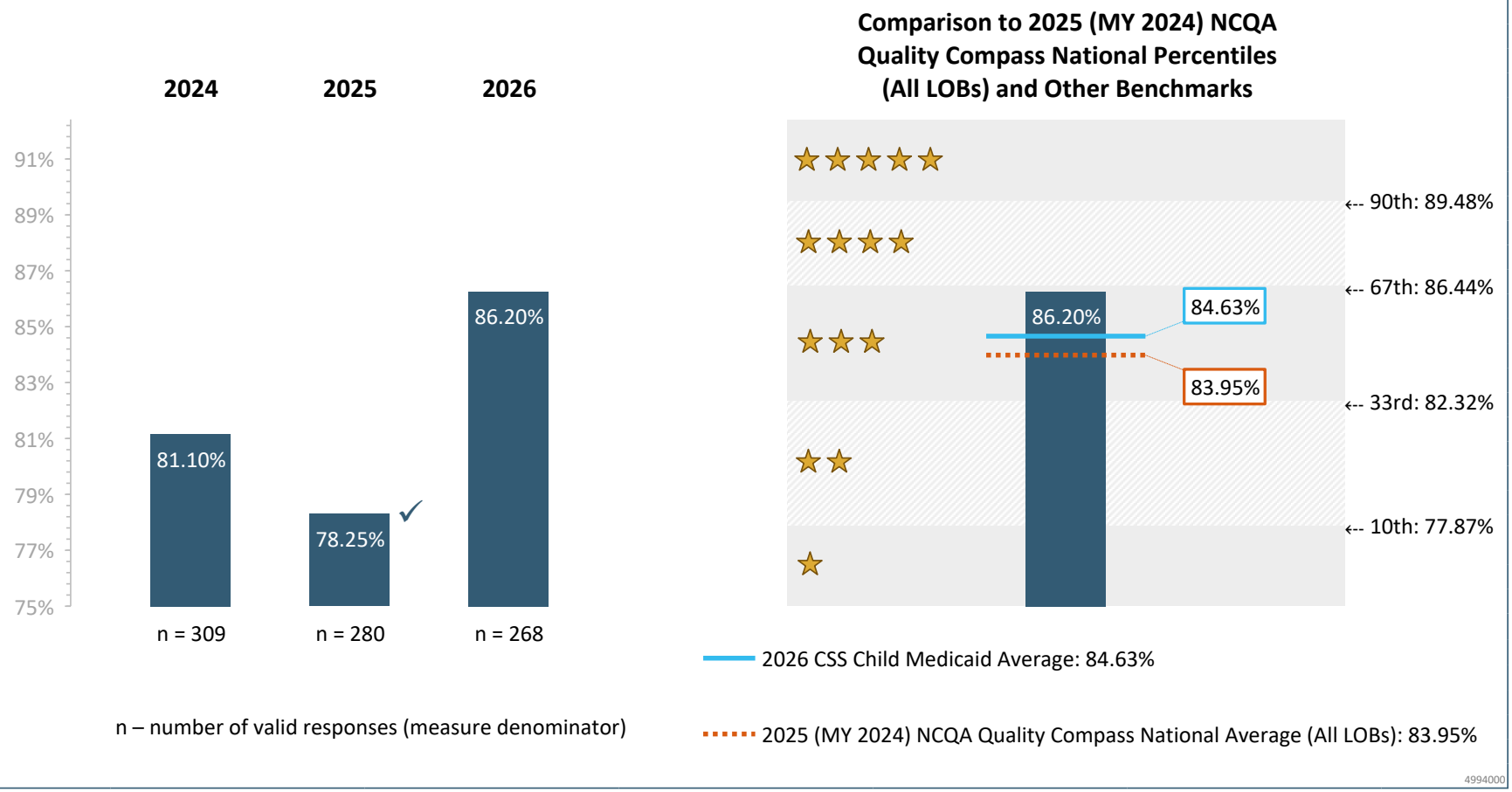
Percent Responding 8, 9 or 10 (Not Reported in HPR)



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

Getting Needed Care

Percent Responding Always or Usually (Reported in HPR)

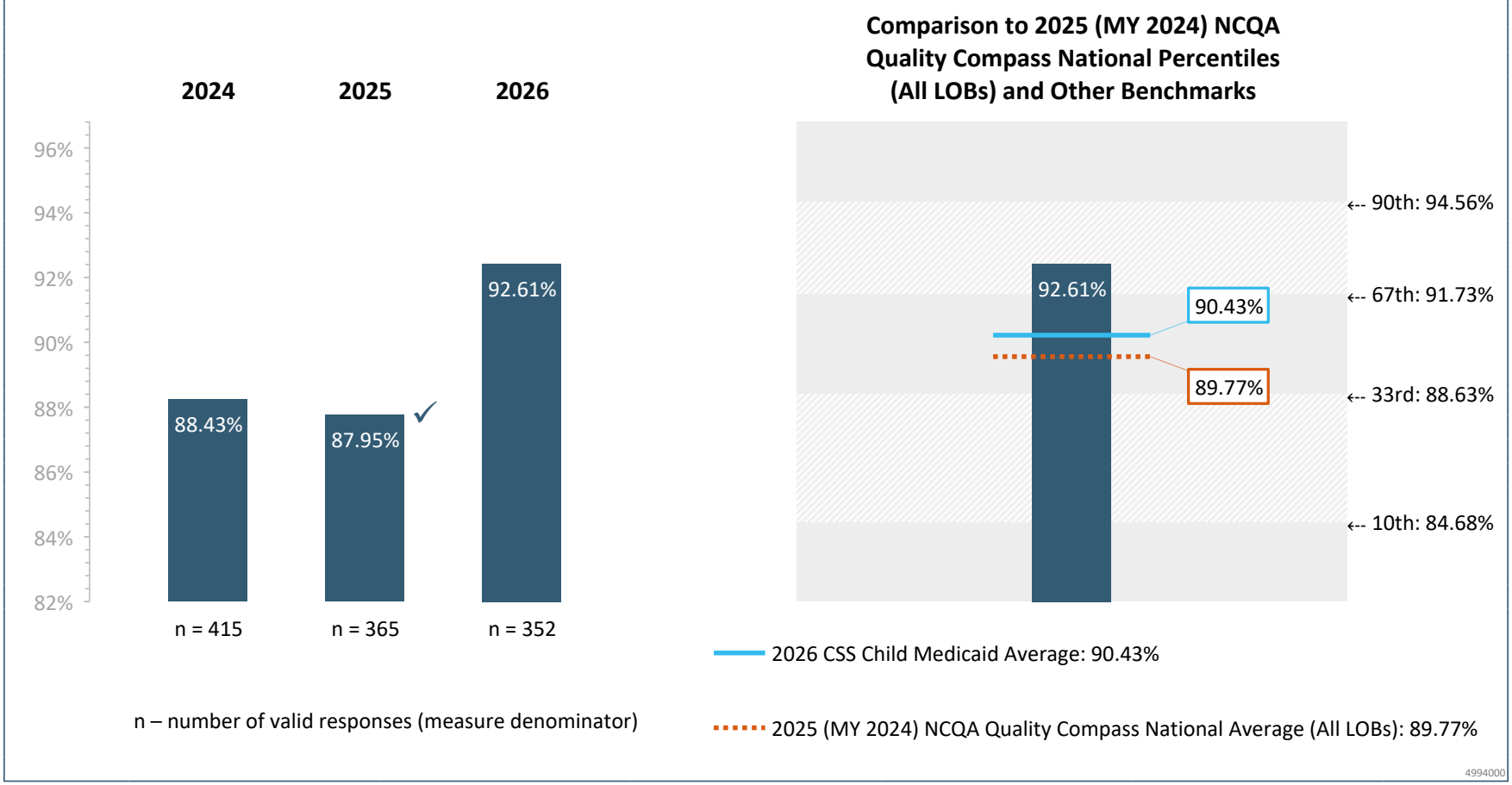


Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically 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 Needed Care: Ease of Getting Needed Care (Q9)

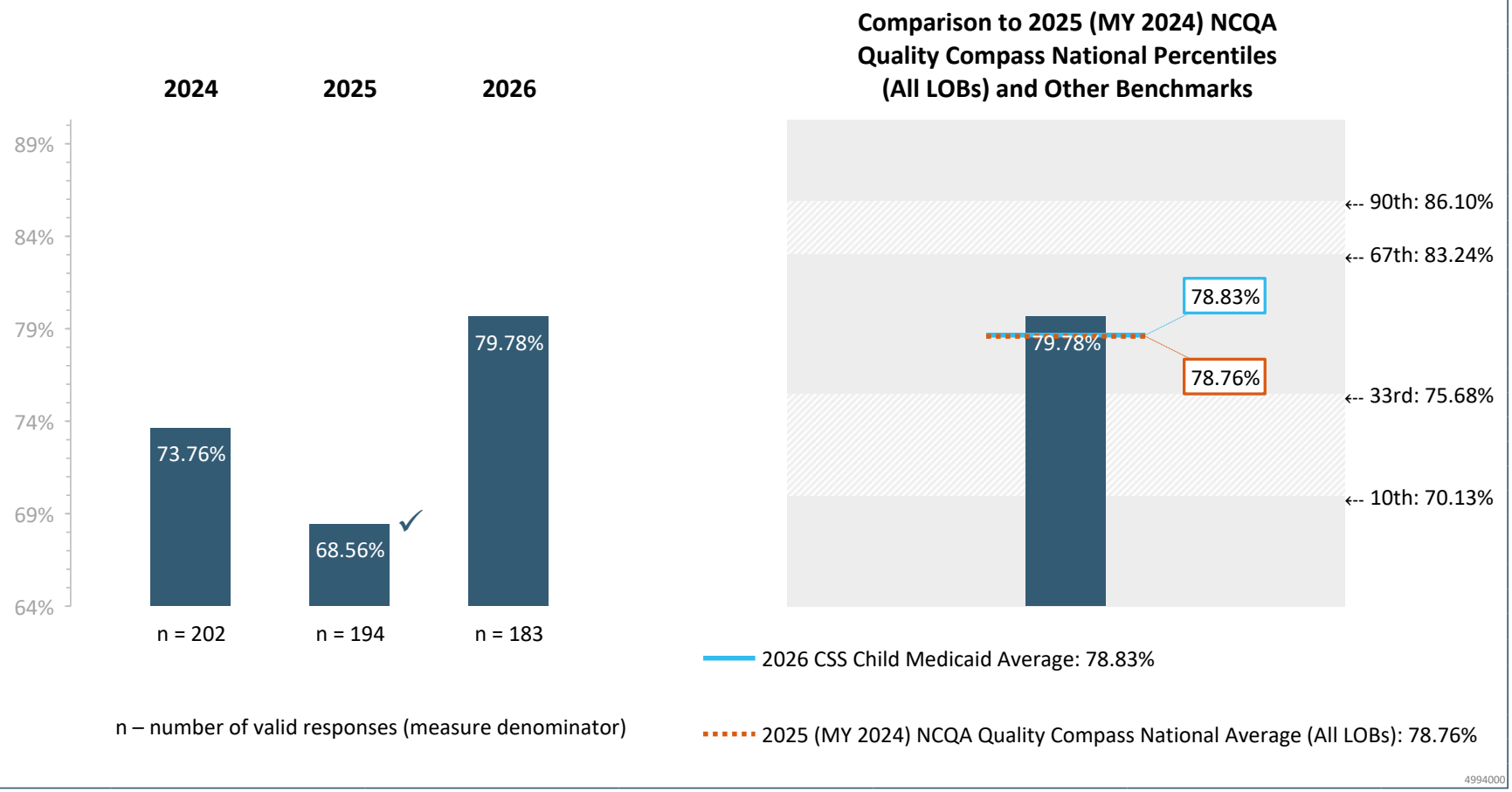
Percent Responding Always or Usually (Not Reported in HPR)



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

Getting Needed Care: Ease of Seeing a Specialist (Q23)

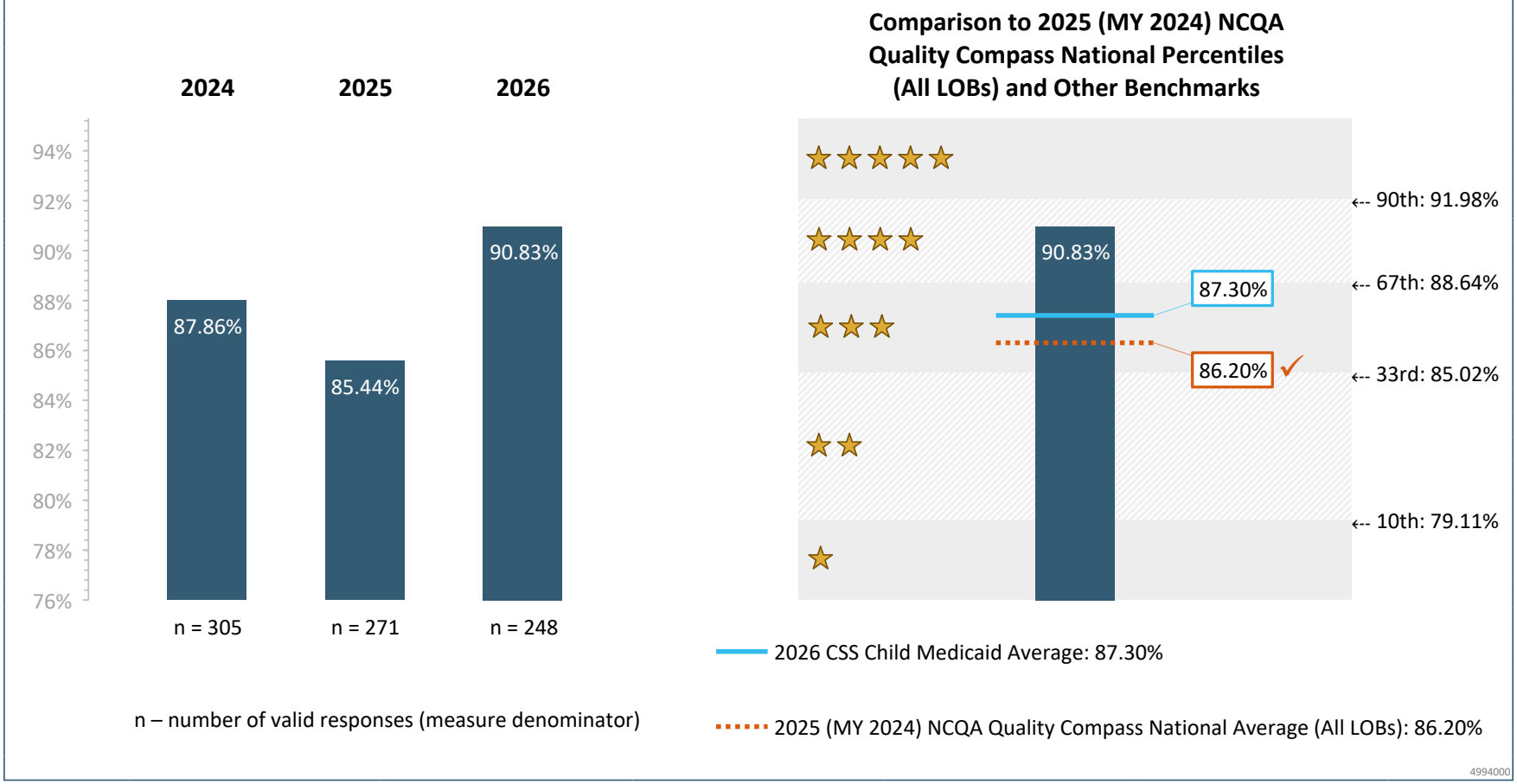
Percent Responding Always or Usually (Not Reported in HPR)



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

Getting Care Quickly

Percent Responding Always or Usually (Reported in HPR)

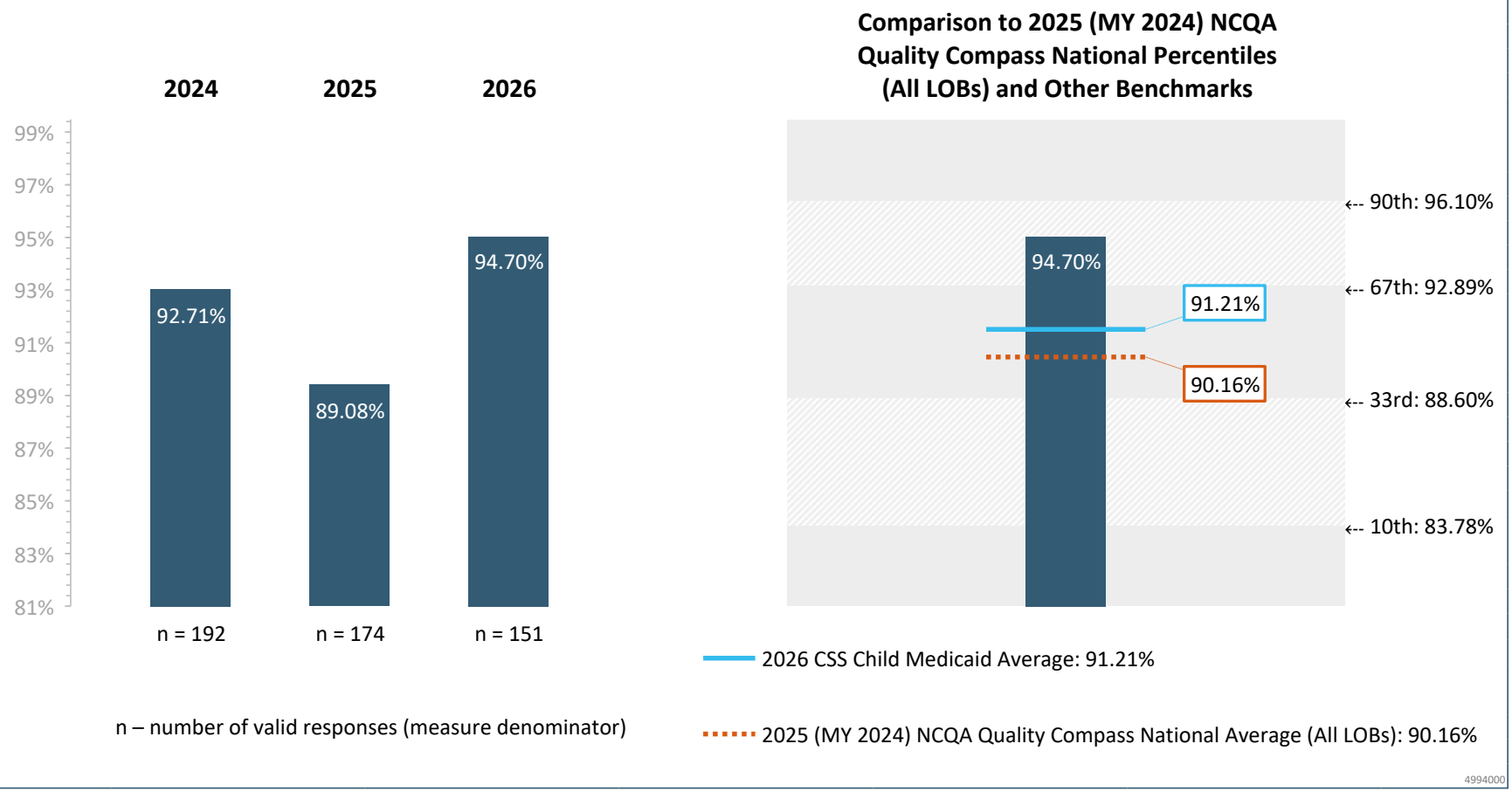


Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically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

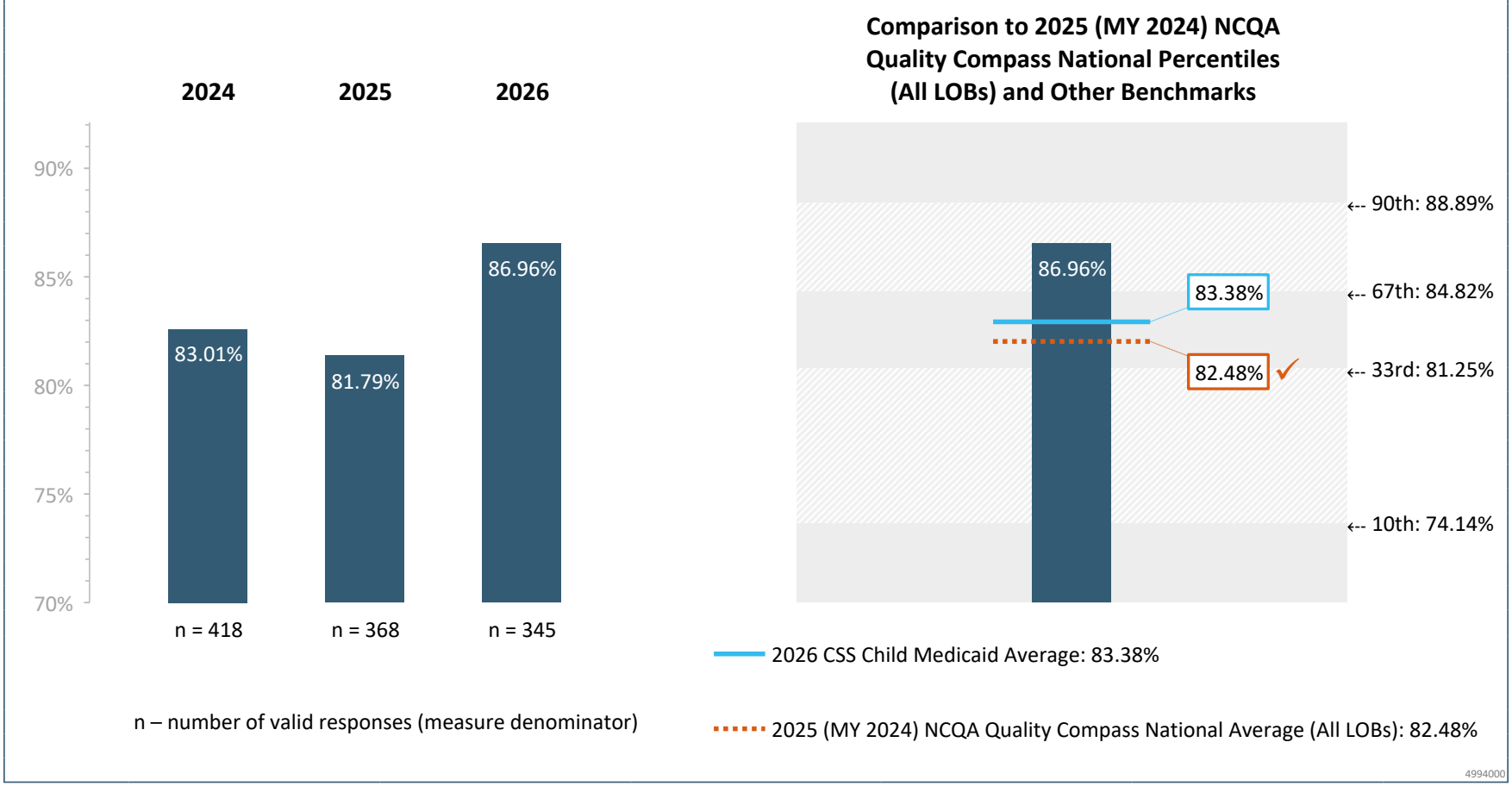
Percent Responding Always or Usually (Not Reported in HPR)



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)

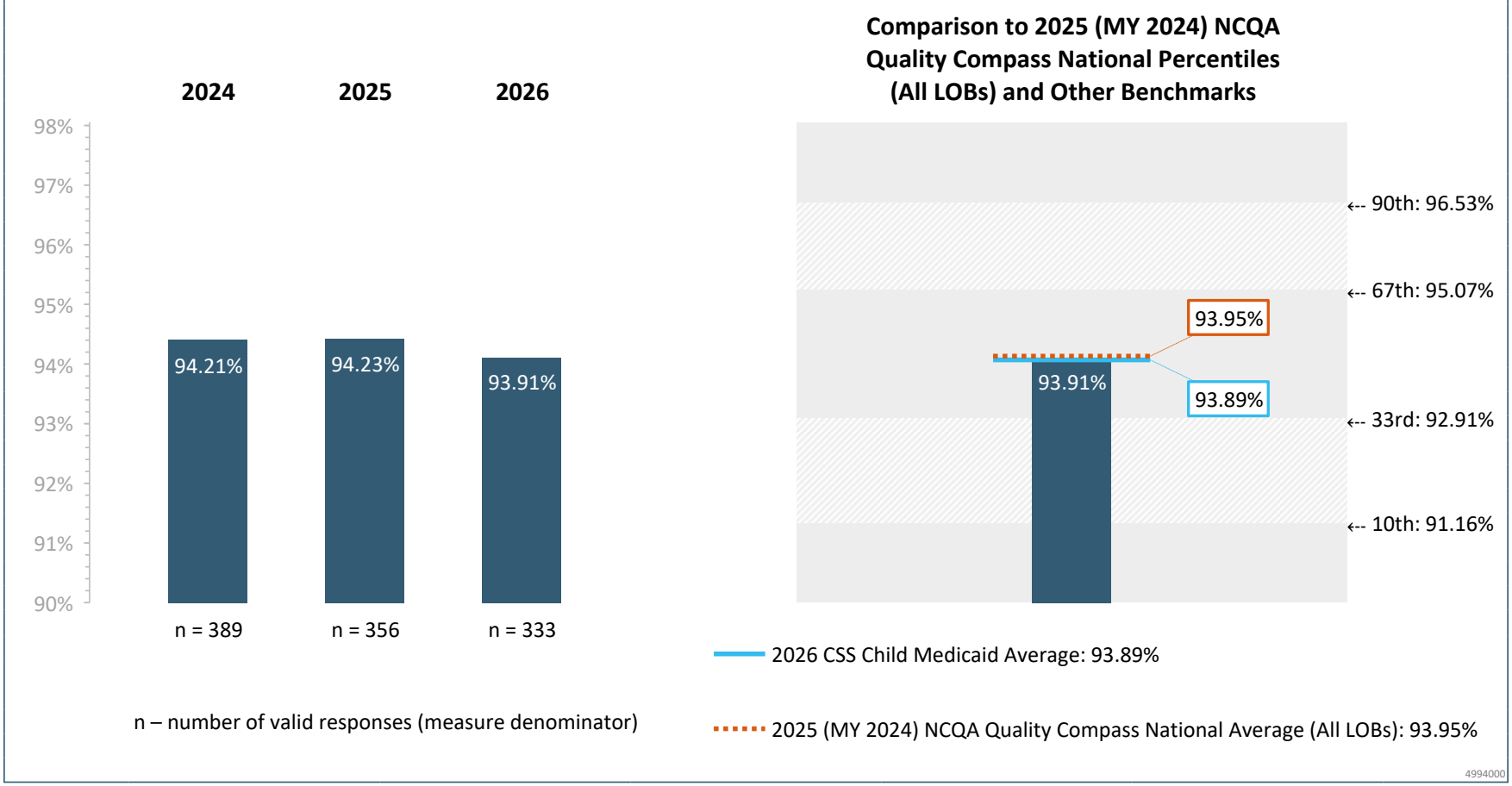
Percent Responding Always or Usually (Not Reported in HPR)



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

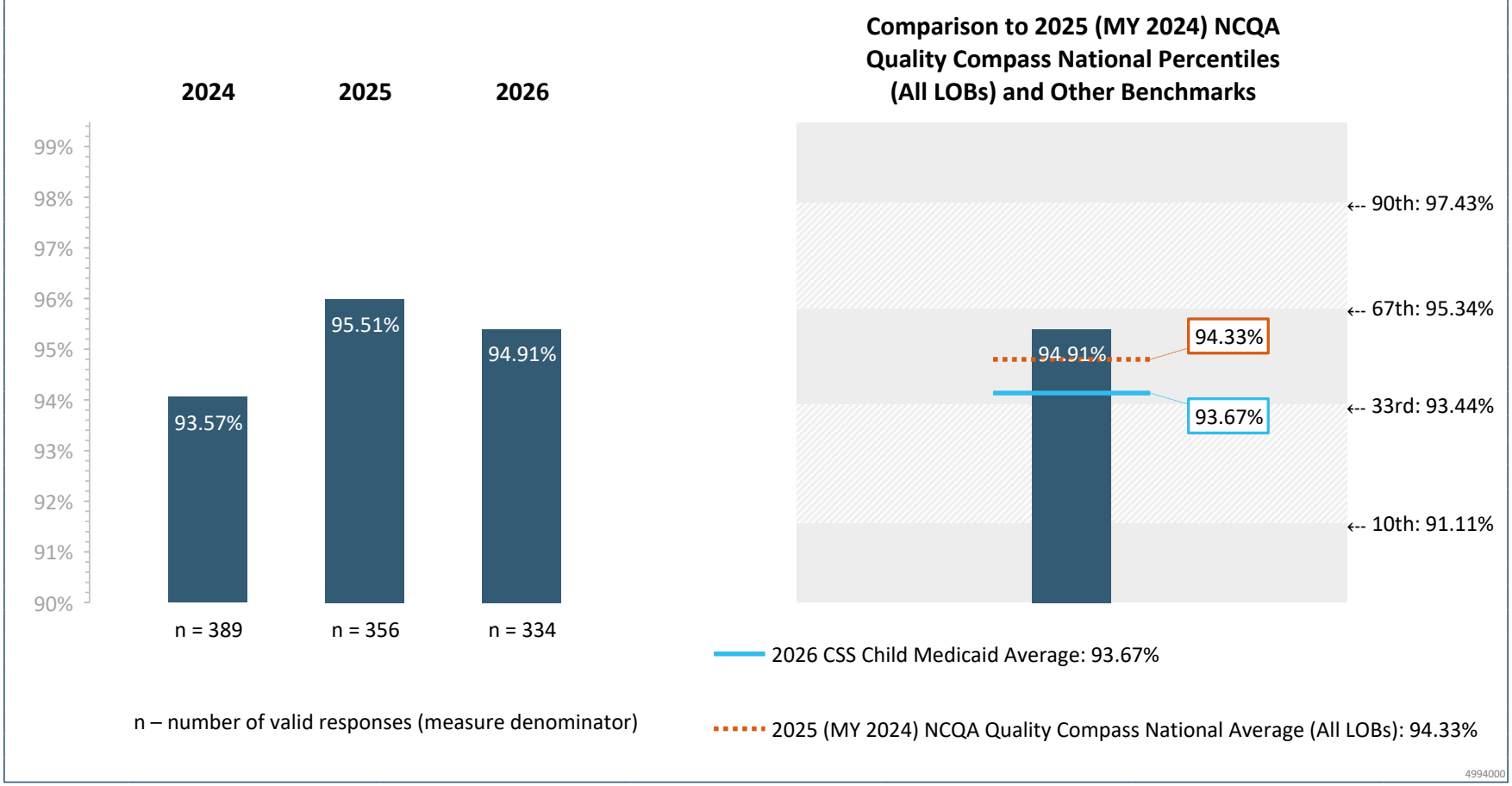
Percent Responding Always or Usually (Not Reported in HPR)



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)

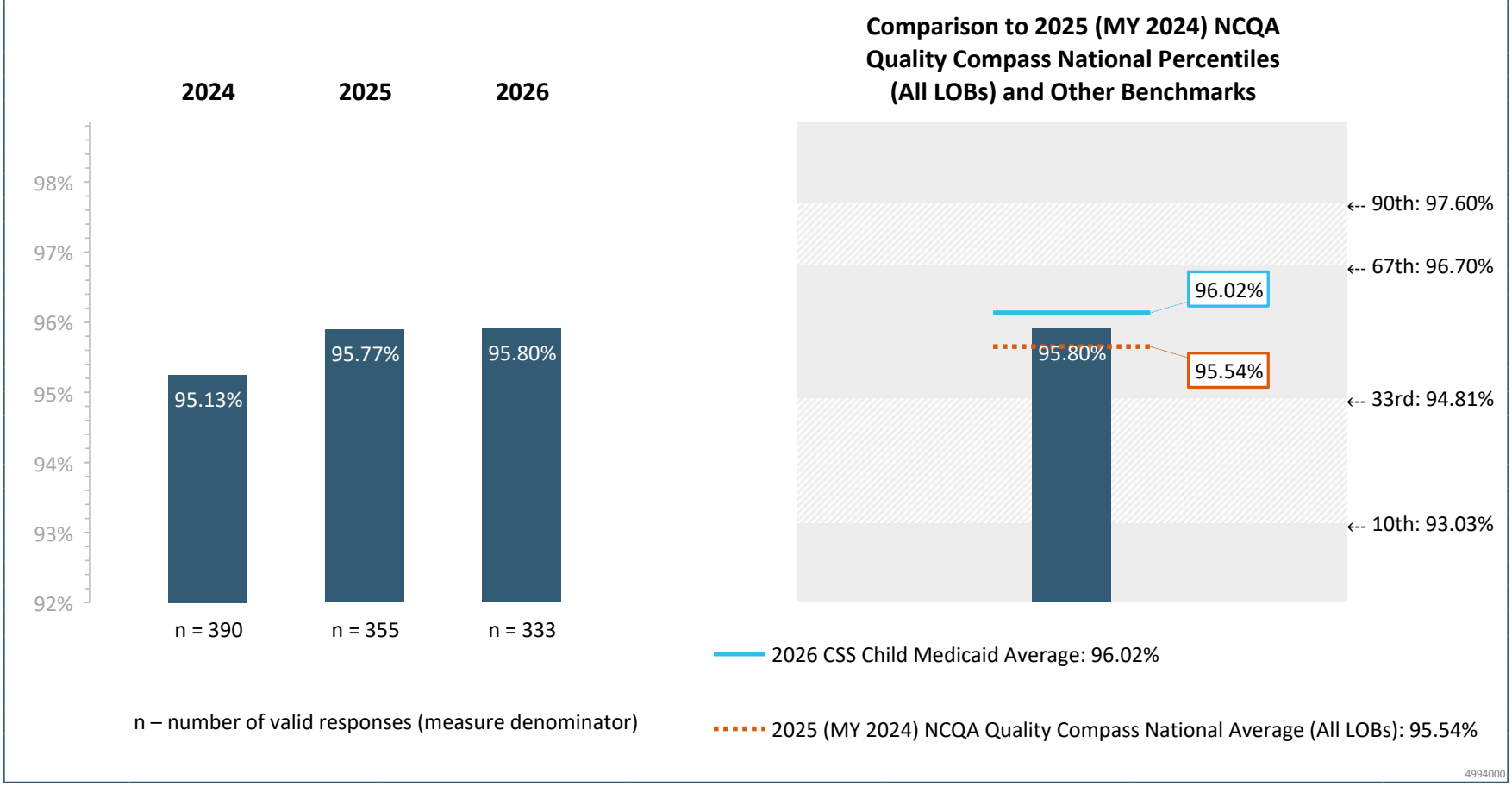
Percent Responding Always or Usually (Not Reported in HPR)



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)

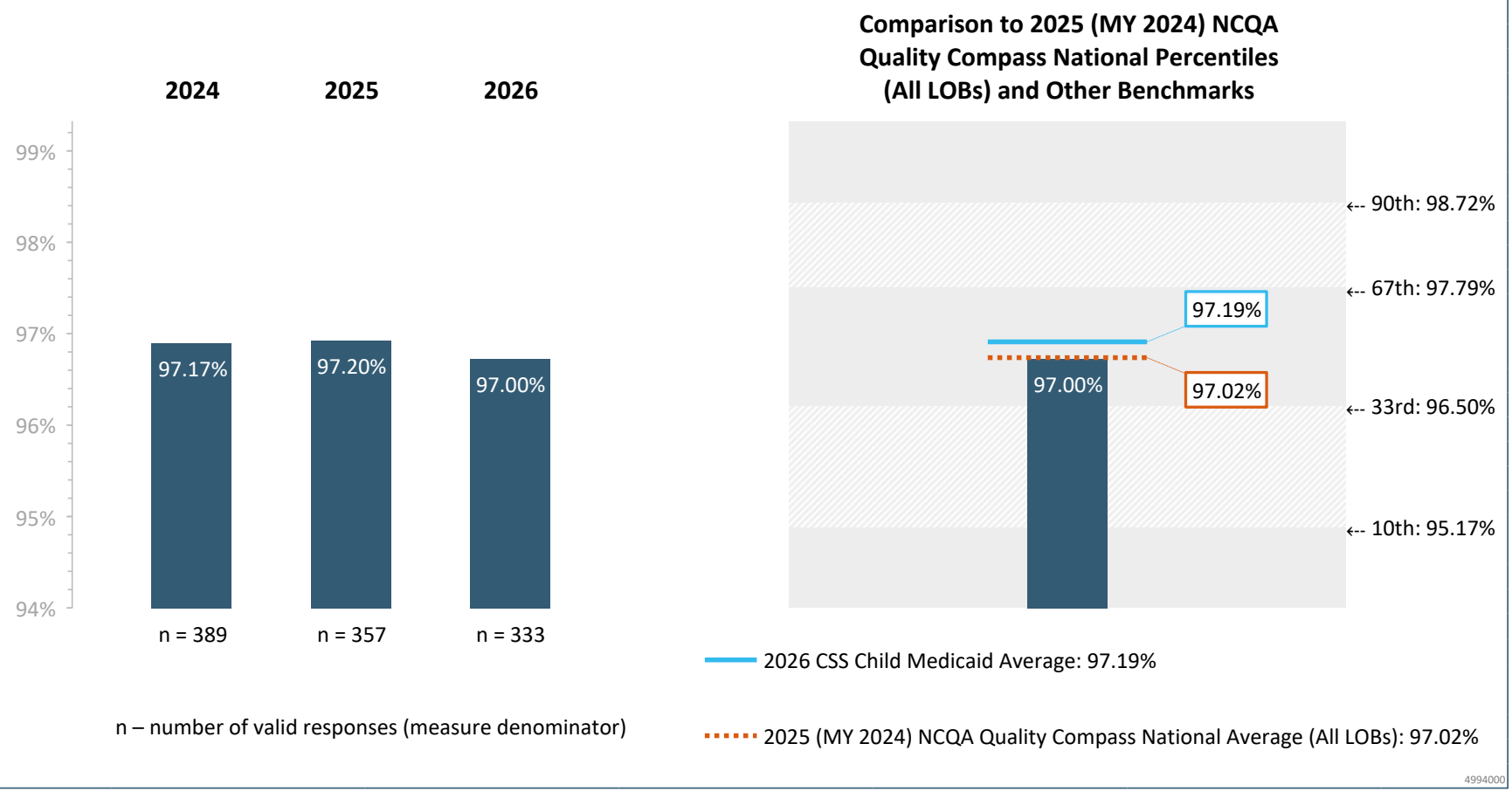
Percent Responding Always or Usually (Not Reported in HPR)



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)

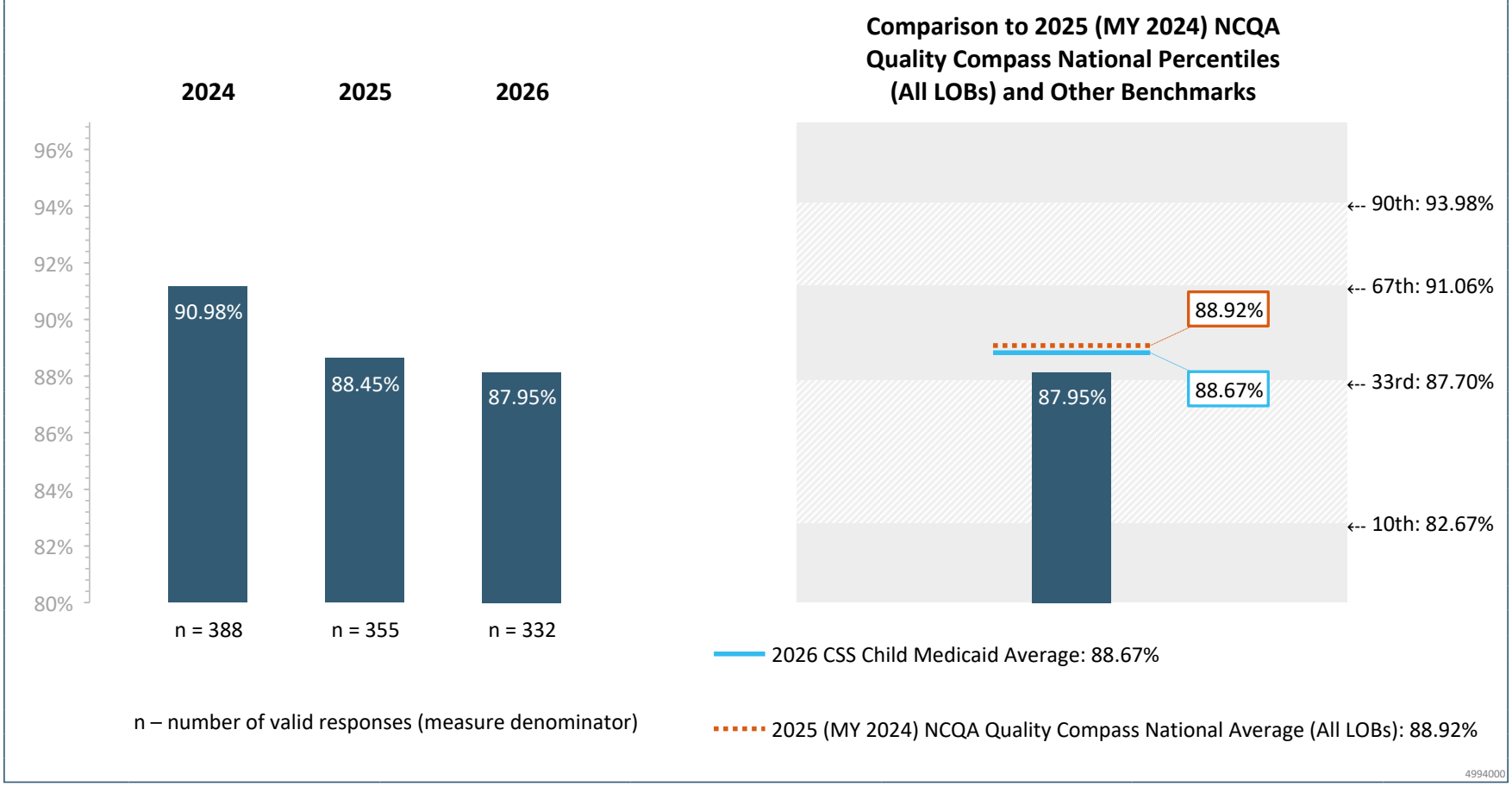
Percent Responding Always or Usually (Not Reported in HPR)



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)

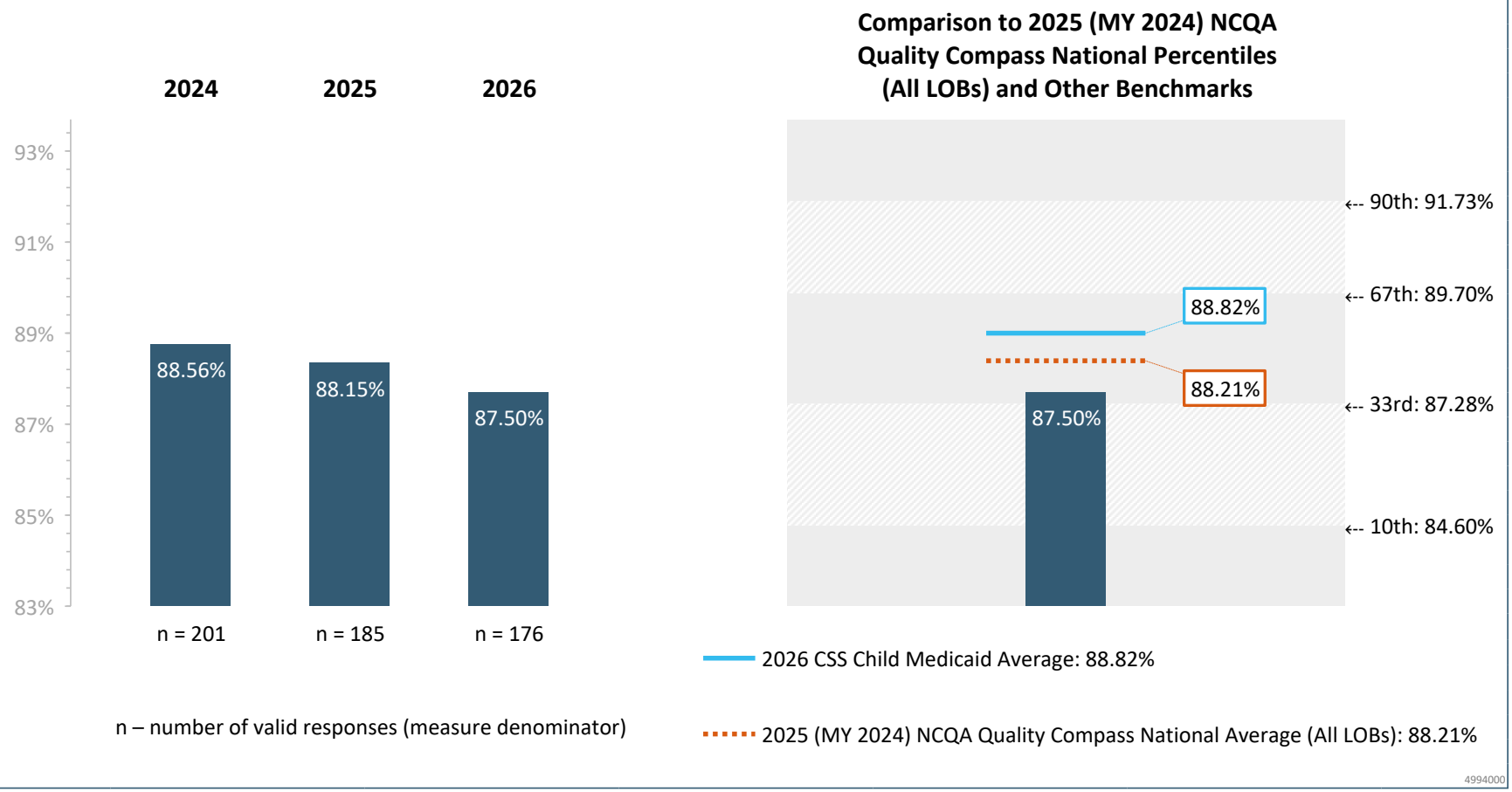
Percent Responding Always or Usually (Not Reported in HPR)



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

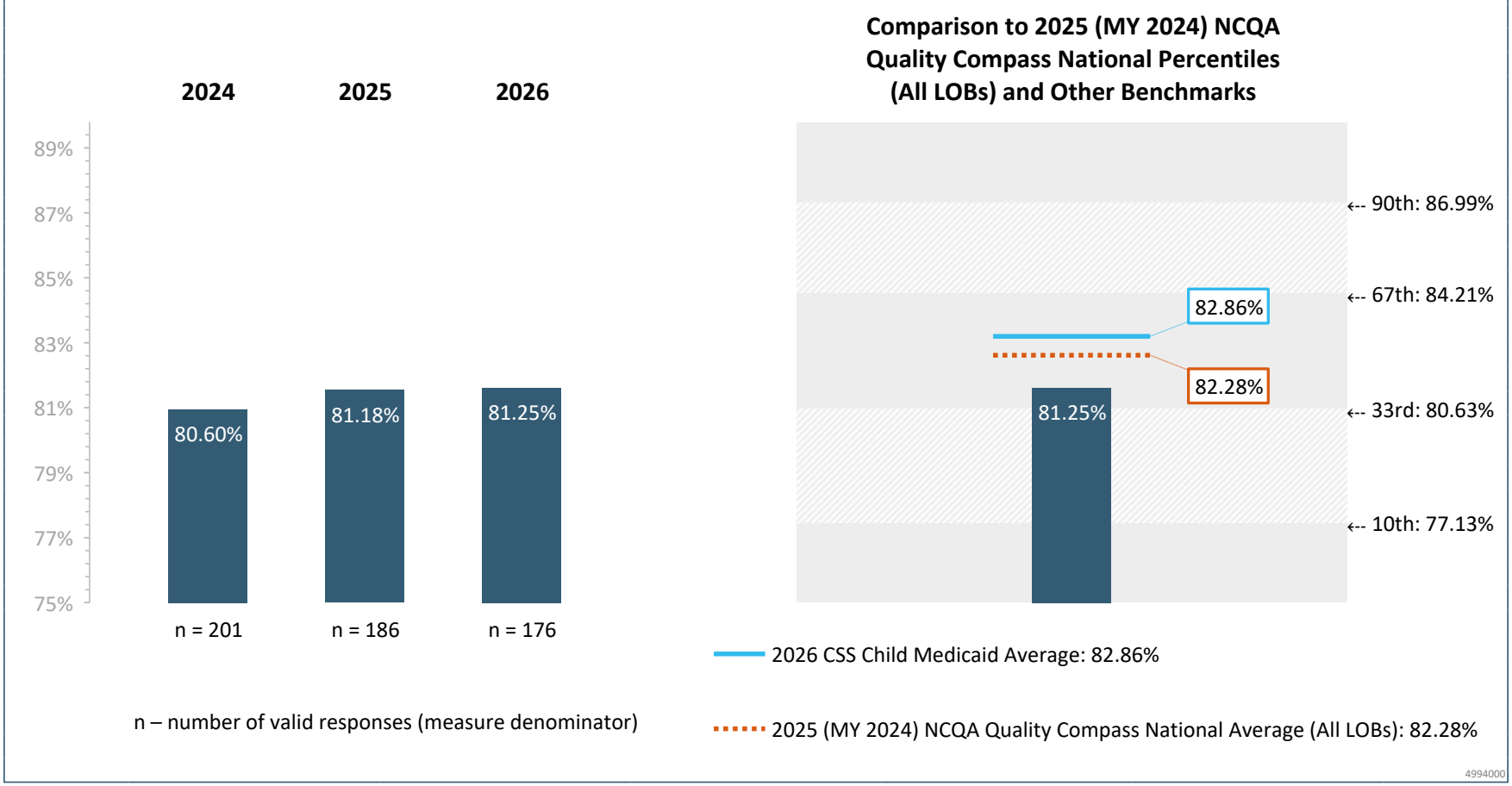
Percent Responding Always or Usually (Not Reported in HPR)



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)

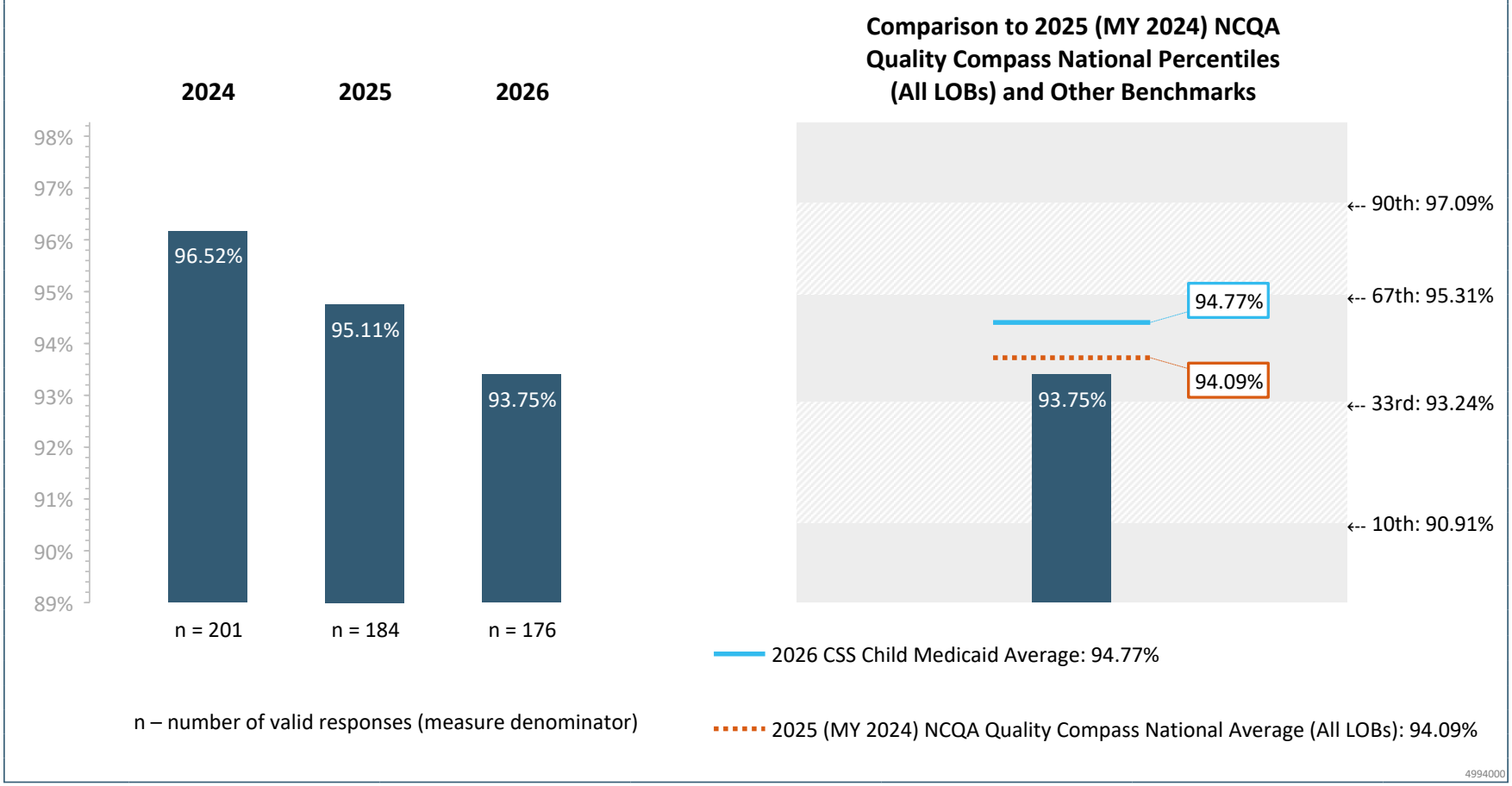
Percent Responding Always or Usually (Not Reported in HPR)



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)

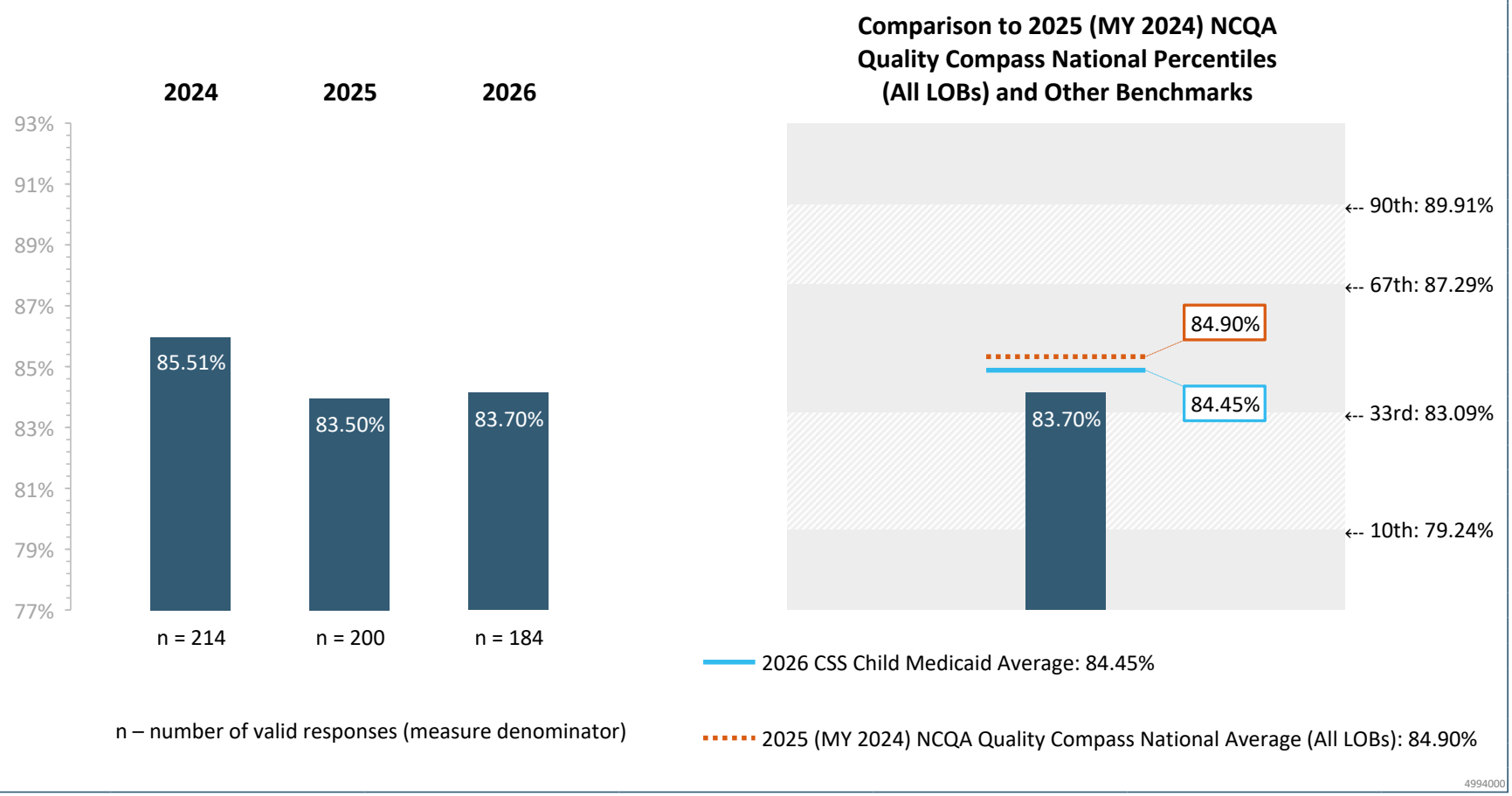
Percent Responding Always or Usually (Not Reported in HPR)



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)



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.

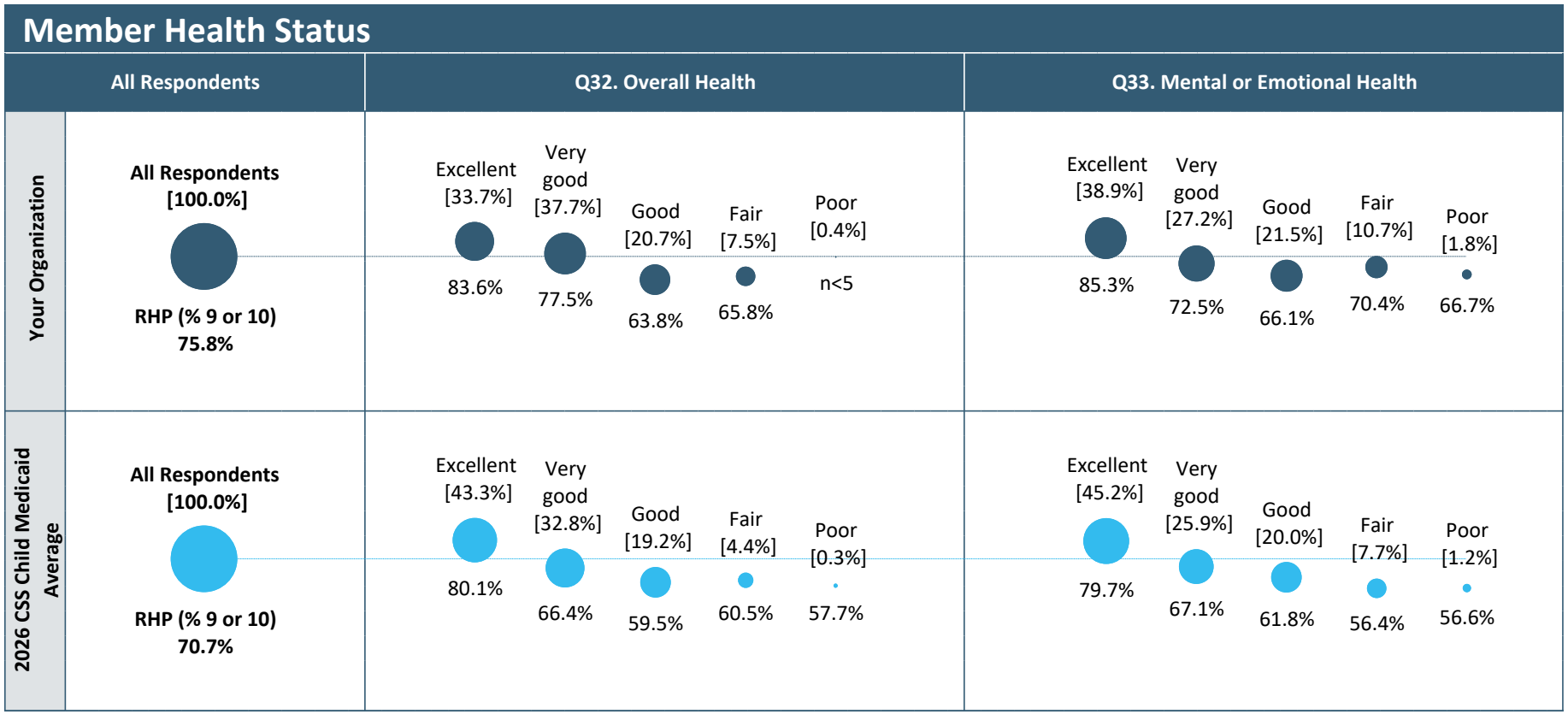
The charts on the following pages show how the *Rating of Health Plan (RHP)* measure, reported as percent responding *9* or *10*, varies by the member subgroup of Mercy Care compared to the relevant benchmark distribution(s). Each demographic or utilization subgroup is represented by a "bubble" on the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

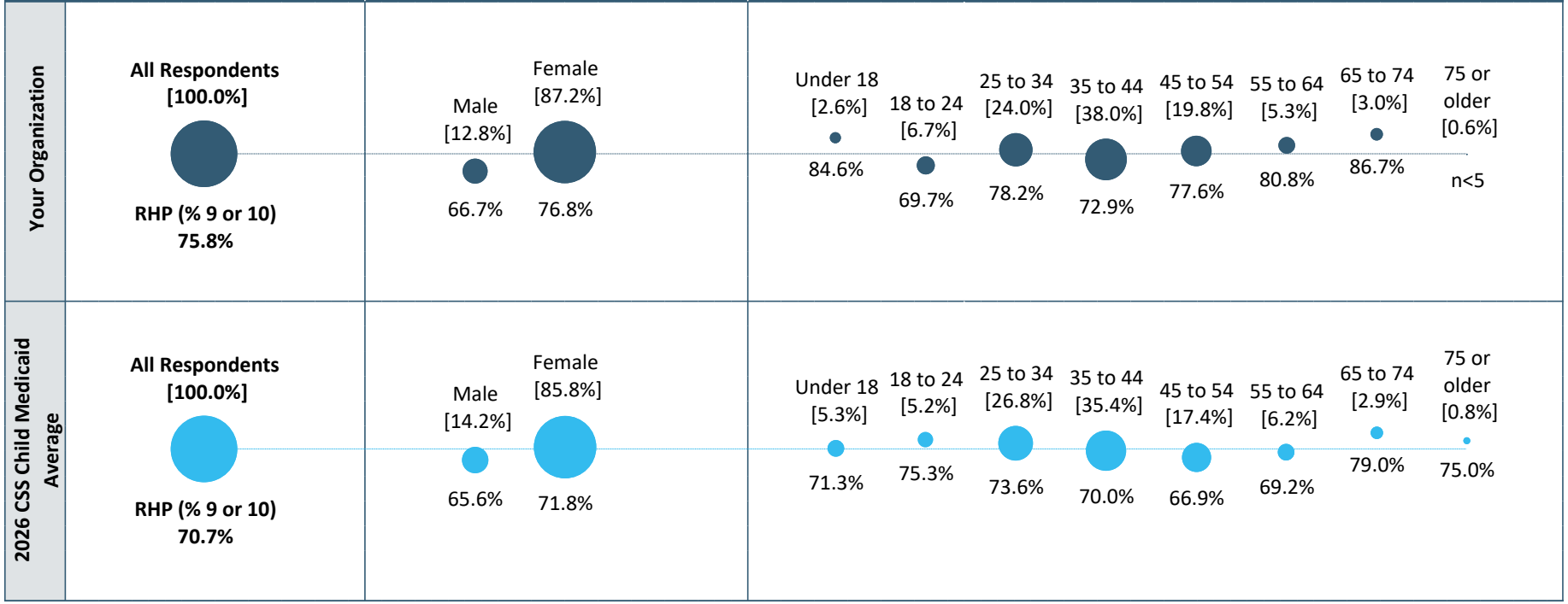
- Health status
- Gender
- Age
- Race
- Ethnicity (Hispanic or Latino)
- Education level

Member Health Status



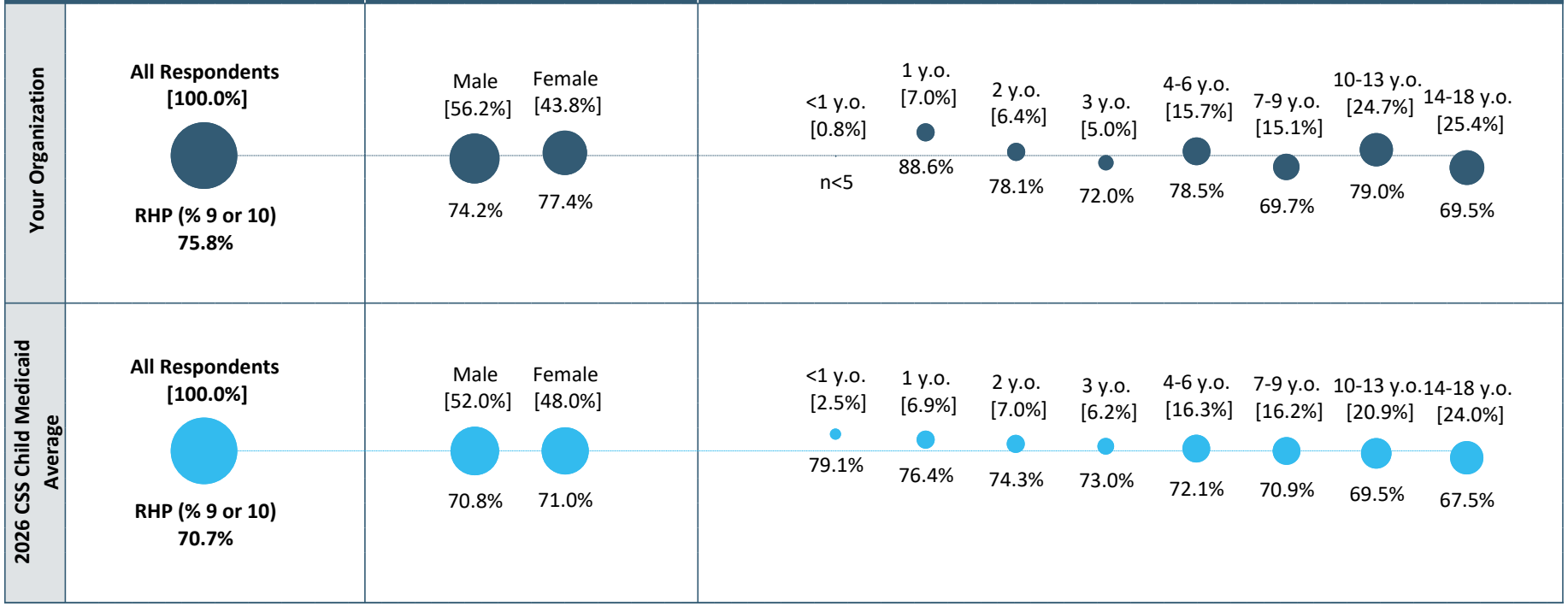
"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories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

Respondent Gender and Age



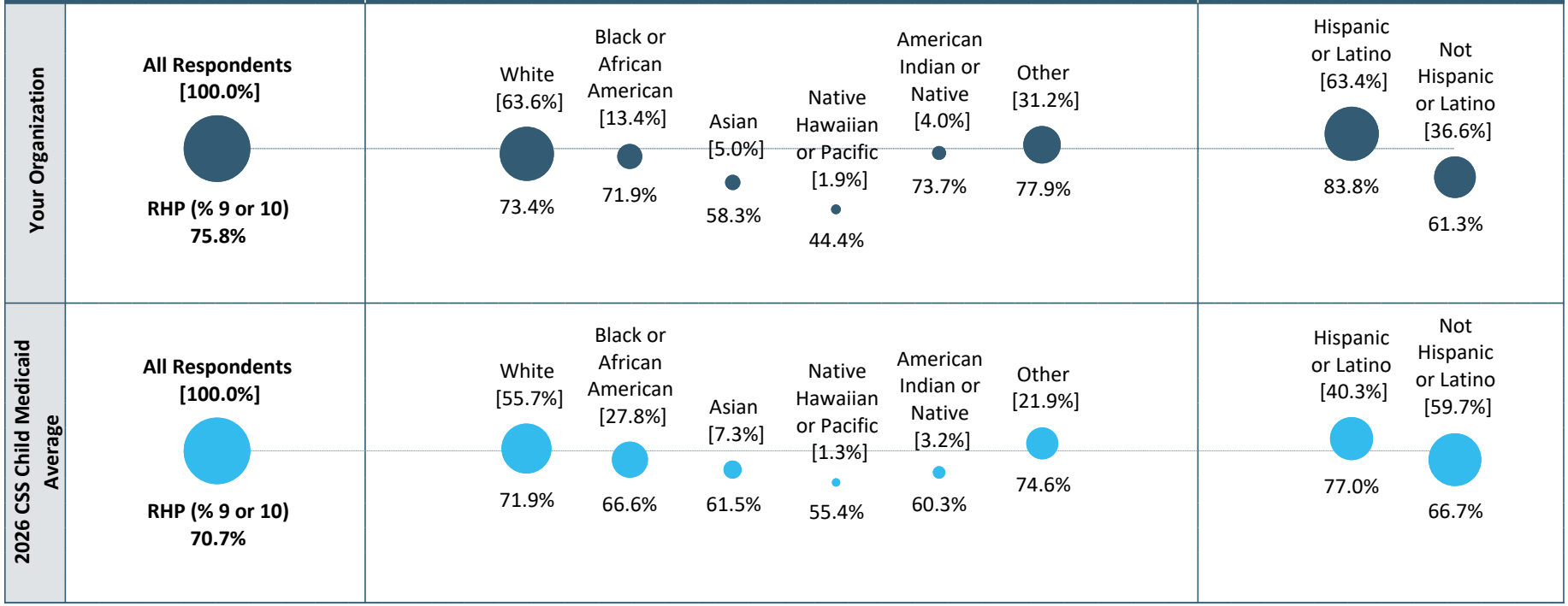
"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories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

Member Gender and Age



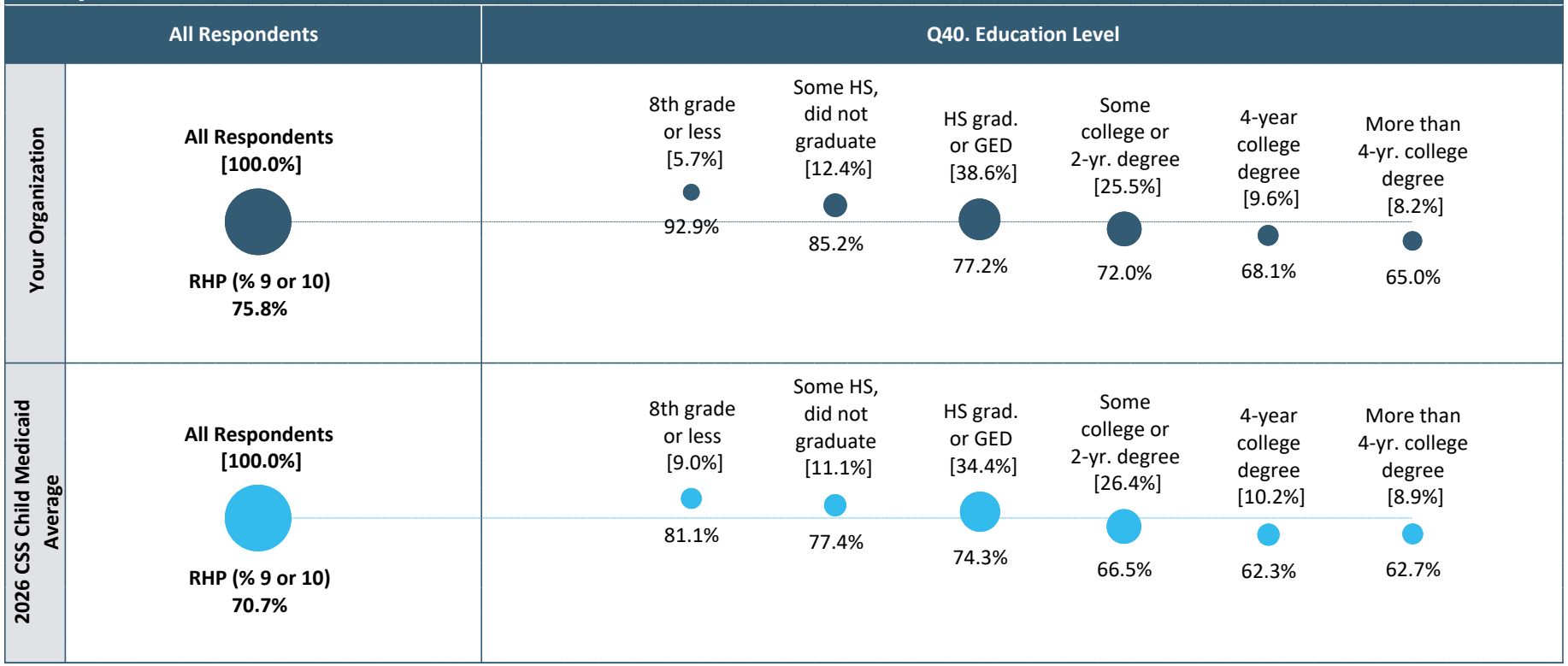
"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories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

Respondent Education Level



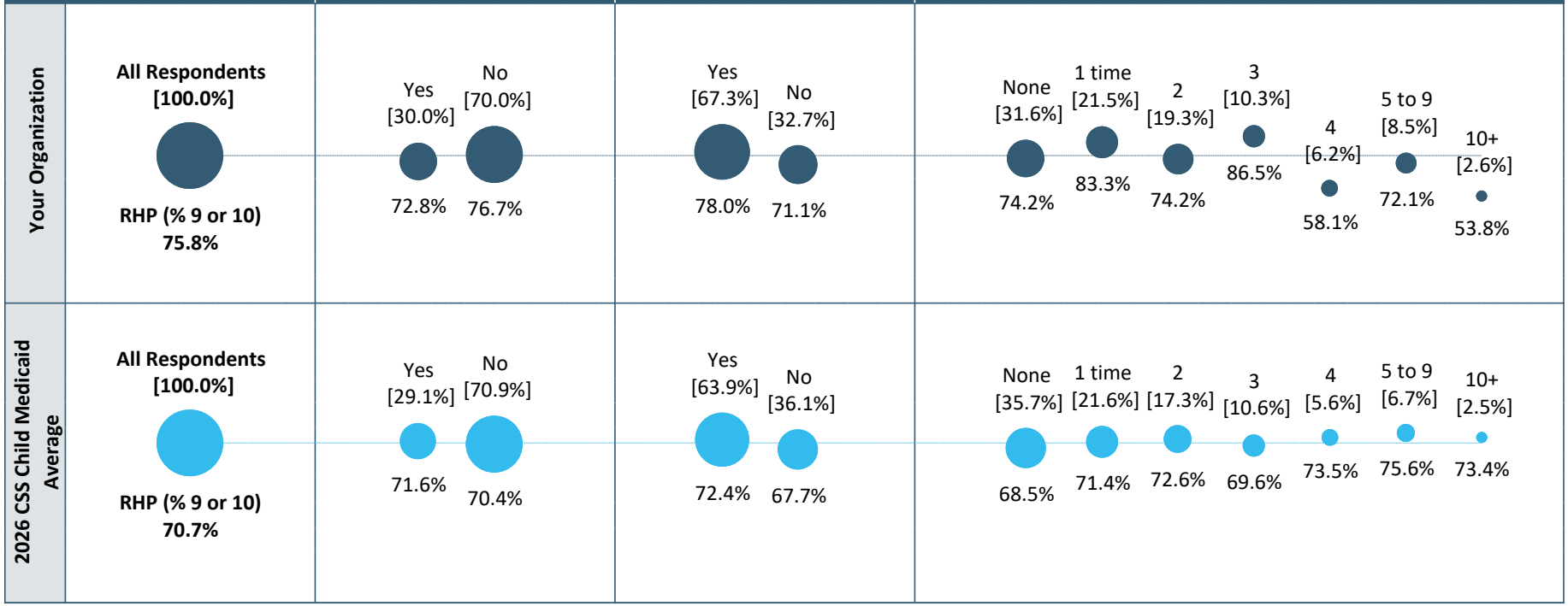
"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories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

USE OF SERVICES

The following utilization measures are included in this section:

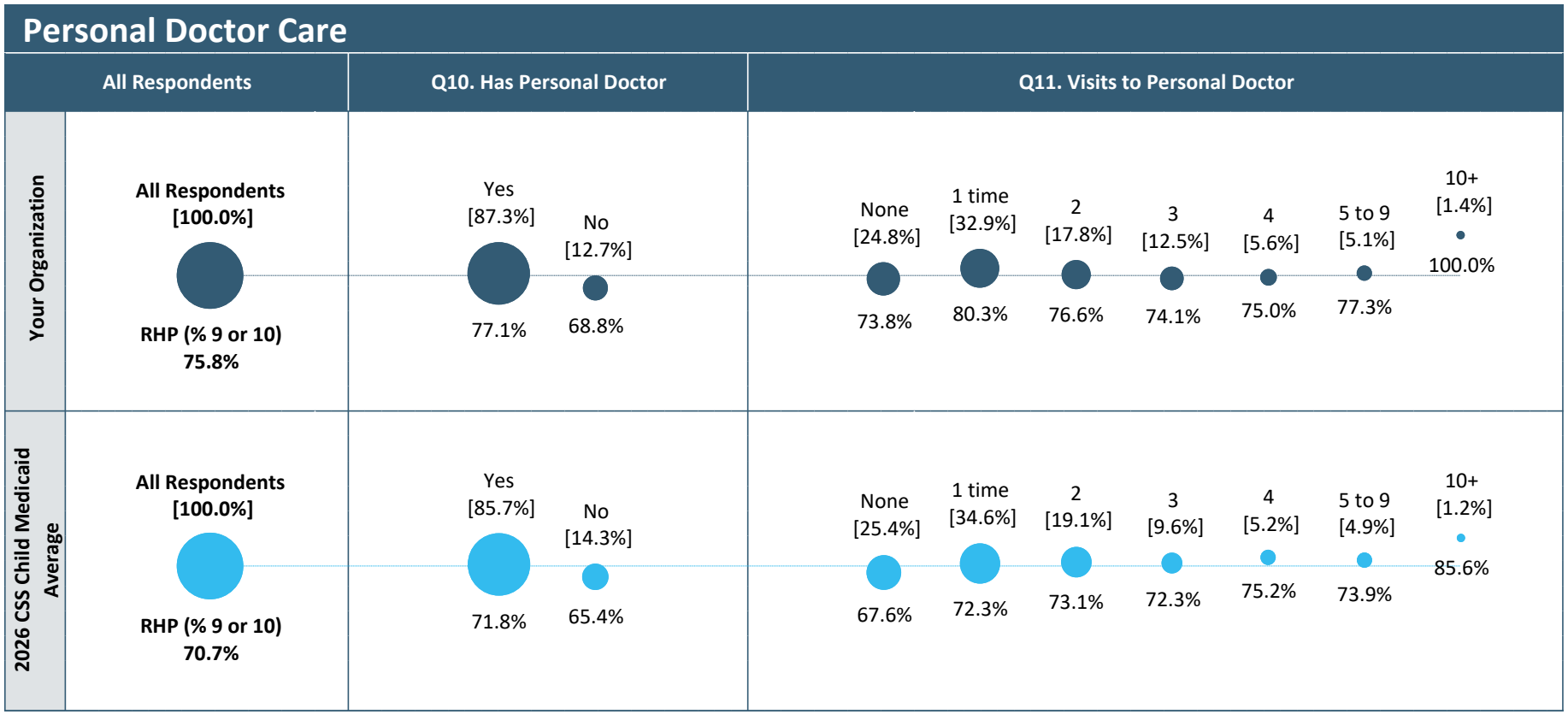
- Type of care received
- Frequency of visits
- Care received from personal doctor
- Specialty and other non-primary care

Type of Care Received



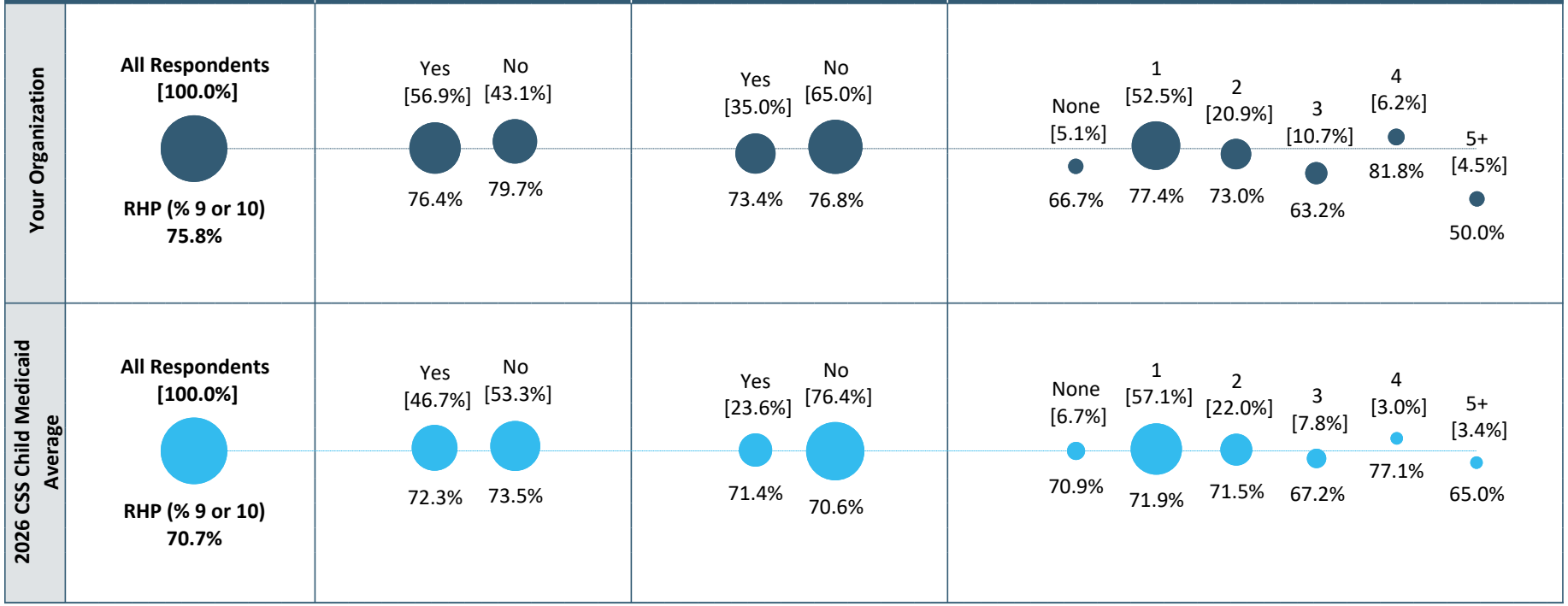
"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories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

Personal Doctor Care



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

Non-Primary Care



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

KEY DRIVER ANALYSIS

OBJECTIVES

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

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

TECHNICAL APPROACH

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

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

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

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

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

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

INDUSTRY KEY DRIVER MODEL

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

Medicaid member ratings of the plan are strongly related to having access to highly rated providers (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 *Usually* or *Always*)	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 *Yes*)	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 *Yes*)	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 *Usually* or *Always*)	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
Q10. Has a personal doctor (percent *Yes*)	87.09%	+8.87% →	95.96%	+1.79%
Q21. Rating of Personal Doctor (percent *9* or *10*)	77.78%	+6.75% →	84.52%	+1.61%
Q27. Customer service provided information or help (percent *Usually* or *Always*)	81.25%	+9.49% →	90.74%	+1.33%
Q9. Ease of getting needed care, tests, or treatment (percent *Usually* or *Always*)	92.61%	+3.22% →	95.83%	+0.88%
Q25. Rating of Specialist Seen Most Often (percent *9* or *10*)	75.44%	+6.56% →	82.00%	+0.81%
Q22. Made specialist appointments (percent *Yes*)	35.26%	Performing at or above Best Practice Rate level	35.26%	None

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

4994000

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
Never or *Sometimes*	1 / 5 = 0.20	1 / 4 = 0.25	(0.20 + 0.25) / 2 = 0.2250
Usually	2 / 5 = 0.40	1 / 4 = 0.25	(0.40 + 0.25) / 2 = 0.3250
Always	2 / 5 = 0.40	2 / 4 = 0.50	(0.40 + 0.50) / 2 = 0.4500
Usually or *Always*	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:

Domain or Sub-Domain Measure Rating Score = ∑ (Measure Rating * Measure Weight) / ∑ 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 *Pearson correlation coefficient*. The coefficient value of 1 indicates a strong positive relationship; -1 indicates a strong negative relationship; zero indicates no relationship at all.
Denominator (*n*, 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., *Usually* or *Always*) 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 *Patient Experience* 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 *Never*, *Sometimes*, *Usually*, or *Always* response scale, with *Always* being the most favorable outcome. Results are typically reported as the proportion of members selecting *Usually* or *Always*.
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: $\text{Response Rate} = \frac{\text{Complete and Eligible Surveys}}{\text{[Complete and Eligible + Incomplete (but Eligible) + Refusal + Nonresponse after maximum attempts + Added to Do Not Call (DNC) List]}}$
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 (*n*)	See *Denominator*.
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												★★★½☆
Getting Needed Care (% A+U)	**86.20%**	(±4.13)	**(268)**	78.25%	[+7.95] ✓	81.10%	[+5.10]	84.63%	[+1.57]	83.95%	[+2.25]	★★★☆☆
Ease of Getting Needed Care	**92.61%**	(±2.73)	**(352)**	87.95%	[+4.67] ✓	88.43%	[+4.18]	90.43%	[+2.18]	89.77%	[+2.84]	Not reported in HPR
Ease of Seeing a Specialist	**79.78%**	(±5.82)	**(183)**	68.56%	[+11.22] ✓	73.76%	[+6.02]	78.83%	[+0.95]	78.76%	[+1.02]	
Getting Care Quickly (% A+U)	**90.83%**	(±3.59)	**(248)**	85.44%	[+5.39]	87.86%	[+2.97]	87.30%	[+3.53]	86.20%	[+4.63] ✓	★★★★☆
Ease of Getting Urgent Care	**94.70%**	(±3.57)	**(151)**	89.08%	[+5.62]	92.71%	[+1.99]	91.21%	[+3.49]	90.16%	[+4.54]	Not reported in HPR
Ease of Getting Routine Care	**86.96%**	(±3.55)	**(345)**	81.79%	[+5.16]	83.01%	[+3.94]	83.38%	[+3.57]	82.48%	[+4.48] ✓	
Satisfaction With Plan and Plan Services												★★★½☆
Rating of Health Plan (% 9+10)	**75.79%**	(±3.73)	**(508)**	75.93%	[-0.14]	76.47%	[-0.68]	70.73%	[+5.06] ✓	71.80%	[+3.99] ✓	★★★★☆
Rating of Health Care (% 9+10)	**72.36%**	(±4.68)	**(351)**	68.32%	[+4.05]	71.08%	[+1.28]	71.66%	[+0.71]	70.90%	[+1.46]	★★☆☆☆
ADDITIONAL MEASURES AND RATES												
Coordination of Care (% A+U)	**83.70%**	(±5.34)	**(184)**	83.50%	[+0.20]	85.51%	[-1.82]	84.45%	[-0.76]	84.90%	[-1.20]	Not reported in HPR
Doctor Communication (% A+U)	**93.91%**	(±2.57)	**(333)**	94.23%	[-0.32]	94.21%	[-0.30]	93.89%	[+0.03]	93.95%	[-0.04]	
Doctor Explained Things	**94.91%**	(±2.36)	**(334)**	95.51%	[-0.60]	93.57%	[+1.34]	93.67%	[+1.25]	94.33%	[+0.58]	
Doctor Listened Carefully	**95.80%**	(±2.16)	**(333)**	95.77%	[+0.02]	95.13%	[+0.67]	96.02%	[-0.23]	95.54%	[+0.26]	
Doctor Showed Respect	**97.00%**	(±1.83)	**(333)**	97.20%	[-0.20]	97.17%	[-0.18]	97.19%	[-0.20]	97.02%	[-0.02]	
Doctor Spent Enough Time	**87.95%**	(±3.50)	**(332)**	88.45%	[-0.50]	90.98%	[-3.03]	88.67%	[-0.72]	88.92%	[-0.97]	
Customer Service (% A+U)	**87.50%**	(±4.89)	**(176)**	88.15%	[-0.65]	88.56%	[-1.06]	88.82%	[-1.32]	88.21%	[-0.71]	
Customer Service Provided Info/Help	**81.25%**	(±5.77)	**(176)**	81.18%	[+0.07]	80.60%	[+0.65]	82.86%	[-1.61]	82.28%	[-1.03]	
Customer Service Courteous/Respectful	**93.75%**	(±3.58)	**(176)**	95.11%	[-1.36]	96.52%	[-2.77]	94.77%	[-1.02]	94.09%	[-0.34]	
Rating of Health Care (% 8+9+10)	**92.02%**	(±2.83)	**(351)**	87.88%	[+4.14]	85.78%	[+6.24] ✓	88.28%	[+3.74] ✓	87.35%	[+4.67] ✓	
Rating of Doctor (% 8+9+10)	**92.44%**	(±2.44)	**(450)**	90.15%	[+2.30]	90.70%	[+1.74]	90.38%	[+2.06]	90.59%	[+1.85]	
Rating of Doctor (% 9+10)	**77.78%**	(±3.84)	**(450)**	78.41%	[-0.63]	77.61%	[+0.17]	78.20%	[-0.42]	77.83%	[-0.05]	
Rating of Specialist (% 8+9+10)	**90.06%**	(±4.48)	**(171)**	84.70%	[+5.36]	88.11%	[+1.95]	86.01%	[+4.05]	87.36%	[+2.70]	
Rating of Specialist (% 9+10)	**75.44%**	(±6.45)	**(171)**	70.49%	[+4.95]	74.59%	[+0.84]	72.83%	[+2.60]	73.21%	[+2.23]	
Rating of Health Plan (% 8+9+10)	**90.75%**	(±2.52)	**(508)**	90.93%	[-0.18]	89.41%	[+1.34]	85.52%	[+5.23] ✓	86.50%	[+4.25] ✓	

4994000

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							3.5
Getting Care							3.5
Getting Needed Care (% A+U)	83.95%	84.63%	**86.20%**	78.25%	81.10%	33rd	3.0
Getting Care Quickly (% A+U)	86.20%	87.30%	**90.83%**	85.44%	87.86%	67th	4.0
Satisfaction with Plan Services							3.5
Rating of All Health Care (% 9+10)	70.90%	71.66%	**72.36%**	68.32%	71.08%	33rd	3.0
Rating of Health Plan (% 9+10)	71.80%	70.73%	**75.79%**	75.93%	76.47%	67th	4.0
Non-HPR Measures							
Rating of Specialist Seen Most Often (% 9+10)	73.21%	72.83%	**75.44%**	70.49%	74.59%		
Rating of Personal Doctor (% 9+10)	77.83%	78.20%	**77.78%**	78.41%	77.61%		
Coordination of Care (% A+U)	84.90%	84.45%	**83.70%**	83.50%	85.51%		
How Well Doctors Communicate (% A+U)	93.95%	93.89%	**93.91%**	94.23%	94.21%		
Customer Service (% A+U)	88.21%	88.82%	**87.50%**	88.15%	88.56%		

4994000

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

4994000

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

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
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	10,339	**522**	555	610	154	226	130	289	222	316	183	238	37	210	65	436	279	129	88
Number missing or multiple answer	105	**5**	7	10	1	3	1	4	1	3	2	2	0	3	0	4	3	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	10,234	**517**	548	600	153	223	129	285	221	313	181	236	37	207	65	432	276	129	86
	99.0%	**99.0%**	98.7%	98.4%	99.4%	98.7%	99.2%	98.6%	99.5%	99.1%	98.9%	99.2%	100.0%	98.6%	100.0%	99.1%	98.9%	100.0%	97.7%
Yes	2,978	**153**	178	195	54	67	30	89	62	91	59	85	7	55	22	128	68	44	36
	29.1%	**29.6%**	32.5%	32.5%	35.3%	30.0%	23.3%	31.2%	28.1%	29.1%	32.6%	36.0%	18.9%	26.6%	33.8%	29.6%	24.6%	34.1%	41.9%
No	7,256	**364**	370	405	99	156	99	196	159	222	122	151	30	152	43	304	208	85	50
	70.9%	**70.4%**	67.5%	67.5%	64.7%	70.0%	76.7%	68.8%	71.9%	70.9%	67.4%	64.0%	81.1%	73.4%	66.2%	70.4%	75.4%	65.9%	58.1%
Significantly different from column:*					G		E					MN	L	L			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.

Mercy Care

4994000

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

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
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	10,339	**522**	555	610	163	295	57	9	165	8	367	107	40	340	111	63
Number missing or multiple answer	105	**5**	7	10	3	1	1	1	1	0	3	1	1	3	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	10,234	**517**	548	600	160	294	56	8	164	8	364	106	39	337	110	62
	99.0%	**99.0%**	98.7%	98.4%	98.2%	99.7%	98.2%	88.9%	99.4%	100.0%	99.2%	99.1%	97.5%	99.1%	99.1%	98.4%
Yes	2,978	**153**	178	195	13	108	30	4	68	7	96	34	21	94	33	24
	29.1%	**29.6%**	32.5%	32.5%	8.1%	36.7%	53.6%	50.0%	41.5%	87.5%	26.4%	32.1%	53.8%	27.9%	30.0%	38.7%
No	7,256	**364**	370	405	147	186	26	4	96	1	268	72	18	243	77	38
	70.9%	**70.4%**	67.5%	67.5%	91.9%	63.3%	46.4%	50.0%	58.5%	12.5%	73.6%	67.9%	46.2%	72.1%	70.0%	61.3%
Significantly different from column:*					FG	EG	EF				M	M	KL			

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

4994000

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

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	**153**	178	195	54	67	30	89	62	91	59	85	7	55	22	128	68	44	36
Number missing or multiple answer	43	**2**	4	3	0	1	1	1	1	2	0	1	0	1	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	2,935	**151**	174	192	54	66	29	88	61	89	59	84	7	54	22	126	66	44	36
	98.6%	**98.7%**	97.8%	98.5%	100.0%	98.5%	96.7%	98.9%	98.4%	97.8%	100.0%	98.8%	100.0%	98.2%	100.0%	98.4%	97.1%	100.0%	100.0%
Never	35	**2**	3	2	2	0	0	1	1	1	1	1	0	1	0	2	0	0	2
	1.2%	**1.3%**	1.7%	1.0%	3.7%	0.0%	0.0%	1.1%	1.6%	1.1%	1.7%	1.2%	0.0%	1.9%	0.0%	1.6%	0.0%	0.0%	5.6%
Sometimes	223	**6**	16	12	2	2	2	4	2	1	5	3	0	3	0	6	3	0	3
	7.6%	**4.0%**	9.2%	6.3%	3.7%	3.0%	6.9%	4.5%	3.3%	1.1%	8.5%	3.6%	0.0%	5.6%	0.0%	4.8%	4.5%	0.0%	8.3%
Usually	366	**24**	22	37	7	10	7	15	9	15	9	14	1	8	2	22	11	11	2
	12.5%	**15.9%**	12.6%	19.3%	13.0%	15.2%	24.1%	17.0%	14.8%	16.9%	15.3%	16.7%	14.3%	14.8%	9.1%	17.5%	16.7%	25.0%	5.6%
Always	2,311	**119**	133	141	43	54	20	68	49	72	44	66	6	42	20	96	52	33	29
	78.7%	**78.8%**	76.4%	73.4%	79.6%	81.8%	69.0%	77.3%	80.3%	80.9%	74.6%	78.6%	85.7%	77.8%	90.9%	76.2%	78.8%	75.0%	80.6%
Significantly different from column:*																			
Usually or Always	2,677	**143**	155	178	50	64	27	83	58	87	53	80	7	50	22	118	63	44	31
	91.2%	**94.7%**	89.1%	92.7%	92.6%	97.0%	93.1%	94.3%	95.1%	97.8%	89.8%	95.2%	100.0%	92.6%	100.0%	93.7%	95.5%	100.0%	86.1%
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

4994000

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

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	**153**	178	195	13	108	30	4	68	7	96	34	21	94	33	24
Number missing or multiple answer	43	**2**	4	3	0	1	1	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	2,935	**151**	174	192	13	107	29	4	67	7	95	33	21	92	33	24
	98.6%	**98.7%**	97.8%	98.5%	100.0%	99.1%	96.7%	100.0%	98.5%	100.0%	99.0%	97.1%	100.0%	97.9%	100.0%	100.0%
Never	35	**2**	3	2	1	1	0	0	1	0	2	0	0	2	0	0
	1.2%	**1.3%**	1.7%	1.0%	7.7%	0.9%	0.0%	0.0%	1.5%	0.0%	2.1%	0.0%	0.0%	2.2%	0.0%	0.0%
Sometimes	223	**6**	16	12	0	5	1	1	2	0	4	1	1	2	1	3
	7.6%	**4.0%**	9.2%	6.3%	0.0%	4.7%	3.4%	25.0%	3.0%	0.0%	4.2%	3.0%	4.8%	2.2%	3.0%	12.5%
Usually	366	**24**	22	37	2	16	6	0	15	2	13	8	3	14	7	3
	12.5%	**15.9%**	12.6%	19.3%	15.4%	15.0%	20.7%	0.0%	22.4%	28.6%	13.7%	24.2%	14.3%	15.2%	21.2%	12.5%
Always	2,311	**119**	133	141	10	85	22	3	49	5	76	24	17	74	25	18
	78.7%	**78.8%**	76.4%	73.4%	76.9%	79.4%	75.9%	75.0%	73.1%	71.4%	80.0%	72.7%	81.0%	80.4%	75.8%	75.0%
Significantly different from column:*																
Usually or Always	2,677	**143**	155	178	12	101	28	3	64	7	89	32	20	88	32	21
	91.2%	**94.7%**	89.1%	92.7%	92.3%	94.4%	96.6%	75.0%	95.5%	100.0%	93.7%	97.0%	95.2%	95.7%	97.0%	87.5%
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

4994000

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

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	**522**	555	610	154	226	130	289	222	316	183	238	37	210	65	436	279	129	88
Number missing or multiple answer	94	**1**	6	4	0	0	1	0	1	0	1	1	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	NA	NA	NA
Usable responses	10,245	**521**	549	606	154	226	129	289	221	316	182	237	37	210	64	436	278	129	88
	99.1%	**99.8%**	98.9%	99.3%	100.0%	100.0%	99.2%	100.0%	99.5%	100.0%	99.5%	99.6%	100.0%	100.0%	98.5%	100.0%	99.6%	100.0%	100.0%
Yes	6,525	**349**	373	426	107	151	83	192	150	215	122	169	20	135	38	299	182	90	64
	63.7%	**67.0%**	67.9%	70.3%	69.5%	66.8%	64.3%	66.4%	67.9%	68.0%	67.0%	71.3%	54.1%	64.3%	59.4%	68.6%	65.5%	69.8%	72.7%
No	3,720	**172**	176	180	47	75	46	97	71	101	60	68	17	75	26	137	96	39	24
	36.3%	**33.0%**	32.1%	29.7%	30.5%	33.2%	35.7%	33.6%	32.1%	32.0%	33.0%	28.7%	45.9%	35.7%	40.6%	31.4%	34.5%	30.2%	27.3%
Significantly different from column:*												M	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

4994000

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

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
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	10,339	**522**	555	610	163	295	57	9	165	8	367	107	40	340	111	63
Number missing or multiple answer	94	**1**	6	4	1	0	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	10,245	**521**	549	606	162	295	57	9	165	8	366	107	40	339	111	63
	99.1%	**99.8%**	98.9%	99.3%	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	99.7%	100.0%	100.0%	99.7%	100.0%	100.0%
Yes	6,525	**349**	373	426	55	240	49	7	131	6	235	75	33	224	73	46
	63.7%	**67.0%**	67.9%	70.3%	34.0%	81.4%	86.0%	77.8%	79.4%	75.0%	64.2%	70.1%	82.5%	66.1%	65.8%	73.0%
No	3,720	**172**	176	180	107	55	8	2	34	2	131	32	7	115	38	17
	36.3%	**33.0%**	32.1%	29.7%	66.0%	18.6%	14.0%	22.2%	20.6%	25.0%	35.8%	29.9%	17.5%	33.9%	34.2%	27.0%
Significantly different from column:*					FG	E	E				M		K			

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

4994000

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

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	**349**	373	426	107	151	83	192	150	215	122	169	20	135	38	299	182	90	64
Number missing or multiple answer	134	**4**	5	8	1	3	0	4	0	3	1	1	1	2	0	4	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	6,391	**345**	368	418	106	148	83	188	150	212	121	168	19	133	38	295	179	89	64
	97.9%	**98.9%**	98.7%	98.1%	99.1%	98.0%	100.0%	97.9%	100.0%	98.6%	99.2%	99.4%	95.0%	98.5%	100.0%	98.7%	98.4%	98.9%	100.0%
Never	106	**5**	6	8	2	3	0	3	2	5	0	1	0	3	0	5	3	0	2
	1.7%	**1.4%**	1.6%	1.9%	1.9%	2.0%	0.0%	1.6%	1.3%	2.4%	0.0%	0.6%	0.0%	2.3%	0.0%	1.7%	1.7%	0.0%	3.1%
Sometimes	956	**40**	61	63	14	14	11	23	16	23	15	10	2	24	6	33	24	9	6
	15.0%	**11.6%**	16.6%	15.1%	13.2%	9.5%	13.3%	12.2%	10.7%	10.8%	12.4%	6.0%	10.5%	18.0%	15.8%	11.2%	13.4%	10.1%	9.4%
Usually	1,175	**60**	85	98	19	20	20	37	23	40	19	34	3	19	6	54	36	12	11
	18.4%	**17.4%**	23.1%	23.4%	17.9%	13.5%	24.1%	19.7%	15.3%	18.9%	15.7%	20.2%	15.8%	14.3%	15.8%	18.3%	20.1%	13.5%	17.2%
Always	4,154	**240**	216	249	71	111	52	125	109	144	87	123	14	87	26	203	116	68	45
	65.0%	**69.6%**	58.7%	59.6%	67.0%	75.0%	62.7%	66.5%	72.7%	67.9%	71.9%	73.2%	73.7%	65.4%	68.4%	68.8%	64.8%	76.4%	70.3%
Significantly different from column:*		**CD**				G	F												
Usually or Always	5,329	**300**	301	347	90	131	72	162	132	184	106	157	17	106	32	257	152	80	56
	83.4%	**87.0%**	81.8%	83.0%	84.9%	88.5%	86.7%	86.2%	88.0%	86.8%	87.6%	93.5%	89.5%	79.7%	84.2%	87.1%	84.9%	89.9%	87.5%
Significantly different from column:*												N		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

4994000

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

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	**349**	373	426	55	240	49	7	131	6	235	75	33	224	73	46
Number missing or multiple answer	134	**4**	5	8	1	3	0	0	0	0	2	1	1	2	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,391	**345**	368	418	54	237	49	7	131	6	233	74	32	222	72	45
	97.9%	**98.9%**	98.7%	98.1%	98.2%	98.8%	100.0%	100.0%	100.0%	100.0%	99.1%	98.7%	97.0%	99.1%	98.6%	97.8%
Never	106	**5**	6	8	3	1	0	0	1	0	3	1	1	3	1	1
	1.7%	**1.4%**	1.6%	1.9%	5.6%	0.4%	0.0%	0.0%	0.8%	0.0%	1.3%	1.4%	3.1%	1.4%	1.4%	2.2%
Sometimes	956	**40**	61	63	8	29	3	1	15	0	26	9	5	22	11	7
	15.0%	**11.6%**	16.6%	15.1%	14.8%	12.2%	6.1%	14.3%	11.5%	0.0%	11.2%	12.2%	15.6%	9.9%	15.3%	15.6%
Usually	1,175	**60**	85	98	9	41	10	0	22	4	35	18	7	34	16	10
	18.4%	**17.4%**	23.1%	23.4%	16.7%	17.3%	20.4%	0.0%	16.8%	66.7%	15.0%	24.3%	21.9%	15.3%	22.2%	22.2%
Always	4,154	**240**	216	249	34	166	36	6	93	2	169	46	19	163	44	27
	65.0%	**69.6%**	58.7%	59.6%	63.0%	70.0%	73.5%	85.7%	71.0%	33.3%	72.5%	62.2%	59.4%	73.4%	61.1%	60.0%
Significantly different from column:*		**C**												O	N	
Usually or Always	5,329	**300**	301	347	43	207	46	6	115	6	204	64	26	197	60	37
	83.4%	**87.0%**	81.8%	83.0%	79.6%	87.3%	93.9%	85.7%	87.8%	100.0%	87.6%	86.5%	81.3%	88.7%	83.3%	82.2%
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

4994000

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 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	**522**	555	610	154	226	130	289	222	316	183	238	37	210	65	436	279	129	88
Number missing or multiple answer	275	**7**	23	19	3	4	0	4	3	3	3	1	1	5	0	7	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	10,064	**515**	532	591	151	222	130	285	219	313	180	237	36	205	65	429	276	127	87
	97.3%	**98.7%**	95.9%	96.9%	98.1%	98.2%	100.0%	98.6%	98.6%	99.1%	98.4%	99.6%	97.3%	97.6%	100.0%	98.4%	98.9%	98.4%	98.9%
None	3,629	**163**	165	175	38	63	58	89	70	97	58	67	18	68	31	121	95	34	22
	36.1%	**31.7%**	31.0%	29.6%	25.2%	28.4%	44.6%	31.2%	32.0%	31.0%	32.2%	28.3%	50.0%	33.2%	47.7%	28.2%	34.4%	26.8%	25.3%
1 time	2,160	**111**	106	138	32	53	23	55	53	65	41	55	8	38	9	99	65	25	17
	21.5%	**21.6%**	19.9%	23.4%	21.2%	23.9%	17.7%	19.3%	24.2%	20.8%	22.8%	23.2%	22.2%	18.5%	13.8%	23.1%	23.6%	19.7%	19.5%
2	1,732	**101**	116	97	34	43	21	61	38	63	36	46	6	40	10	88	44	34	19
	17.2%	**19.6%**	21.8%	16.4%	22.5%	19.4%	16.2%	21.4%	17.4%	20.1%	20.0%	19.4%	16.7%	19.5%	15.4%	20.5%	15.9%	26.8%	21.8%
3	1,057	**52**	55	65	20	22	9	28	23	33	15	26	3	19	8	42	30	10	10
	10.5%	**10.1%**	10.3%	11.0%	13.2%	9.9%	6.9%	9.8%	10.5%	10.5%	8.3%	11.0%	8.3%	9.3%	12.3%	9.8%	10.9%	7.9%	11.5%
4	566	**31**	31	50	8	16	7	20	11	23	7	14	0	15	4	26	18	7	5
	5.6%	**6.0%**	5.8%	8.5%	5.3%	7.2%	5.4%	7.0%	5.0%	7.3%	3.9%	5.9%	0.0%	7.3%	6.2%	6.1%	6.5%	5.5%	5.7%
5 to 9	675	**44**	39	48	15	17	11	22	21	24	18	20	1	21	3	40	19	12	11
	6.7%	**8.5%**	7.3%	8.1%	9.9%	7.7%	8.5%	7.7%	9.6%	7.7%	10.0%	8.4%	2.8%	10.2%	4.6%	9.3%	6.9%	9.4%	12.6%
10 or more times	245	**13**	20	18	4	8	1	10	3	8	5	9	0	4	0	13	5	5	3
	2.4%	**2.5%**	3.8%	3.0%	2.6%	3.6%	0.8%	3.5%	1.4%	2.6%	2.8%	3.8%	0.0%	2.0%	0.0%	3.0%	1.8%	3.9%	3.4%
5 or more times	920	**57**	59	66	19	25	12	32	24	32	23	29	1	25	3	53	24	17	14
	9.1%	**11.1%**	11.1%	11.2%	12.6%	11.3%	9.2%	11.2%	11.0%	10.2%	12.8%	12.2%	2.8%	12.2%	4.6%	12.4%	8.7%	13.4%	16.1%
Significantly different from column:*																	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

4994000

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	**522**	555	610	163	295	57	9	165	8	367	107	40	340	111	63
Number missing or multiple answer	275	**7**	23	19	0	0	0	0	1	0	3	2	2	4	1	2
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	10,064	**515**	532	591	163	295	57	9	164	8	364	105	38	336	110	61
	97.3%	**98.7%**	95.9%	96.9%	100.0%	100.0%	100.0%	100.0%	99.4%	100.0%	99.2%	98.1%	95.0%	98.8%	99.1%	96.8%
None	3,629	**163**	165	175	163	0	0	3	31	0	124	30	7	110	34	17
	36.1%	**31.7%**	31.0%	29.6%	100.0%	0.0%	0.0%	33.3%	18.9%	0.0%	34.1%	28.6%	18.4%	32.7%	30.9%	27.9%
1 time	2,160	**111**	106	138	0	111	0	3	23	1	82	21	5	78	21	9
	21.5%	**21.6%**	19.9%	23.4%	0.0%	37.6%	0.0%	33.3%	14.0%	12.5%	22.5%	20.0%	13.2%	23.2%	19.1%	14.8%
2	1,732	**101**	116	97	0	101	0	1	38	0	71	24	4	66	22	11
	17.2%	**19.6%**	21.8%	16.4%	0.0%	34.2%	0.0%	11.1%	23.2%	0.0%	19.5%	22.9%	10.5%	19.6%	20.0%	18.0%
3	1,057	**52**	55	65	0	52	0	0	25	1	38	8	6	34	12	6
	10.5%	**10.1%**	10.3%	11.0%	0.0%	17.6%	0.0%	0.0%	15.2%	12.5%	10.4%	7.6%	15.8%	10.1%	10.9%	9.8%
4	566	**31**	31	50	0	31	0	0	15	2	22	6	3	17	6	8
	5.6%	**6.0%**	5.8%	8.5%	0.0%	10.5%	0.0%	0.0%	9.1%	25.0%	6.0%	5.7%	7.9%	5.1%	5.5%	13.1%
5 to 9	675	**44**	39	48	0	0	44	0	28	2	21	13	9	26	11	6
	6.7%	**8.5%**	7.3%	8.1%	0.0%	0.0%	77.2%	0.0%	17.1%	25.0%	5.8%	12.4%	23.7%	7.7%	10.0%	9.8%
10 or more times	245	**13**	20	18	0	0	13	2	4	2	6	3	4	5	4	4
	2.4%	**2.5%**	3.8%	3.0%	0.0%	0.0%	22.8%	22.2%	2.4%	25.0%	1.6%	2.9%	10.5%	1.5%	3.6%	6.6%
5 or more times	920	**57**	59	66	0	0	57	2	32	4	27	16	13	31	15	10
	9.1%	**11.1%**	11.1%	11.2%	0.0%	0.0%	100.0%	22.2%	19.5%	50.0%	7.4%	15.2%	34.2%	9.2%	13.6%	16.4%
Significantly different from column:*					G	G	EF				L	KM	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

4994000

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 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	**352**	367	416	113	159	72	196	149	216	122	170	18	137	34	308	181	93	65
Number missing or multiple answer	28	**1**	4	1	0	1	0	1	0	0	0	0	0	0	0	1	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	6,407	**351**	363	415	113	158	72	195	149	216	122	170	18	137	34	307	181	93	65
	99.6%	**99.7%**	98.9%	99.8%	100.0%	99.4%	100.0%	99.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.7%	100.0%	100.0%	100.0%
0 Worst health care possible	17	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	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%
1	13	**1**	1	4	1	0	0	1	0	0	1	1	0	0	0	1	0	1	0
	0.2%	**0.3%**	0.3%	1.0%	0.9%	0.0%	0.0%	0.5%	0.0%	0.0%	0.8%	0.6%	0.0%	0.0%	0.0%	0.3%	0.0%	1.1%	0.0%
2	17	**1**	0	1	0	0	1	1	0	1	0	1	0	0	0	1	1	0	0
	0.3%	**0.3%**	0.0%	0.2%	0.0%	0.0%	1.4%	0.5%	0.0%	0.5%	0.0%	0.6%	0.0%	0.0%	0.0%	0.3%	0.6%	0.0%	0.0%
3	24	**0**	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	**0.0%**	0.3%	0.7%	0.0%	0.0%	0.0%	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	30	**2**	1	4	0	0	2	2	0	1	1	1	0	1	0	2	0	1	0
	0.5%	**0.6%**	0.3%	1.0%	0.0%	0.0%	2.8%	1.0%	0.0%	0.5%	0.8%	0.6%	0.0%	0.7%	0.0%	0.7%	0.0%	1.1%	0.0%
5	115	**8**	6	8	1	5	2	5	3	4	3	4	0	3	0	8	5	0	3
	1.8%	**2.3%**	1.7%	1.9%	0.9%	3.2%	2.8%	2.6%	2.0%	1.9%	2.5%	2.4%	0.0%	2.2%	0.0%	2.6%	2.8%	0.0%	4.6%
6	140	**3**	15	10	1	1	1	2	1	1	2	1	0	2	1	2	2	0	1
	2.2%	**0.9%**	4.1%	2.4%	0.9%	0.6%	1.4%	1.0%	0.7%	0.5%	1.6%	0.6%	0.0%	1.5%	2.9%	0.7%	1.1%	0.0%	1.5%
7	395	**13**	20	29	5	5	3	8	5	3	9	8	0	3	2	10	2	7	3
	6.2%	**3.7%**	5.5%	7.0%	4.4%	3.2%	4.2%	4.1%	3.4%	1.4%	7.4%	4.7%	0.0%	2.2%	5.9%	3.3%	1.1%	7.5%	4.6%
8	1,065	**69**	71	61	16	35	17	35	33	33	35	41	5	17	8	60	36	19	13
	16.6%	**19.7%**	19.6%	14.7%	14.2%	22.2%	23.6%	17.9%	22.1%	15.3%	28.7%	24.1%	27.8%	12.4%	23.5%	19.5%	19.9%	20.4%	20.0%
9	1,033	**60**	57	66	15	30	14	38	22	36	23	32	2	25	6	54	32	15	13
	16.1%	**17.1%**	15.7%	15.9%	13.3%	19.0%	19.4%	19.5%	14.8%	16.7%	18.9%	18.8%	11.1%	18.2%	17.6%	17.6%	17.7%	16.1%	20.0%
10 Best health care possible	3,558	**194**	191	229	74	82	32	103	85	137	48	81	11	86	17	169	103	50	32
	55.5%	**55.3%**	52.6%	55.2%	65.5%	51.9%	44.4%	52.8%	57.0%	63.4%	39.3%	47.6%	61.1%	62.8%	50.0%	55.0%	56.9%	53.8%	49.2%

NA - Not applicable

Mercy Care

4994000

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	**352**	367	416	0	295	57	6	133	8	240	75	31	226	76	44
Number missing or multiple answer	28	**1**	4	1	0	1	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	6,407	**351**	363	415	0	294	57	6	132	8	239	75	31	225	76	44
	99.6%	**99.7%**	98.9%	99.8%	---	99.7%	100.0%	100.0%	99.2%	100.0%	99.6%	100.0%	100.0%	99.6%	100.0%	100.0%
0 Worst health care possible	17	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	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%
1	13	**1**	1	4	0	0	1	0	0	1	0	0	1	0	0	1
	0.2%	**0.3%**	0.3%	1.0%	---	0.0%	1.8%	0.0%	0.0%	12.5%	0.0%	0.0%	3.2%	0.0%	0.0%	2.3%
2	17	**1**	0	1	0	1	0	0	0	0	1	0	0	0	0	1
	0.3%	**0.3%**	0.0%	0.2%	---	0.3%	0.0%	0.0%	0.0%	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	2.3%
3	24	**0**	1	3	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	**0.0%**	0.3%	0.7%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
4	30	**2**	1	4	0	1	1	0	2	0	1	0	1	1	1	0
	0.5%	**0.6%**	0.3%	1.0%	---	0.3%	1.8%	0.0%	1.5%	0.0%	0.4%	0.0%	3.2%	0.4%	1.3%	0.0%
5	115	**8**	6	8	0	7	1	2	2	1	3	4	1	2	1	5
	1.8%	**2.3%**	1.7%	1.9%	---	2.4%	1.8%	33.3%	1.5%	12.5%	1.3%	5.3%	3.2%	0.9%	1.3%	11.4%
6	140	**3**	15	10	0	2	1	0	1	0	1	1	1	1	1	1
	2.2%	**0.9%**	4.1%	2.4%	---	0.7%	1.8%	0.0%	0.8%	0.0%	0.4%	1.3%	3.2%	0.4%	1.3%	2.3%
7	395	**13**	20	29	0	11	2	0	6	1	10	1	2	11	0	2
	6.2%	**3.7%**	5.5%	7.0%	---	3.7%	3.5%	0.0%	4.5%	12.5%	4.2%	1.3%	6.5%	4.9%	0.0%	4.5%
8	1,065	**69**	71	61	0	53	16	1	28	2	38	21	9	36	18	14
	16.6%	**19.7%**	19.6%	14.7%	---	18.0%	28.1%	16.7%	21.2%	25.0%	15.9%	28.0%	29.0%	16.0%	23.7%	31.8%
9	1,033	**60**	57	66	0	56	4	0	21	1	38	16	6	36	16	8
	16.1%	**17.1%**	15.7%	15.9%	---	19.0%	7.0%	0.0%	15.9%	12.5%	15.9%	21.3%	19.4%	16.0%	21.1%	18.2%
10 Best health care possible	3,558	**194**	191	229	0	163	31	3	72	2	147	32	10	138	39	12
	55.5%	**55.3%**	52.6%	55.2%	---	55.4%	54.4%	50.0%	54.5%	25.0%	61.5%	42.7%	32.3%	61.3%	51.3%	27.3%

NA - Not applicable

Mercy Care

4994000

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 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	**352**	367	416	113	159	72	196	149	216	122	170	18	137	34	308	181	93	65
Number missing or multiple answer	28	**1**	4	1	0	1	0	1	0	0	0	0	0	0	0	1	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	6,407	**351**	363	415	113	158	72	195	149	216	122	170	18	137	34	307	181	93	65
	99.6%	**99.7%**	98.9%	99.8%	100.0%	99.4%	100.0%	99.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.7%	100.0%	100.0%	100.0%
0 to 4	101	**4**	3	12	1	0	3	4	0	2	2	3	0	1	0	4	1	2	0
	1.6%	**1.1%**	0.8%	2.9%	0.9%	0.0%	4.2%	2.1%	0.0%	0.9%	1.6%	1.8%	0.0%	0.7%	0.0%	1.3%	0.6%	2.2%	0.0%
5	115	**8**	6	8	1	5	2	5	3	4	3	4	0	3	0	8	5	0	3
	1.8%	**2.3%**	1.7%	1.9%	0.9%	3.2%	2.8%	2.6%	2.0%	1.9%	2.5%	2.4%	0.0%	2.2%	0.0%	2.6%	2.8%	0.0%	4.6%
6 to 7	535	**16**	35	39	6	6	4	10	6	4	11	9	0	5	3	12	4	7	4
	8.4%	**4.6%**	9.6%	9.4%	5.3%	3.8%	5.6%	5.1%	4.0%	1.9%	9.0%	5.3%	0.0%	3.6%	8.8%	3.9%	2.2%	7.5%	6.2%
8 to 10	5,656	**323**	319	356	105	147	63	176	140	206	106	154	18	128	31	283	171	84	58
	88.3%	**92.0%**	87.9%	85.8%	92.9%	93.0%	87.5%	90.3%	94.0%	95.4%	86.9%	90.6%	100.0%	93.4%	91.2%	92.2%	94.5%	90.3%	89.2%
Significantly different from column:*		**AD**								K	J								
0 to 6	356	**15**	24	30	3	6	6	11	4	7	7	8	0	6	1	14	8	2	4
	5.6%	**4.3%**	6.6%	7.2%	2.7%	3.8%	8.3%	5.6%	2.7%	3.2%	5.7%	4.7%	0.0%	4.4%	2.9%	4.6%	4.4%	2.2%	6.2%
7 to 8	1,460	**82**	91	90	21	40	20	43	38	36	44	49	5	20	10	70	38	26	16
	22.8%	**23.4%**	25.1%	21.7%	18.6%	25.3%	27.8%	22.1%	25.5%	16.7%	36.1%	28.8%	27.8%	14.6%	29.4%	22.8%	21.0%	28.0%	24.6%
9 to 10	4,591	**254**	248	295	89	112	46	141	107	173	71	113	13	111	23	223	135	65	45
	71.7%	**72.4%**	68.3%	71.1%	78.8%	70.9%	63.9%	72.3%	71.8%	80.1%	58.2%	66.5%	72.2%	81.0%	67.6%	72.6%	74.6%	69.9%	69.2%
Significantly different from column:*					G		E			K	J	N		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

4994000

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	**352**	367	416	0	295	57	6	133	8	240	75	31	226	76	44
Number missing or multiple answer	28	**1**	4	1	0	1	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	6,407	**351**	363	415	0	294	57	6	132	8	239	75	31	225	76	44
	99.6%	**99.7%**	98.9%	99.8%	---	99.7%	100.0%	100.0%	99.2%	100.0%	99.6%	100.0%	100.0%	99.6%	100.0%	100.0%
0 to 4	101	**4**	3	12	0	2	2	0	2	1	2	0	2	1	1	2
	1.6%	**1.1%**	0.8%	2.9%	---	0.7%	3.5%	0.0%	1.5%	12.5%	0.8%	0.0%	6.5%	0.4%	1.3%	4.5%
5	115	**8**	6	8	0	7	1	2	2	1	3	4	1	2	1	5
	1.8%	**2.3%**	1.7%	1.9%	---	2.4%	1.8%	33.3%	1.5%	12.5%	1.3%	5.3%	3.2%	0.9%	1.3%	11.4%
6 to 7	535	**16**	35	39	0	13	3	0	7	1	11	2	3	12	1	3
	8.4%	**4.6%**	9.6%	9.4%	---	4.4%	5.3%	0.0%	5.3%	12.5%	4.6%	2.7%	9.7%	5.3%	1.3%	6.8%
8 to 10	5,656	**323**	319	356	0	272	51	4	121	5	223	69	25	210	73	34
	88.3%	**92.0%**	87.9%	85.8%	---	92.5%	89.5%	66.7%	91.7%	62.5%	93.3%	92.0%	80.6%	93.3%	96.1%	77.3%
Significantly different from column:*																
0 to 6	356	**15**	24	30	0	11	4	2	5	2	6	5	4	4	3	8
	5.6%	**4.3%**	6.6%	7.2%	---	3.7%	7.0%	33.3%	3.8%	25.0%	2.5%	6.7%	12.9%	1.8%	3.9%	18.2%
7 to 8	1,460	**82**	91	90	0	64	18	1	34	3	48	22	11	47	18	16
	22.8%	**23.4%**	25.1%	21.7%	---	21.8%	31.6%	16.7%	25.8%	37.5%	20.1%	29.3%	35.5%	20.9%	23.7%	36.4%
9 to 10	4,591	**254**	248	295	0	219	35	3	93	3	185	48	16	174	55	20
	71.7%	**72.4%**	68.3%	71.1%	---	74.5%	61.4%	50.0%	70.5%	37.5%	77.4%	64.0%	51.6%	77.3%	72.4%	45.5%
Significantly different from column:*						G	F				LM	K	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

4994000

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

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	**352**	367	416	113	159	72	196	149	216	122	170	18	137	34	308	181	93	65
Number missing or multiple answer	29	**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	6,406	**352**	365	415	113	159	72	196	149	216	122	170	18	137	34	308	181	93	65
	99.5%	**100.0%**	99.5%	99.8%	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%
Never	91	**1**	4	10	1	0	0	0	1	0	1	0	0	1	0	1	1	0	0
	1.4%	**0.3%**	1.1%	2.4%	0.9%	0.0%	0.0%	0.0%	0.7%	0.0%	0.8%	0.0%	0.0%	0.7%	0.0%	0.3%	0.6%	0.0%	0.0%
Sometimes	522	**25**	40	38	8	9	8	16	9	11	13	13	3	7	1	24	10	8	6
	8.1%	**7.1%**	11.0%	9.2%	7.1%	5.7%	11.1%	8.2%	6.0%	5.1%	10.7%	7.6%	16.7%	5.1%	2.9%	7.8%	5.5%	8.6%	9.2%
Usually	1,439	**101**	88	113	23	44	31	57	42	61	37	48	6	40	11	86	49	29	19
	22.5%	**28.7%**	24.1%	27.2%	20.4%	27.7%	43.1%	29.1%	28.2%	28.2%	30.3%	28.2%	33.3%	29.2%	32.4%	27.9%	27.1%	31.2%	29.2%
Always	4,354	**225**	233	254	81	106	33	123	97	144	71	109	9	89	22	197	121	56	40
	68.0%	**63.9%**	63.8%	61.2%	71.7%	66.7%	45.8%	62.8%	65.1%	66.7%	58.2%	64.1%	50.0%	65.0%	64.7%	64.0%	66.9%	60.2%	61.5%
Significantly different from column:*					G	G	EF												
Usually or Always	5,793	**326**	321	367	104	150	64	180	139	205	108	157	15	129	33	283	170	85	59
	90.4%	**92.6%**	87.9%	88.4%	92.0%	94.3%	88.9%	91.8%	93.3%	94.9%	88.5%	92.4%	83.3%	94.2%	97.1%	91.9%	93.9%	91.4%	90.8%
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

4994000

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

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
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	6,435	**352**	367	416	0	295	57	6	133	8	240	75	31	226	76	44
Number missing or multiple answer	29	**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	6,406	**352**	365	415	0	295	57	6	133	8	240	75	31	226	76	44
	99.5%	**100.0%**	99.5%	99.8%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	91	**1**	4	10	0	1	0	0	0	0	0	1	0	0	1	0
	1.4%	**0.3%**	1.1%	2.4%	---	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	1.3%	0.0%
Sometimes	522	**25**	40	38	0	20	5	1	9	2	13	5	7	11	6	8
	8.1%	**7.1%**	11.0%	9.2%	---	6.8%	8.8%	16.7%	6.8%	25.0%	5.4%	6.7%	22.6%	4.9%	7.9%	18.2%
Usually	1,439	**101**	88	113	0	84	17	1	44	3	63	27	10	56	25	19
	22.5%	**28.7%**	24.1%	27.2%	---	28.5%	29.8%	16.7%	33.1%	37.5%	26.3%	36.0%	32.3%	24.8%	32.9%	43.2%
Always	4,354	**225**	233	254	0	190	35	4	80	3	164	42	14	159	44	17
	68.0%	**63.9%**	63.8%	61.2%	---	64.4%	61.4%	66.7%	60.2%	37.5%	68.3%	56.0%	45.2%	70.4%	57.9%	38.6%
Significantly different from column:*											M		K	OP	NP	NO
Usually or Always	5,793	**326**	321	367	0	274	52	5	124	6	227	69	24	215	69	36
	90.4%	**92.6%**	87.9%	88.4%	---	92.9%	91.2%	83.3%	93.2%	75.0%	94.6%	92.0%	77.4%	95.1%	90.8%	81.8%
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

4994000

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

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
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	10,339	**522**	555	610	154	226	130	289	222	316	183	238	37	210	65	436	279	129	88
Number missing or multiple answer	116	**3**	10	1	1	0	2	3	0	1	2	2	0	1	2	1	1	0	2
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	10,223	**519**	545	609	153	226	128	286	222	315	181	236	37	209	63	435	278	129	86
	98.9%	**99.4%**	98.2%	99.8%	99.4%	100.0%	98.5%	99.0%	100.0%	99.7%	98.9%	99.2%	100.0%	99.5%	96.9%	99.8%	99.6%	100.0%	97.7%
Yes	8,727	**452**	486	533	132	205	105	251	193	274	160	211	30	180	53	383	236	121	75
	85.4%	**87.1%**	89.2%	87.5%	86.3%	90.7%	82.0%	87.8%	86.9%	87.0%	88.4%	89.4%	81.1%	86.1%	84.1%	88.0%	84.9%	93.8%	87.2%
No	1,496	**67**	59	76	21	21	23	35	29	41	21	25	7	29	10	52	42	8	11
	14.6%	**12.9%**	10.8%	12.5%	13.7%	9.3%	18.0%	12.2%	13.1%	13.0%	11.6%	10.6%	18.9%	13.9%	15.9%	12.0%	15.1%	6.2%	12.8%
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

4994000

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

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
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	10,339	**522**	555	610	163	295	57	9	165	8	367	107	40	340	111	63
Number missing or multiple answer	116	**3**	10	1	1	1	1	0	1	0	2	1	0	2	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	10,223	**519**	545	609	162	294	56	9	164	8	365	106	40	338	110	63
	98.9%	**99.4%**	98.2%	99.8%	99.4%	99.7%	98.2%	100.0%	99.4%	100.0%	99.5%	99.1%	100.0%	99.4%	99.1%	100.0%
Yes	8,727	**452**	486	533	130	263	54	9	149	8	315	92	38	296	91	58
	85.4%	**87.1%**	89.2%	87.5%	80.2%	89.5%	96.4%	100.0%	90.9%	100.0%	86.3%	86.8%	95.0%	87.6%	82.7%	92.1%
No	1,496	**67**	59	76	32	31	2	0	15	0	50	14	2	42	19	5
	14.6%	**12.9%**	10.8%	12.5%	19.8%	10.5%	3.6%	0.0%	9.1%	0.0%	13.7%	13.2%	5.0%	12.4%	17.3%	7.9%
Significantly different from column:*					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.

Mercy Care

4994000

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

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 (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	**452**	486	533	132	205	105	251	193	274	160	211	30	180	53	383	236	121	75
Number missing or multiple answer	187	**10**	20	10	3	5	1	5	4	8	1	3	0	5	0	8	6	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	8,540	**442**	466	523	129	200	104	246	189	266	159	208	30	175	53	375	230	120	74
	97.9%	**97.8%**	95.9%	98.1%	97.7%	97.6%	99.0%	98.0%	97.9%	97.1%	99.4%	98.6%	100.0%	97.2%	100.0%	97.9%	97.5%	99.2%	98.7%
None	2,186	**108**	109	133	17	47	41	61	45	61	42	46	11	43	14	90	60	25	17
	25.6%	**24.4%**	23.4%	25.4%	13.2%	23.5%	39.4%	24.8%	23.8%	22.9%	26.4%	22.1%	36.7%	24.6%	26.4%	24.0%	26.1%	20.8%	23.0%
1 time	2,938	**145**	147	164	38	74	29	92	50	76	61	81	11	43	18	122	72	40	26
	34.4%	**32.8%**	31.5%	31.4%	29.5%	37.0%	27.9%	37.4%	26.5%	28.6%	38.4%	38.9%	36.7%	24.6%	34.0%	32.5%	31.3%	33.3%	35.1%
2	1,638	**81**	114	98	36	30	14	41	39	53	25	35	4	35	6	71	40	25	12
	19.2%	**18.3%**	24.5%	18.7%	27.9%	15.0%	13.5%	16.7%	20.6%	19.9%	15.7%	16.8%	13.3%	20.0%	11.3%	18.9%	17.4%	20.8%	16.2%
3	818	**54**	48	54	17	29	8	25	29	36	18	22	3	27	9	45	28	15	11
	9.6%	**12.2%**	10.3%	10.3%	13.2%	14.5%	7.7%	10.2%	15.3%	13.5%	11.3%	10.6%	10.0%	15.4%	17.0%	12.0%	12.2%	12.5%	14.9%
4	440	**24**	24	36	6	9	9	12	12	20	4	15	0	9	1	23	11	9	4
	5.2%	**5.4%**	5.2%	6.9%	4.7%	4.5%	8.7%	4.9%	6.3%	7.5%	2.5%	7.2%	0.0%	5.1%	1.9%	6.1%	4.8%	7.5%	5.4%
5 to 9	422	**24**	21	31	13	9	1	13	10	15	8	6	1	15	4	19	14	5	4
	4.9%	**5.4%**	4.5%	5.9%	10.1%	4.5%	1.0%	5.3%	5.3%	5.6%	5.0%	2.9%	3.3%	8.6%	7.5%	5.1%	6.1%	4.2%	5.4%
10 or more times	98	**6**	3	7	2	2	2	2	4	5	1	3	0	3	1	5	5	1	0
	1.1%	**1.4%**	0.6%	1.3%	1.6%	1.0%	1.9%	0.8%	2.1%	1.9%	0.6%	1.4%	0.0%	1.7%	1.9%	1.3%	2.2%	0.8%	0.0%
2 or more times	3,416	**189**	210	226	74	79	34	93	94	129	56	81	8	89	21	163	98	55	31
	40.0%	**42.8%**	45.1%	43.2%	57.4%	39.5%	32.7%	37.8%	49.7%	48.5%	35.2%	38.9%	26.7%	50.9%	39.6%	43.5%	42.6%	45.8%	41.9%
Significantly different from column:*					FG	E	E	I	H	K	J	N	N	LM					

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

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	**452**	486	533	130	263	54	9	149	8	315	92	38	296	91	58
Number missing or multiple answer	187	**10**	20	10	1	6	1	0	3	0	5	4	0	7	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,540	**442**	466	523	129	257	53	9	146	8	310	88	38	289	90	57
	97.9%	**97.8%**	95.9%	98.1%	99.2%	97.7%	98.1%	100.0%	98.0%	100.0%	98.4%	95.7%	100.0%	97.6%	98.9%	98.3%
None	2,186	**108**	109	133	76	24	8	2	24	2	86	12	9	72	23	12
	25.6%	**24.4%**	23.4%	25.4%	58.9%	9.3%	15.1%	22.2%	16.4%	25.0%	27.7%	13.6%	23.7%	24.9%	25.6%	21.1%
1 time	2,938	**145**	147	164	27	113	5	4	37	2	99	33	10	94	28	20
	34.4%	**32.8%**	31.5%	31.4%	20.9%	44.0%	9.4%	44.4%	25.3%	25.0%	31.9%	37.5%	26.3%	32.5%	31.1%	35.1%
2	1,638	**81**	114	98	11	56	13	1	34	2	54	23	3	52	17	11
	19.2%	**18.3%**	24.5%	18.7%	8.5%	21.8%	24.5%	11.1%	23.3%	25.0%	17.4%	26.1%	7.9%	18.0%	18.9%	19.3%
3	818	**54**	48	54	8	40	5	1	22	1	39	7	8	37	12	5
	9.6%	**12.2%**	10.3%	10.3%	6.2%	15.6%	9.4%	11.1%	15.1%	12.5%	12.6%	8.0%	21.1%	12.8%	13.3%	8.8%
4	440	**24**	24	36	1	16	7	1	16	0	13	8	3	12	8	4
	5.2%	**5.4%**	5.2%	6.9%	0.8%	6.2%	13.2%	11.1%	11.0%	0.0%	4.2%	9.1%	7.9%	4.2%	8.9%	7.0%
5 to 9	422	**24**	21	31	4	8	12	0	11	1	16	5	2	18	1	4
	4.9%	**5.4%**	4.5%	5.9%	3.1%	3.1%	22.6%	0.0%	7.5%	12.5%	5.2%	5.7%	5.3%	6.2%	1.1%	7.0%
10 or more times	98	**6**	3	7	2	0	3	0	2	0	3	0	3	4	1	1
	1.1%	**1.4%**	0.6%	1.3%	1.6%	0.0%	5.7%	0.0%	1.4%	0.0%	1.0%	0.0%	7.9%	1.4%	1.1%	1.8%
2 or more times	3,416	**189**	210	226	26	120	40	3	85	4	125	43	19	123	39	25
	40.0%	**42.8%**	45.1%	43.2%	20.2%	46.7%	75.5%	33.3%	58.2%	50.0%	40.3%	48.9%	50.0%	42.6%	43.3%	43.9%
Significantly different from column:*					FG	EG	EF									

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

4994000

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

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	**334**	357	390	112	153	63	185	144	205	117	162	19	132	39	285	170	95	57
Number missing or multiple answer	24	**0**	1	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	**334**	356	389	112	153	63	185	144	205	117	162	19	132	39	285	170	95	57
	99.6%	**100.0%**	99.7%	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%
Never	90	**2**	3	6	0	1	1	1	1	2	0	1	0	1	0	2	1	0	1
	1.4%	**0.6%**	0.8%	1.5%	0.0%	0.7%	1.6%	0.5%	0.7%	1.0%	0.0%	0.6%	0.0%	0.8%	0.0%	0.7%	0.6%	0.0%	1.8%
Sometimes	311	**15**	13	19	5	4	6	10	5	10	5	5	1	8	2	13	6	8	1
	4.9%	**4.5%**	3.7%	4.9%	4.5%	2.6%	9.5%	5.4%	3.5%	4.9%	4.3%	3.1%	5.3%	6.1%	5.1%	4.6%	3.5%	8.4%	1.8%
Usually	871	**47**	55	51	21	18	8	24	23	31	15	25	4	15	5	41	27	14	5
	13.8%	**14.1%**	15.4%	13.1%	18.8%	11.8%	12.7%	13.0%	16.0%	15.1%	12.8%	15.4%	21.1%	11.4%	12.8%	14.4%	15.9%	14.7%	8.8%
Always	5,058	**270**	285	313	86	130	48	150	115	162	97	131	14	108	32	229	136	73	50
	79.9%	**80.8%**	80.1%	80.5%	76.8%	85.0%	76.2%	81.1%	79.9%	79.0%	82.9%	80.9%	73.7%	81.8%	82.1%	80.4%	80.0%	76.8%	87.7%
Significantly different from column:*																			
Usually or Always	5,929	**317**	340	364	107	148	56	174	138	193	112	156	18	123	37	270	163	87	55
	93.7%	**94.9%**	95.5%	93.6%	95.5%	96.7%	88.9%	94.1%	95.8%	94.1%	95.7%	96.3%	94.7%	93.2%	94.9%	94.7%	95.9%	91.6%	96.5%
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

4994000

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

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	**334**	357	390	53	233	45	7	122	6	224	76	29	217	67	45
Number missing or multiple answer	24	**0**	1	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	**334**	356	389	53	233	45	7	122	6	224	76	29	217	67	45
	99.6%	**100.0%**	99.7%	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%
Never	90	**2**	3	6	1	1	0	0	1	0	1	1	0	1	0	1
	1.4%	**0.6%**	0.8%	1.5%	1.9%	0.4%	0.0%	0.0%	0.8%	0.0%	0.4%	1.3%	0.0%	0.5%	0.0%	2.2%
Sometimes	311	**15**	13	19	4	10	1	0	4	0	9	5	1	9	4	2
	4.9%	**4.5%**	3.7%	4.9%	7.5%	4.3%	2.2%	0.0%	3.3%	0.0%	4.0%	6.6%	3.4%	4.1%	6.0%	4.4%
Usually	871	**47**	55	51	6	33	7	0	18	0	26	16	5	33	8	6
	13.8%	**14.1%**	15.4%	13.1%	11.3%	14.2%	15.6%	0.0%	14.8%	0.0%	11.6%	21.1%	17.2%	15.2%	11.9%	13.3%
Always	5,058	**270**	285	313	42	189	37	7	99	6	188	54	23	174	55	36
	79.9%	**80.8%**	80.1%	80.5%	79.2%	81.1%	82.2%	100.0%	81.1%	100.0%	83.9%	71.1%	79.3%	80.2%	82.1%	80.0%
Significantly different from column:*											L	K				
Usually or Always	5,929	**317**	340	364	48	222	44	7	117	6	214	70	28	207	63	42
	93.7%	**94.9%**	95.5%	93.6%	90.6%	95.3%	97.8%	100.0%	95.9%	100.0%	95.5%	92.1%	96.6%	95.4%	94.0%	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

4994000

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

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	**334**	357	390	112	153	63	185	144	205	117	162	19	132	39	285	170	95	57
Number missing or multiple answer	18	**1**	2	0	0	0	1	0	1	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	6,336	**333**	355	390	112	153	62	185	143	205	116	161	19	132	39	284	170	94	57
	99.7%	**99.7%**	99.4%	100.0%	100.0%	100.0%	98.4%	100.0%	99.3%	100.0%	99.1%	99.4%	100.0%	100.0%	100.0%	99.6%	100.0%	98.9%	100.0%
Never	42	**1**	4	3	0	0	1	0	1	0	1	1	0	0	0	1	0	1	0
	0.7%	**0.3%**	1.1%	0.8%	0.0%	0.0%	1.6%	0.0%	0.7%	0.0%	0.9%	0.6%	0.0%	0.0%	0.0%	0.4%	0.0%	1.1%	0.0%
Sometimes	210	**13**	11	16	3	7	3	7	6	9	4	6	0	6	2	11	7	4	2
	3.3%	**3.9%**	3.1%	4.1%	2.7%	4.6%	4.8%	3.8%	4.2%	4.4%	3.4%	3.7%	0.0%	4.5%	5.1%	3.9%	4.1%	4.3%	3.5%
Usually	785	**42**	42	51	13	17	12	19	23	29	12	21	3	14	8	34	21	12	8
	12.4%	**12.6%**	11.8%	13.1%	11.6%	11.1%	19.4%	10.3%	16.1%	14.1%	10.3%	13.0%	15.8%	10.6%	20.5%	12.0%	12.4%	12.8%	14.0%
Always	5,299	**277**	298	320	96	129	46	159	113	167	99	133	16	112	29	238	142	77	47
	83.6%	**83.2%**	83.9%	82.1%	85.7%	84.3%	74.2%	85.9%	79.0%	81.5%	85.3%	82.6%	84.2%	84.8%	74.4%	83.8%	83.5%	81.9%	82.5%
Significantly different from column:*																			
Usually or Always	6,084	**319**	340	371	109	146	58	178	136	196	111	154	19	126	37	272	163	89	55
	96.0%	**95.8%**	95.8%	95.1%	97.3%	95.4%	93.5%	96.2%	95.1%	95.6%	95.7%	95.7%	100.0%	95.5%	94.9%	95.8%	95.9%	94.7%	96.5%
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

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
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	6,354	**334**	357	390	53	233	45	7	122	6	224	76	29	217	67	45
Number missing or multiple answer	18	**1**	2	0	0	1	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	6,336	**333**	355	390	53	232	45	7	121	6	223	76	29	216	67	45
	99.7%	**99.7%**	99.4%	100.0%	100.0%	99.6%	100.0%	100.0%	99.2%	100.0%	99.6%	100.0%	100.0%	99.5%	100.0%	100.0%
Never	42	**1**	4	3	0	0	1	0	0	0	0	0	1	1	0	0
	0.7%	**0.3%**	1.1%	0.8%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%	0.5%	0.0%	0.0%
Sometimes	210	**13**	11	16	4	7	2	1	6	0	8	4	1	8	2	3
	3.3%	**3.9%**	3.1%	4.1%	7.5%	3.0%	4.4%	14.3%	5.0%	0.0%	3.6%	5.3%	3.4%	3.7%	3.0%	6.7%
Usually	785	**42**	42	51	7	29	6	1	16	1	23	16	3	25	9	8
	12.4%	**12.6%**	11.8%	13.1%	13.2%	12.5%	13.3%	14.3%	13.2%	16.7%	10.3%	21.1%	10.3%	11.6%	13.4%	17.8%
Always	5,299	**277**	298	320	42	196	36	5	99	5	192	56	24	182	56	34
	83.6%	**83.2%**	83.9%	82.1%	79.2%	84.5%	80.0%	71.4%	81.8%	83.3%	86.1%	73.7%	82.8%	84.3%	83.6%	75.6%
Significantly different from column:*											L	K				
Usually or Always	6,084	**319**	340	371	49	225	42	6	115	6	215	72	27	207	65	42
	96.0%	**95.8%**	95.8%	95.1%	92.5%	97.0%	93.3%	85.7%	95.0%	100.0%	96.4%	94.7%	93.1%	95.8%	97.0%	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

4994000

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

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	**334**	357	390	112	153	63	185	144	205	117	162	19	132	39	285	170	95	57
Number missing or multiple answer	13	**1**	0	1	0	1	0	1	0	0	1	0	1	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	6,341	**333**	357	389	112	152	63	184	144	205	116	162	18	132	39	284	170	95	56
	99.8%	**99.7%**	100.0%	99.7%	100.0%	99.3%	100.0%	99.5%	100.0%	100.0%	99.1%	100.0%	94.7%	100.0%	100.0%	99.6%	100.0%	100.0%	98.2%
Never	45	**2**	1	2	0	1	1	1	1	1	1	1	0	1	0	2	1	1	0
	0.7%	**0.6%**	0.3%	0.5%	0.0%	0.7%	1.6%	0.5%	0.7%	0.5%	0.9%	0.6%	0.0%	0.8%	0.0%	0.7%	0.6%	1.1%	0.0%
Sometimes	133	**8**	9	9	4	4	0	3	5	4	4	4	0	4	1	7	3	3	2
	2.1%	**2.4%**	2.5%	2.3%	3.6%	2.6%	0.0%	1.6%	3.5%	2.0%	3.4%	2.5%	0.0%	3.0%	2.6%	2.5%	1.8%	3.2%	3.6%
Usually	580	**30**	34	49	11	8	10	14	15	24	5	14	3	8	3	26	15	11	3
	9.1%	**9.0%**	9.5%	12.6%	9.8%	5.3%	15.9%	7.6%	10.4%	11.7%	4.3%	8.6%	16.7%	6.1%	7.7%	9.2%	8.8%	11.6%	5.4%
Always	5,583	**293**	313	329	97	139	52	166	123	176	106	143	15	119	35	249	151	80	51
	88.0%	**88.0%**	87.7%	84.6%	86.6%	91.4%	82.5%	90.2%	85.4%	85.9%	91.4%	88.3%	83.3%	90.2%	89.7%	87.7%	88.8%	84.2%	91.1%
Significantly different from column:*																			
Usually or Always	6,163	**323**	347	378	108	147	62	180	138	200	111	157	18	127	38	275	166	91	54
	97.2%	**97.0%**	97.2%	97.2%	96.4%	96.7%	98.4%	97.8%	95.8%	97.6%	95.7%	96.9%	100.0%	96.2%	97.4%	96.8%	97.6%	95.8%	96.4%
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

4994000

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

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
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	6,354	**334**	357	390	53	233	45	7	122	6	224	76	29	217	67	45
Number missing or multiple answer	13	**1**	0	1	0	1	0	0	0	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	6,341	**333**	357	389	53	232	45	7	122	6	224	75	29	216	67	45
	99.8%	**99.7%**	100.0%	99.7%	100.0%	99.6%	100.0%	100.0%	100.0%	100.0%	100.0%	98.7%	100.0%	99.5%	100.0%	100.0%
Never	45	**2**	1	2	1	0	1	0	0	0	0	1	1	1	1	0
	0.7%	**0.6%**	0.3%	0.5%	1.9%	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%	1.3%	3.4%	0.5%	1.5%	0.0%
Sometimes	133	**8**	9	9	4	3	1	0	4	0	5	3	0	7	1	0
	2.1%	**2.4%**	2.5%	2.3%	7.5%	1.3%	2.2%	0.0%	3.3%	0.0%	2.2%	4.0%	0.0%	3.2%	1.5%	0.0%
Usually	580	**30**	34	49	3	24	3	2	10	1	20	7	2	17	5	7
	9.1%	**9.0%**	9.5%	12.6%	5.7%	10.3%	6.7%	28.6%	8.2%	16.7%	8.9%	9.3%	6.9%	7.9%	7.5%	15.6%
Always	5,583	**293**	313	329	45	205	40	5	108	5	199	64	26	191	60	38
	88.0%	**88.0%**	87.7%	84.6%	84.9%	88.4%	88.9%	71.4%	88.5%	83.3%	88.8%	85.3%	89.7%	88.4%	89.6%	84.4%
Significantly different from column:*																
Usually or Always	6,163	**323**	347	378	48	229	43	7	118	6	219	71	28	208	65	45
	97.2%	**97.0%**	97.2%	97.2%	90.6%	98.7%	95.6%	100.0%	96.7%	100.0%	97.8%	94.7%	96.6%	96.3%	97.0%	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

4994000

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

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 (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	**334**	357	390	112	153	63	185	144	205	117	162	19	132	39	285	170	95	57
Number missing or multiple answer	50	**3**	2	1	1	1	1	3	0	2	1	1	1	1	0	2	2	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	6,304	**331**	355	389	111	152	62	182	144	203	116	161	18	131	39	283	168	95	56
	99.2%	**99.1%**	99.4%	99.7%	99.1%	99.3%	98.4%	98.4%	100.0%	99.0%	99.1%	99.4%	94.7%	99.2%	100.0%	99.3%	98.8%	100.0%	98.2%
Yes	4,121	**202**	249	272	30	116	54	105	95	118	79	106	13	72	24	174	101	60	34
	65.4%	**61.0%**	70.1%	69.9%	27.0%	76.3%	87.1%	57.7%	66.0%	58.1%	68.1%	65.8%	72.2%	55.0%	61.5%	61.5%	60.1%	63.2%	60.7%
No	2,183	**129**	106	117	81	36	8	77	49	85	37	55	5	59	15	109	67	35	22
	34.6%	**39.0%**	29.9%	30.1%	73.0%	23.7%	12.9%	42.3%	34.0%	41.9%	31.9%	34.2%	27.8%	45.0%	38.5%	38.5%	39.9%	36.8%	39.3%
Significantly different from column:*		**CD**			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.

Mercy Care

4994000

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

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	**334**	357	390	53	233	45	7	122	6	224	76	29	217	67	45
Number missing or multiple answer	50	**3**	2	1	0	3	0	0	0	0	1	2	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	6,304	**331**	355	389	53	230	45	7	122	6	223	74	29	214	67	45
	99.2%	**99.1%**	99.4%	99.7%	100.0%	98.7%	100.0%	100.0%	100.0%	100.0%	99.6%	97.4%	100.0%	98.6%	100.0%	100.0%
Yes	4,121	**202**	249	272	28	148	24	4	71	4	142	45	13	133	45	22
	65.4%	**61.0%**	70.1%	69.9%	52.8%	64.3%	53.3%	57.1%	58.2%	66.7%	63.7%	60.8%	44.8%	62.1%	67.2%	48.9%
No	2,183	**129**	106	117	25	82	21	3	51	2	81	29	16	81	22	23
	34.6%	**39.0%**	29.9%	30.1%	47.2%	35.7%	46.7%	42.9%	41.8%	33.3%	36.3%	39.2%	55.2%	37.9%	32.8%	51.1%
Significantly different from column:*		**C**									M		K			

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

4994000

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 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	**202**	249	272	30	116	54	105	95	118	79	106	13	72	24	174	101	60	34
Number missing or multiple answer	29	**2**	3	2	1	1	0	0	2	2	0	1	0	1	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	4,092	**200**	246	270	29	115	54	105	93	116	79	105	13	71	24	172	101	58	34
	99.3%	**99.0%**	98.8%	99.3%	96.7%	99.1%	100.0%	100.0%	97.9%	98.3%	100.0%	99.1%	100.0%	98.6%	100.0%	98.9%	100.0%	96.7%	100.0%
Never	38	**1**	1	1	0	1	0	1	0	0	1	0	0	1	1	0	0	0	1
	0.9%	**0.5%**	0.4%	0.4%	0.0%	0.9%	0.0%	1.0%	0.0%	0.0%	1.3%	0.0%	0.0%	1.4%	4.2%	0.0%	0.0%	0.0%	2.9%
Sometimes	207	**15**	12	17	4	9	2	5	10	10	5	8	1	4	1	14	7	6	2
	5.1%	**7.5%**	4.9%	6.3%	13.8%	7.8%	3.7%	4.8%	10.8%	8.6%	6.3%	7.6%	7.7%	5.6%	4.2%	8.1%	6.9%	10.3%	5.9%
Usually	684	**37**	48	57	6	21	10	21	16	23	14	22	5	8	6	31	14	15	7
	16.7%	**18.5%**	19.5%	21.1%	20.7%	18.3%	18.5%	20.0%	17.2%	19.8%	17.7%	21.0%	38.5%	11.3%	25.0%	18.0%	13.9%	25.9%	20.6%
Always	3,163	**147**	185	195	19	84	42	78	67	83	59	75	7	58	16	127	80	37	24
	77.3%	**73.5%**	75.2%	72.2%	65.5%	73.0%	77.8%	74.3%	72.0%	71.6%	74.7%	71.4%	53.8%	81.7%	66.7%	73.8%	79.2%	63.8%	70.6%
Significantly different from column:*																	R	Q	
Usually or Always	3,847	**184**	233	252	25	105	52	99	83	106	73	97	12	66	22	158	94	52	31
	94.0%	**92.0%**	94.7%	93.3%	86.2%	91.3%	96.3%	94.3%	89.2%	91.4%	92.4%	92.4%	92.3%	93.0%	91.7%	91.9%	93.1%	89.7%	91.2%
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.

Mercy Care

4994000

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	**202**	249	272	28	148	24	4	71	4	142	45	13	133	45	22
Number missing or multiple answer	29	**2**	3	2	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	**200**	246	270	28	146	24	4	71	4	140	45	13	131	45	22
	99.3%	**99.0%**	98.8%	99.3%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%	98.6%	100.0%	100.0%	98.5%	100.0%	100.0%
Never	38	**1**	1	1	0	1	0	0	1	0	0	1	0	0	1	0
	0.9%	**0.5%**	0.4%	0.4%	0.0%	0.7%	0.0%	0.0%	1.4%	0.0%	0.0%	2.2%	0.0%	0.0%	2.2%	0.0%
Sometimes	207	**15**	12	17	1	12	2	0	6	0	11	3	1	11	3	1
	5.1%	**7.5%**	4.9%	6.3%	3.6%	8.2%	8.3%	0.0%	8.5%	0.0%	7.9%	6.7%	7.7%	8.4%	6.7%	4.5%
Usually	684	**37**	48	57	7	27	3	0	11	3	24	8	5	21	9	7
	16.7%	**18.5%**	19.5%	21.1%	25.0%	18.5%	12.5%	0.0%	15.5%	75.0%	17.1%	17.8%	38.5%	16.0%	20.0%	31.8%
Always	3,163	**147**	185	195	20	106	19	4	53	1	105	33	7	99	32	14
	77.3%	**73.5%**	75.2%	72.2%	71.4%	72.6%	79.2%	100.0%	74.6%	25.0%	75.0%	73.3%	53.8%	75.6%	71.1%	63.6%
Significantly different from column:*																
Usually or Always	3,847	**184**	233	252	27	133	22	4	64	4	129	41	12	120	41	21
	94.0%	**92.0%**	94.7%	93.3%	96.4%	91.1%	91.7%	100.0%	90.1%	100.0%	92.1%	91.1%	92.3%	91.6%	91.1%	95.5%
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

4994000

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

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	**334**	357	390	112	153	63	185	144	205	117	162	19	132	39	285	170	95	57
Number missing or multiple answer	36	**2**	2	2	0	2	0	1	1	1	1	1	1	0	0	2	1	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	6,318	**332**	355	388	112	151	63	184	143	204	116	161	18	132	39	283	169	95	56
	99.4%	**99.4%**	99.4%	99.5%	100.0%	98.7%	100.0%	99.5%	99.3%	99.5%	99.1%	99.4%	94.7%	100.0%	100.0%	99.3%	99.4%	100.0%	98.2%
Never	154	**5**	5	10	2	2	1	2	3	3	2	3	0	2	0	5	3	1	1
	2.4%	**1.5%**	1.4%	2.6%	1.8%	1.3%	1.6%	1.1%	2.1%	1.5%	1.7%	1.9%	0.0%	1.5%	0.0%	1.8%	1.8%	1.1%	1.8%
Sometimes	562	**35**	36	25	20	11	4	20	15	19	15	15	4	13	5	30	20	10	5
	8.9%	**10.5%**	10.1%	6.4%	17.9%	7.3%	6.3%	10.9%	10.5%	9.3%	12.9%	9.3%	22.2%	9.8%	12.8%	10.6%	11.8%	10.5%	8.9%
Usually	1,350	**91**	79	100	30	36	22	48	41	64	23	49	3	33	9	79	45	27	15
	21.4%	**27.4%**	22.3%	25.8%	26.8%	23.8%	34.9%	26.1%	28.7%	31.4%	19.8%	30.4%	16.7%	25.0%	23.1%	27.9%	26.6%	28.4%	26.8%
Always	4,252	**201**	235	253	60	102	36	114	84	118	76	94	11	84	25	169	101	57	35
	67.3%	**60.5%**	66.2%	65.2%	53.6%	67.5%	57.1%	62.0%	58.7%	57.8%	65.5%	58.4%	61.1%	63.6%	64.1%	59.7%	59.8%	60.0%	62.5%
Significantly different from column:*		**A**			F	E													
Usually or Always	5,602	**292**	314	353	90	138	58	162	125	182	99	143	14	117	34	248	146	84	50
	88.7%	**88.0%**	88.5%	91.0%	80.4%	91.4%	92.1%	88.0%	87.4%	89.2%	85.3%	88.8%	77.8%	88.6%	87.2%	87.6%	86.4%	88.4%	89.3%
Significantly different from column:*					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.

Mercy Care

4994000

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

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
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	6,354	**334**	357	390	53	233	45	7	122	6	224	76	29	217	67	45
Number missing or multiple answer	36	**2**	2	2	1	1	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	6,318	**332**	355	388	52	232	45	7	122	6	223	75	29	215	67	45
	99.4%	**99.4%**	99.4%	99.5%	98.1%	99.6%	100.0%	100.0%	100.0%	100.0%	99.6%	98.7%	100.0%	99.1%	100.0%	100.0%
Never	154	**5**	5	10	3	2	0	1	1	0	3	2	0	3	0	2
	2.4%	**1.5%**	1.4%	2.6%	5.8%	0.9%	0.0%	14.3%	0.8%	0.0%	1.3%	2.7%	0.0%	1.4%	0.0%	4.4%
Sometimes	562	**35**	36	25	8	23	4	1	7	0	26	7	2	26	4	5
	8.9%	**10.5%**	10.1%	6.4%	15.4%	9.9%	8.9%	14.3%	5.7%	0.0%	11.7%	9.3%	6.9%	12.1%	6.0%	11.1%
Usually	1,350	**91**	79	100	5	69	16	1	40	1	52	27	10	55	20	14
	21.4%	**27.4%**	22.3%	25.8%	9.6%	29.7%	35.6%	14.3%	32.8%	16.7%	23.3%	36.0%	34.5%	25.6%	29.9%	31.1%
Always	4,252	**201**	235	253	36	138	25	4	74	5	142	39	17	131	43	24
	67.3%	**60.5%**	66.2%	65.2%	69.2%	59.5%	55.6%	57.1%	60.7%	83.3%	63.7%	52.0%	58.6%	60.9%	64.2%	53.3%
Significantly different from column:*																
Usually or Always	5,602	**292**	314	353	41	207	41	5	114	6	194	66	27	186	63	38
	88.7%	**88.0%**	88.5%	91.0%	78.8%	89.2%	91.1%	71.4%	93.4%	100.0%	87.0%	88.0%	93.1%	86.5%	94.0%	84.4%
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

4994000

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

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	**334**	357	390	112	153	63	185	144	205	117	162	19	132	39	285	170	95	57
Number missing or multiple answer	32	**2**	0	2	1	1	0	1	1	0	2	0	1	1	0	2	1	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	6,322	**332**	357	388	111	152	63	184	143	205	115	162	18	131	39	283	169	95	56
	99.5%	**99.4%**	100.0%	99.5%	99.1%	99.3%	100.0%	99.5%	99.3%	100.0%	98.3%	100.0%	94.7%	99.2%	100.0%	99.3%	99.4%	100.0%	98.2%
Yes	5,708	**315**	326	353	107	146	56	173	137	196	107	153	18	124	39	266	162	89	52
	90.3%	**94.9%**	91.3%	91.0%	96.4%	96.1%	88.9%	94.0%	95.8%	95.6%	93.0%	94.4%	100.0%	94.7%	100.0%	94.0%	95.9%	93.7%	92.9%
No	614	**17**	31	35	4	6	7	11	6	9	8	9	0	7	0	17	7	6	4
	9.7%	**5.1%**	8.7%	9.0%	3.6%	3.9%	11.1%	6.0%	4.2%	4.4%	7.0%	5.6%	0.0%	5.3%	0.0%	6.0%	4.1%	6.3%	7.1%
Significantly different from column:*		**AD**																	

NA - Not applicable

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

Mercy Care

4994000

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

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	**334**	357	390	53	233	45	7	122	6	224	76	29	217	67	45
Number missing or multiple answer	32	**2**	0	2	1	1	0	0	0	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	6,322	**332**	357	388	52	232	45	7	122	6	223	75	29	216	66	45
	99.5%	**99.4%**	100.0%	99.5%	98.1%	99.6%	100.0%	100.0%	100.0%	100.0%	99.6%	98.7%	100.0%	99.5%	98.5%	100.0%
Yes	5,708	**315**	326	353	49	220	43	6	117	6	212	72	26	205	64	41
	90.3%	**94.9%**	91.3%	91.0%	94.2%	94.8%	95.6%	85.7%	95.9%	100.0%	95.1%	96.0%	89.7%	94.9%	97.0%	91.1%
No	614	**17**	31	35	3	12	2	1	5	0	11	3	3	11	2	4
	9.7%	**5.1%**	8.7%	9.0%	5.8%	5.2%	4.4%	14.3%	4.1%	0.0%	4.9%	4.0%	10.3%	5.1%	3.0%	8.9%
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

4994000

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

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 (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	**334**	357	390	112	153	63	185	144	205	117	162	19	132	39	285	170	95	57
Number missing or multiple answer	40	**5**	1	2	2	2	1	4	1	2	1	1	2	2	0	3	3	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	6,314	**329**	356	388	110	151	62	181	143	203	116	161	17	130	39	282	167	95	55
	99.4%	**98.5%**	99.7%	99.5%	98.2%	98.7%	98.4%	97.8%	99.3%	99.0%	99.1%	99.4%	89.5%	98.5%	100.0%	98.9%	98.2%	100.0%	96.5%
Yes	2,945	**185**	202	216	55	91	37	110	73	112	67	96	6	74	25	157	93	50	37
	46.6%	**56.2%**	56.7%	55.7%	50.0%	60.3%	59.7%	60.8%	51.0%	55.2%	57.8%	59.6%	35.3%	56.9%	64.1%	55.7%	55.7%	52.6%	67.3%
No	3,369	**144**	154	172	55	60	25	71	70	91	49	65	11	56	14	125	74	45	18
	53.4%	**43.8%**	43.3%	44.3%	50.0%	39.7%	40.3%	39.2%	49.0%	44.8%	42.2%	40.4%	64.7%	43.1%	35.9%	44.3%	44.3%	47.4%	32.7%
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

4994000

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

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
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	6,354	**334**	357	390	53	233	45	7	122	6	224	76	29	217	67	45
Number missing or multiple answer	40	**5**	1	2	2	3	0	0	1	0	4	1	0	3	0	2
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,314	**329**	356	388	51	230	45	7	121	6	220	75	29	214	67	43
	99.4%	**98.5%**	99.7%	99.5%	96.2%	98.7%	100.0%	100.0%	99.2%	100.0%	98.2%	98.7%	100.0%	98.6%	100.0%	95.6%
Yes	2,945	**185**	202	216	23	122	39	3	100	6	111	49	23	111	38	34
	46.6%	**56.2%**	56.7%	55.7%	45.1%	53.0%	86.7%	42.9%	82.6%	100.0%	50.5%	65.3%	79.3%	51.9%	56.7%	79.1%
No	3,369	**144**	154	172	28	108	6	4	21	0	109	26	6	103	29	9
	53.4%	**43.8%**	43.3%	44.3%	54.9%	47.0%	13.3%	57.1%	17.4%	0.0%	49.5%	34.7%	20.7%	48.1%	43.3%	20.9%
Significantly different from column:*	[redacted]		[redacted]		G	G	EF				LM	K	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

4994000

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

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	**185**	202	216	55	91	37	110	73	112	67	96	6	74	25	157	93	50	37
Number missing or multiple answer	31	**1**	2	2	1	0	0	0	1	1	0	1	0	0	0	1	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,914	**184**	200	214	54	91	37	110	72	111	67	95	6	74	25	156	93	49	37
	98.9%	**99.5%**	99.0%	99.1%	98.2%	100.0%	100.0%	100.0%	98.6%	99.1%	100.0%	99.0%	100.0%	100.0%	100.0%	99.4%	100.0%	98.0%	100.0%
Never	127	**6**	9	7	0	6	0	5	1	3	3	4	0	2	0	6	2	3	1
	4.4%	**3.3%**	4.5%	3.3%	0.0%	6.6%	0.0%	4.5%	1.4%	2.7%	4.5%	4.2%	0.0%	2.7%	0.0%	3.8%	2.2%	6.1%	2.7%
Sometimes	326	**24**	24	24	9	10	5	14	10	13	11	13	1	9	4	20	11	8	5
	11.2%	**13.0%**	12.0%	11.2%	16.7%	11.0%	13.5%	12.7%	13.9%	11.7%	16.4%	13.7%	16.7%	12.2%	16.0%	12.8%	11.8%	16.3%	13.5%
Usually	683	**49**	58	58	14	21	14	31	18	31	16	29	2	17	4	45	22	18	8
	23.4%	**26.6%**	29.0%	27.1%	25.9%	23.1%	37.8%	28.2%	25.0%	27.9%	23.9%	30.5%	33.3%	23.0%	16.0%	28.8%	23.7%	36.7%	21.6%
Always	1,778	**105**	109	125	31	54	18	60	43	64	37	49	3	46	17	85	58	20	23
	61.0%	**57.1%**	54.5%	58.4%	57.4%	59.3%	48.6%	54.5%	59.7%	57.7%	55.2%	51.6%	50.0%	62.2%	68.0%	54.5%	62.4%	40.8%	62.2%
Significantly different from column:*																	R	QS	R
Usually or Always	2,461	**154**	167	183	45	75	32	91	61	95	53	78	5	63	21	130	80	38	31
	84.5%	**83.7%**	83.5%	85.5%	83.3%	82.4%	86.5%	82.7%	84.7%	85.6%	79.1%	82.1%	83.3%	85.1%	84.0%	83.3%	86.0%	77.6%	83.8%
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

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
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	2,945	**185**	202	216	23	122	39	3	100	6	111	49	23	111	38	34
Number missing or multiple answer	31	**1**	2	2	1	0	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	2,914	**184**	200	214	22	122	39	3	100	6	110	49	23	110	38	34
	98.9%	**99.5%**	99.0%	99.1%	95.7%	100.0%	100.0%	100.0%	100.0%	100.0%	99.1%	100.0%	100.0%	99.1%	100.0%	100.0%
Never	127	**6**	9	7	2	3	1	0	4	0	2	3	1	4	2	0
	4.4%	**3.3%**	4.5%	3.3%	9.1%	2.5%	2.6%	0.0%	4.0%	0.0%	1.8%	6.1%	4.3%	3.6%	5.3%	0.0%
Sometimes	326	**24**	24	24	4	13	7	1	13	0	14	8	2	16	3	5
	11.2%	**13.0%**	12.0%	11.2%	18.2%	10.7%	17.9%	33.3%	13.0%	0.0%	12.7%	16.3%	8.7%	14.5%	7.9%	14.7%
Usually	683	**49**	58	58	2	36	10	1	27	2	27	15	7	25	11	13
	23.4%	**26.6%**	29.0%	27.1%	9.1%	29.5%	25.6%	33.3%	27.0%	33.3%	24.5%	30.6%	30.4%	22.7%	28.9%	38.2%
Always	1,778	**105**	109	125	14	70	21	1	56	4	67	23	13	65	22	16
	61.0%	**57.1%**	54.5%	58.4%	63.6%	57.4%	53.8%	33.3%	56.0%	66.7%	60.9%	46.9%	56.5%	59.1%	57.9%	47.1%
Significantly different from column:*																
Usually or Always	2,461	**154**	167	183	16	106	31	2	83	6	94	38	20	90	33	29
	84.5%	**83.7%**	83.5%	85.5%	72.7%	86.9%	79.5%	66.7%	83.0%	100.0%	85.5%	77.6%	87.0%	81.8%	86.8%	85.3%
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

4994000

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 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	**452**	486	533	132	205	105	251	193	274	160	211	30	180	53	383	236	121	75
Number missing or multiple answer	117	**2**	9	6	0	1	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	8,610	**450**	477	527	132	204	104	250	192	272	160	211	30	178	53	381	234	121	75
	98.7%	**99.6%**	98.1%	98.9%	100.0%	99.5%	99.0%	99.6%	99.5%	99.3%	100.0%	100.0%	100.0%	98.9%	100.0%	99.5%	99.2%	100.0%	100.0%
0 Worst personal doctor possible	29	**1**	2	1	0	0	1	1	0	1	0	1	0	0	0	1	1	0	0
	0.3%	**0.2%**	0.4%	0.2%	0.0%	0.0%	1.0%	0.4%	0.0%	0.4%	0.0%	0.5%	0.0%	0.0%	0.0%	0.3%	0.4%	0.0%	0.0%
1	16	**1**	1	0	0	1	0	0	1	1	0	0	0	1	0	1	0	0	1
	0.2%	**0.2%**	0.2%	0.0%	0.0%	0.5%	0.0%	0.0%	0.5%	0.4%	0.0%	0.0%	0.0%	0.6%	0.0%	0.3%	0.0%	0.0%	1.3%
2	15	**1**	0	1	0	0	1	0	1	0	1	1	0	0	0	1	0	1	0
	0.2%	**0.2%**	0.0%	0.2%	0.0%	0.0%	1.0%	0.0%	0.5%	0.0%	0.6%	0.5%	0.0%	0.0%	0.0%	0.3%	0.0%	0.8%	0.0%
3	29	**2**	0	2	1	1	0	2	0	2	0	1	0	1	0	2	1	0	1
	0.3%	**0.4%**	0.0%	0.4%	0.8%	0.5%	0.0%	0.8%	0.0%	0.7%	0.0%	0.5%	0.0%	0.6%	0.0%	0.5%	0.4%	0.0%	1.3%
4	32	**0**	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	**0.0%**	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%
5	150	**7**	11	9	1	3	3	5	2	3	4	3	0	4	1	6	4	1	2
	1.7%	**1.6%**	2.3%	1.7%	0.8%	1.5%	2.9%	2.0%	1.0%	1.1%	2.5%	1.4%	0.0%	2.2%	1.9%	1.6%	1.7%	0.8%	2.7%
6	142	**4**	9	8	3	1	0	2	2	1	3	0	0	3	1	2	2	1	0
	1.6%	**0.9%**	1.9%	1.5%	2.3%	0.5%	0.0%	0.8%	1.0%	0.4%	1.9%	0.0%	0.0%	1.7%	1.9%	0.5%	0.9%	0.8%	0.0%
7	415	**18**	22	28	5	8	5	11	7	10	7	14	0	4	2	16	6	8	4
	4.8%	**4.0%**	4.6%	5.3%	3.8%	3.9%	4.8%	4.4%	3.6%	3.7%	4.4%	6.6%	0.0%	2.2%	3.8%	4.2%	2.6%	6.6%	5.3%
8	1,049	**66**	56	69	14	29	23	40	26	33	31	38	6	19	11	53	35	18	11
	12.2%	**14.7%**	11.7%	13.1%	10.6%	14.2%	22.1%	16.0%	13.5%	12.1%	19.4%	18.0%	20.0%	10.7%	20.8%	13.9%	15.0%	14.9%	14.7%
9	1,316	**71**	80	77	23	33	12	36	33	45	22	36	3	26	6	63	34	23	12
	15.3%	**15.8%**	16.8%	14.6%	17.4%	16.2%	11.5%	14.4%	17.2%	16.5%	13.8%	17.1%	10.0%	14.6%	11.3%	16.5%	14.5%	19.0%	16.0%
10 Best personal doctor possible	5,417	**279**	294	332	85	128	59	153	120	176	92	117	21	120	32	236	151	69	44
	62.9%	**62.0%**	61.6%	63.0%	64.4%	62.7%	56.7%	61.2%	62.5%	64.7%	57.5%	55.5%	70.0%	67.4%	60.4%	61.9%	64.5%	57.0%	58.7%

NA - Not applicable

Mercy Care

4994000

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	**452**	486	533	130	263	54	9	149	8	315	92	38	296	91	58
Number missing or multiple answer	117	**2**	9	6	0	2	0	0	0	0	2	0	0	1	0	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,610	**450**	477	527	130	261	54	9	149	8	313	92	38	295	91	57
	98.7%	**99.6%**	98.1%	98.9%	100.0%	99.2%	100.0%	100.0%	100.0%	100.0%	99.4%	100.0%	100.0%	99.7%	100.0%	98.3%
0 Worst personal doctor possible	29	**1**	2	1	0	1	0	0	0	0	1	0	0	0	0	1
	0.3%	**0.2%**	0.4%	0.2%	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	1.8%
1	16	**1**	1	0	1	0	0	0	1	0	0	1	0	1	0	0
	0.2%	**0.2%**	0.2%	0.0%	0.8%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	1.1%	0.0%	0.3%	0.0%	0.0%
2	15	**1**	0	1	0	0	1	0	0	0	0	0	1	1	0	0
	0.2%	**0.2%**	0.0%	0.2%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	0.3%	0.0%	0.0%
3	29	**2**	0	2	1	1	0	0	0	0	2	0	0	2	0	0
	0.3%	**0.4%**	0.0%	0.4%	0.8%	0.4%	0.0%	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%	0.7%	0.0%	0.0%
4	32	**0**	2	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	**0.0%**	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%
5	150	**7**	11	9	3	3	1	0	2	1	3	3	1	3	2	2
	1.7%	**1.6%**	2.3%	1.7%	2.3%	1.1%	1.9%	0.0%	1.3%	12.5%	1.0%	3.3%	2.6%	1.0%	2.2%	3.5%
6	142	**4**	9	8	4	0	0	0	1	0	2	2	0	3	1	0
	1.6%	**0.9%**	1.9%	1.5%	3.1%	0.0%	0.0%	0.0%	0.7%	0.0%	0.6%	2.2%	0.0%	1.0%	1.1%	0.0%
7	415	**18**	22	28	5	11	2	1	5	1	11	4	3	9	2	7
	4.8%	**4.0%**	4.6%	5.3%	3.8%	4.2%	3.7%	11.1%	3.4%	12.5%	3.5%	4.3%	7.9%	3.1%	2.2%	12.3%
8	1,049	**66**	56	69	20	37	8	2	26	0	36	20	10	37	17	12
	12.2%	**14.7%**	11.7%	13.1%	15.4%	14.2%	14.8%	22.2%	17.4%	0.0%	11.5%	21.7%	26.3%	12.5%	18.7%	21.1%
9	1,316	**71**	80	77	13	46	10	1	20	0	46	19	4	45	15	9
	15.3%	**15.8%**	16.8%	14.6%	10.0%	17.6%	18.5%	11.1%	13.4%	0.0%	14.7%	20.7%	10.5%	15.3%	16.5%	15.8%
10 Best personal doctor possible	5,417	**279**	294	332	83	162	32	5	94	6	212	43	19	194	54	26
	62.9%	**62.0%**	61.6%	63.0%	63.8%	62.1%	59.3%	55.6%	63.1%	75.0%	67.7%	46.7%	50.0%	65.8%	59.3%	45.6%

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

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	**452**	486	533	132	205	105	251	193	274	160	211	30	180	53	383	236	121	75
Number missing or multiple answer	117	**2**	9	6	0	1	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	8,610	**450**	477	527	132	204	104	250	192	272	160	211	30	178	53	381	234	121	75
	98.7%	**99.6%**	98.1%	98.9%	100.0%	99.5%	99.0%	99.6%	99.5%	99.3%	100.0%	100.0%	100.0%	98.9%	100.0%	99.5%	99.2%	100.0%	100.0%
0 to 4	121	**5**	5	4	1	2	2	3	2	4	1	3	0	2	0	5	2	1	2
	1.4%	**1.1%**	1.0%	0.8%	0.8%	1.0%	1.9%	1.2%	1.0%	1.5%	0.6%	1.4%	0.0%	1.1%	0.0%	1.3%	0.9%	0.8%	2.7%
5	150	**7**	11	9	1	3	3	5	2	3	4	3	0	4	1	6	4	1	2
	1.7%	**1.6%**	2.3%	1.7%	0.8%	1.5%	2.9%	2.0%	1.0%	1.1%	2.5%	1.4%	0.0%	2.2%	1.9%	1.6%	1.7%	0.8%	2.7%
6 to 7	557	**22**	31	36	8	9	5	13	9	11	10	14	0	7	3	18	8	9	4
	6.5%	**4.9%**	6.5%	6.8%	6.1%	4.4%	4.8%	5.2%	4.7%	4.0%	6.3%	6.6%	0.0%	3.9%	5.7%	4.7%	3.4%	7.4%	5.3%
8 to 10	7,782	**416**	430	478	122	190	94	229	179	254	145	191	30	165	49	352	220	110	67
	90.4%	**92.4%**	90.1%	90.7%	92.4%	93.1%	90.4%	91.6%	93.2%	93.4%	90.6%	90.5%	100.0%	92.7%	92.5%	92.4%	94.0%	90.9%	89.3%
Significantly different from column:*																			
0 to 6	413	**16**	25	21	5	6	5	10	6	8	8	6	0	9	2	13	8	3	4
	4.8%	**3.6%**	5.2%	4.0%	3.8%	2.9%	4.8%	4.0%	3.1%	2.9%	5.0%	2.8%	0.0%	5.1%	3.8%	3.4%	3.4%	2.5%	5.3%
7 to 8	1,464	**84**	78	97	19	37	28	51	33	43	38	52	6	23	13	69	41	26	15
	17.0%	**18.7%**	16.4%	18.4%	14.4%	18.1%	26.9%	20.4%	17.2%	15.8%	23.8%	24.6%	20.0%	12.9%	24.5%	18.1%	17.5%	21.5%	20.0%
9 to 10	6,733	**350**	374	409	108	161	71	189	153	221	114	153	24	146	38	299	185	92	56
	78.2%	**77.8%**	78.4%	77.6%	81.8%	78.9%	68.3%	75.6%	79.7%	81.3%	71.3%	72.5%	80.0%	82.0%	71.7%	78.5%	79.1%	76.0%	74.7%
Significantly different from column:*					G	G	EF			K	J	N		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

4994000

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	**452**	486	533	130	263	54	9	149	8	315	92	38	296	91	58
Number missing or multiple answer	117	**2**	9	6	0	2	0	0	0	0	2	0	0	1	0	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,610	**450**	477	527	130	261	54	9	149	8	313	92	38	295	91	57
	98.7%	**99.6%**	98.1%	98.9%	100.0%	99.2%	100.0%	100.0%	100.0%	100.0%	99.4%	100.0%	100.0%	99.7%	100.0%	98.3%
0 to 4	121	**5**	5	4	2	2	1	0	1	0	3	1	1	4	0	1
	1.4%	**1.1%**	1.0%	0.8%	1.5%	0.8%	1.9%	0.0%	0.7%	0.0%	1.0%	1.1%	2.6%	1.4%	0.0%	1.8%
5	150	**7**	11	9	3	3	1	0	2	1	3	3	1	3	2	2
	1.7%	**1.6%**	2.3%	1.7%	2.3%	1.1%	1.9%	0.0%	1.3%	12.5%	1.0%	3.3%	2.6%	1.0%	2.2%	3.5%
6 to 7	557	**22**	31	36	9	11	2	1	6	1	13	6	3	12	3	7
	6.5%	**4.9%**	6.5%	6.8%	6.9%	4.2%	3.7%	11.1%	4.0%	12.5%	4.2%	6.5%	7.9%	4.1%	3.3%	12.3%
8 to 10	7,782	**416**	430	478	116	245	50	8	140	6	294	82	33	276	86	47
	90.4%	**92.4%**	90.1%	90.7%	89.2%	93.9%	92.6%	88.9%	94.0%	75.0%	93.9%	89.1%	86.8%	93.6%	94.5%	82.5%
Significantly different from column:*															P	O
0 to 6	413	**16**	25	21	9	5	2	0	4	1	8	6	2	10	3	3
	4.8%	**3.6%**	5.2%	4.0%	6.9%	1.9%	3.7%	0.0%	2.7%	12.5%	2.6%	6.5%	5.3%	3.4%	3.3%	5.3%
7 to 8	1,464	**84**	78	97	25	48	10	3	31	1	47	24	13	46	19	19
	17.0%	**18.7%**	16.4%	18.4%	19.2%	18.4%	18.5%	33.3%	20.8%	12.5%	15.0%	26.1%	34.2%	15.6%	20.9%	33.3%
9 to 10	6,733	**350**	374	409	96	208	42	6	114	6	258	62	23	239	69	35
	78.2%	**77.8%**	78.4%	77.6%	73.8%	79.7%	77.8%	66.7%	76.5%	75.0%	82.4%	67.4%	60.5%	81.0%	75.8%	61.4%
Significantly different from column:*											LM	K	K	P		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

4994000

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

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
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	10,339	**522**	555	610	154	226	130	289	222	316	183	238	37	210	65	436	279	129	88
Number missing or multiple answer	54	**3**	5	4	2	0	1	1	2	3	0	0	0	3	0	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	10,285	**519**	550	606	152	226	129	288	220	313	183	238	37	207	65	433	276	129	88
	99.5%	**99.4%**	99.1%	99.3%	98.7%	100.0%	99.2%	99.7%	99.1%	99.1%	100.0%	100.0%	100.0%	98.6%	100.0%	99.3%	98.9%	100.0%	100.0%
Yes	2,431	**183**	197	204	41	85	52	107	71	102	70	93	9	66	23	153	84	51	39
	23.6%	**35.3%**	35.8%	33.7%	27.0%	37.6%	40.3%	37.2%	32.3%	32.6%	38.3%	39.1%	24.3%	31.9%	35.4%	35.3%	30.4%	39.5%	44.3%
No	7,854	**336**	353	402	111	141	77	181	149	211	113	145	28	141	42	280	192	78	49
	76.4%	**64.7%**	64.2%	66.3%	73.0%	62.4%	59.7%	62.8%	67.7%	67.4%	61.7%	60.9%	75.7%	68.1%	64.6%	64.7%	69.6%	60.5%	55.7%
Significantly different from column:*		**A**			FG	E	E										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

4994000

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

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
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	10,339	**522**	555	610	163	295	57	9	165	8	367	107	40	340	111	63
Number missing or multiple answer	54	**3**	5	4	0	2	1	0	0	0	3	0	0	2	0	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	10,285	**519**	550	606	163	293	56	9	165	8	364	107	40	338	111	62
	99.5%	**99.4%**	99.1%	99.3%	100.0%	99.3%	98.2%	100.0%	100.0%	100.0%	99.2%	100.0%	100.0%	99.4%	100.0%	98.4%
Yes	2,431	**183**	197	204	34	109	38	9	165	8	103	50	27	99	44	37
	23.6%	**35.3%**	35.8%	33.7%	20.9%	37.2%	67.9%	100.0%	100.0%	100.0%	28.3%	46.7%	67.5%	29.3%	39.6%	59.7%
No	7,854	**336**	353	402	129	184	18	0	0	0	261	57	13	239	67	25
	76.4%	**64.7%**	64.2%	66.3%	79.1%	62.8%	32.1%	0.0%	0.0%	0.0%	71.7%	53.3%	32.5%	70.7%	60.4%	40.3%
Significantly different from column:*					FG	EG	EF				LM	KM	KL	OP	NP	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

4994000

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

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	**183**	197	204	41	85	52	107	71	102	70	93	9	66	23	153	84	51	39
Number missing or multiple answer	27	**0**	3	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	**183**	194	202	41	85	52	107	71	102	70	93	9	66	23	153	84	51	39
	98.9%	**100.0%**	98.5%	99.0%	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%	100.0%
Never	111	**7**	14	17	2	3	2	4	3	2	5	5	0	2	0	7	3	1	3
	4.6%	**3.8%**	7.2%	8.4%	4.9%	3.5%	3.8%	3.7%	4.2%	2.0%	7.1%	5.4%	0.0%	3.0%	0.0%	4.6%	3.6%	2.0%	7.7%
Sometimes	398	**30**	47	36	6	15	8	20	9	13	16	15	0	12	5	24	11	9	8
	16.6%	**16.4%**	24.2%	17.8%	14.6%	17.6%	15.4%	18.7%	12.7%	12.7%	22.9%	16.1%	0.0%	18.2%	21.7%	15.7%	13.1%	17.6%	20.5%
Usually	554	**50**	53	47	12	21	16	31	18	29	19	27	3	18	5	43	21	17	10
	23.0%	**27.3%**	27.3%	23.3%	29.3%	24.7%	30.8%	29.0%	25.4%	28.4%	27.1%	29.0%	33.3%	27.3%	21.7%	28.1%	25.0%	33.3%	25.6%
Always	1,341	**96**	80	102	21	46	26	52	41	58	30	46	6	34	13	79	49	24	18
	55.8%	**52.5%**	41.2%	50.5%	51.2%	54.1%	50.0%	48.6%	57.7%	56.9%	42.9%	49.5%	66.7%	51.5%	56.5%	51.6%	58.3%	47.1%	46.2%
Significantly different from column:*		**C**																	
Usually or Always	1,895	**146**	133	149	33	67	42	83	59	87	49	73	9	52	18	122	70	41	28
	78.8%	**79.8%**	68.6%	73.8%	80.5%	78.8%	80.8%	77.6%	83.1%	85.3%	70.0%	78.5%	100.0%	78.8%	78.3%	79.7%	83.3%	80.4%	71.8%
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

4994000

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

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	**183**	197	204	34	109	38	9	165	8	103	50	27	99	44	37
Number missing or multiple answer	27	**0**	3	2	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	2,404	**183**	194	202	34	109	38	9	165	8	103	50	27	99	44	37
	98.9%	**100.0%**	98.5%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	111	**7**	14	17	1	4	2	2	5	0	3	1	3	2	0	5
	4.6%	**3.8%**	7.2%	8.4%	2.9%	3.7%	5.3%	22.2%	3.0%	0.0%	2.9%	2.0%	11.1%	2.0%	0.0%	13.5%
Sometimes	398	**30**	47	36	5	18	7	0	27	3	16	10	4	15	10	5
	16.6%	**16.4%**	24.2%	17.8%	14.7%	16.5%	18.4%	0.0%	16.4%	37.5%	15.5%	20.0%	14.8%	15.2%	22.7%	13.5%
Usually	554	**50**	53	47	9	26	14	4	43	2	25	16	9	30	9	11
	23.0%	**27.3%**	27.3%	23.3%	26.5%	23.9%	36.8%	44.4%	26.1%	25.0%	24.3%	32.0%	33.3%	30.3%	20.5%	29.7%
Always	1,341	**96**	80	102	19	61	15	3	90	3	59	23	11	52	25	16
	55.8%	**52.5%**	41.2%	50.5%	55.9%	56.0%	39.5%	33.3%	54.5%	37.5%	57.3%	46.0%	40.7%	52.5%	56.8%	43.2%
Significantly different from column:*		**C**														
Usually or Always	1,895	**146**	133	149	28	87	29	7	133	5	84	39	20	82	34	27
	78.8%	**79.8%**	68.6%	73.8%	82.4%	79.8%	76.3%	77.8%	80.6%	62.5%	81.6%	78.0%	74.1%	82.8%	77.3%	73.0%
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

4994000

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

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
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	2,431	**183**	197	204	41	85	52	107	71	102	70	93	9	66	23	153	84	51	39
Number missing or multiple answer	37	**1**	5	4	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	2,394	**182**	192	200	41	84	52	106	71	102	69	93	9	65	23	152	84	50	39
	98.5%	**99.5%**	97.5%	98.0%	100.0%	98.8%	100.0%	99.1%	100.0%	100.0%	98.6%	100.0%	100.0%	98.5%	100.0%	99.3%	100.0%	98.0%	100.0%
None	162	**9**	8	10	2	3	4	6	3	4	4	7	0	1	0	9	6	2	1
	6.8%	**4.9%**	4.2%	5.0%	4.9%	3.6%	7.7%	5.7%	4.2%	3.9%	5.8%	7.5%	0.0%	1.5%	0.0%	5.9%	7.1%	4.0%	2.6%
1 specialist	1,370	**96**	103	109	20	44	29	55	38	58	33	43	8	35	16	75	45	24	20
	57.2%	**52.7%**	53.6%	54.5%	48.8%	52.4%	55.8%	51.9%	53.5%	56.9%	47.8%	46.2%	88.9%	53.8%	69.6%	49.3%	53.6%	48.0%	51.3%
2	523	**37**	43	46	11	13	12	19	17	24	9	20	0	14	3	33	18	12	6
	21.8%	**20.3%**	22.4%	23.0%	26.8%	15.5%	23.1%	17.9%	23.9%	23.5%	13.0%	21.5%	0.0%	21.5%	13.0%	21.7%	21.4%	24.0%	15.4%
3	184	**20**	21	12	5	11	3	10	9	8	11	11	0	8	1	18	10	4	5
	7.7%	**11.0%**	10.9%	6.0%	12.2%	13.1%	5.8%	9.4%	12.7%	7.8%	15.9%	11.8%	0.0%	12.3%	4.3%	11.8%	11.9%	8.0%	12.8%
4	74	**12**	3	9	1	8	3	9	3	5	7	9	0	3	1	11	3	6	3
	3.1%	**6.6%**	1.6%	4.5%	2.4%	9.5%	5.8%	8.5%	4.2%	4.9%	10.1%	9.7%	0.0%	4.6%	4.3%	7.2%	3.6%	12.0%	7.7%
5 or more specialists	81	**8**	14	14	2	5	1	7	1	3	5	3	1	4	2	6	2	2	4
	3.4%	**4.4%**	7.3%	7.0%	4.9%	6.0%	1.9%	6.6%	1.4%	2.9%	7.2%	3.2%	11.1%	6.2%	8.7%	3.9%	2.4%	4.0%	10.3%
3 or more specialists	339	**40**	38	35	8	24	7	26	13	16	23	23	1	15	4	35	15	12	12
	14.2%	**22.0%**	19.8%	17.5%	19.5%	28.6%	13.5%	24.5%	18.3%	15.7%	33.3%	24.7%	11.1%	23.1%	17.4%	23.0%	17.9%	24.0%	30.8%
Significantly different from column:*		**A**				G	F			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

4994000

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

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	**183**	197	204	34	109	38	9	165	8	103	50	27	99	44	37
Number missing or multiple answer	37	**1**	5	4	0	0	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	2,394	**182**	192	200	34	109	38	9	165	8	102	50	27	98	44	37
	98.5%	**99.5%**	97.5%	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.0%	100.0%	100.0%	99.0%	100.0%	100.0%
None	162	**9**	8	10	3	4	2	9	0	0	6	2	1	6	0	3
	6.8%	**4.9%**	4.2%	5.0%	8.8%	3.7%	5.3%	100.0%	0.0%	0.0%	5.9%	4.0%	3.7%	6.1%	0.0%	8.1%
1 specialist	1,370	**96**	103	109	20	64	12	0	96	0	52	27	15	57	22	15
	57.2%	**52.7%**	53.6%	54.5%	58.8%	58.7%	31.6%	0.0%	58.2%	0.0%	51.0%	54.0%	55.6%	58.2%	50.0%	40.5%
2	523	**37**	43	46	10	19	8	0	37	0	26	8	3	20	8	9
	21.8%	**20.3%**	22.4%	23.0%	29.4%	17.4%	21.1%	0.0%	22.4%	0.0%	25.5%	16.0%	11.1%	20.4%	18.2%	24.3%
3	184	**20**	21	12	0	11	8	0	20	0	12	7	0	10	6	3
	7.7%	**11.0%**	10.9%	6.0%	0.0%	10.1%	21.1%	0.0%	12.1%	0.0%	11.8%	14.0%	0.0%	10.2%	13.6%	8.1%
4	74	**12**	3	9	1	7	4	0	12	0	5	3	4	3	6	3
	3.1%	**6.6%**	1.6%	4.5%	2.9%	6.4%	10.5%	0.0%	7.3%	0.0%	4.9%	6.0%	14.8%	3.1%	13.6%	8.1%
5 or more specialists	81	**8**	14	14	0	4	4	0	0	8	1	3	4	2	2	4
	3.4%	**4.4%**	7.3%	7.0%	0.0%	3.7%	10.5%	0.0%	0.0%	100.0%	1.0%	6.0%	14.8%	2.0%	4.5%	10.8%
3 or more specialists	339	**40**	38	35	1	22	16	0	32	8	18	13	8	15	14	10
	14.2%	**22.0%**	19.8%	17.5%	2.9%	20.2%	42.1%	0.0%	19.4%	100.0%	17.6%	26.0%	29.6%	15.3%	31.8%	27.0%
Significantly different from column:*					FG	EG	EF							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

4994000

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 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	**173**	184	190	39	81	48	100	68	98	65	86	9	64	23	143	78	48	38
Number missing or multiple answer	16	**2**	1	5	0	1	1	2	0	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	2,216	**171**	183	185	39	80	47	98	68	97	64	85	9	63	23	141	77	47	38
	99.3%	**98.8%**	99.5%	97.4%	100.0%	98.8%	97.9%	98.0%	100.0%	99.0%	98.5%	98.8%	100.0%	98.4%	100.0%	98.6%	98.7%	97.9%	100.0%
0 Worst specialist possible	14	**1**	1	0	0	0	1	1	0	0	1	0	1	0	0	1	1	0	0
	0.6%	**0.6%**	0.5%	0.0%	0.0%	0.0%	2.1%	1.0%	0.0%	0.0%	1.6%	0.0%	11.1%	0.0%	0.0%	0.7%	1.3%	0.0%	0.0%
1	9	**3**	0	0	1	1	1	2	1	2	1	2	0	1	0	3	1	0	2
	0.4%	**1.8%**	0.0%	0.0%	2.6%	1.3%	2.1%	2.0%	1.5%	2.1%	1.6%	2.4%	0.0%	1.6%	0.0%	2.1%	1.3%	0.0%	5.3%
2	8	**1**	1	0	0	1	0	1	0	0	1	1	0	0	0	1	0	0	1
	0.4%	**0.6%**	0.5%	0.0%	0.0%	1.3%	0.0%	1.0%	0.0%	0.0%	1.6%	1.2%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	2.6%
3	9	**2**	2	1	0	1	1	2	0	1	1	1	0	1	0	2	1	0	1
	0.4%	**1.2%**	1.1%	0.5%	0.0%	1.3%	2.1%	2.0%	0.0%	1.0%	1.6%	1.2%	0.0%	1.6%	0.0%	1.4%	1.3%	0.0%	2.6%
4	15	**2**	1	3	0	0	2	1	1	0	2	2	0	0	0	2	0	0	2
	0.7%	**1.2%**	0.5%	1.6%	0.0%	0.0%	4.3%	1.0%	1.5%	0.0%	3.1%	2.4%	0.0%	0.0%	0.0%	1.4%	0.0%	0.0%	5.3%
5	54	**1**	5	5	1	0	0	1	0	1	0	0	1	0	0	1	0	1	0
	2.4%	**0.6%**	2.7%	2.7%	2.6%	0.0%	0.0%	1.0%	0.0%	1.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.7%	0.0%	2.1%	0.0%
6	57	**2**	2	5	0	2	0	2	0	1	1	2	0	0	0	2	0	1	1
	2.6%	**1.2%**	1.1%	2.7%	0.0%	2.5%	0.0%	2.0%	0.0%	1.0%	1.6%	2.4%	0.0%	0.0%	0.0%	1.4%	0.0%	2.1%	2.6%
7	144	**5**	16	8	1	1	3	4	1	3	2	3	0	2	0	5	2	2	1
	6.5%	**2.9%**	8.7%	4.3%	2.6%	1.3%	6.4%	4.1%	1.5%	3.1%	3.1%	3.5%	0.0%	3.2%	0.0%	3.5%	2.6%	4.3%	2.6%
8	292	**25**	26	25	7	11	6	15	9	8	14	8	3	11	4	19	10	9	4
	13.2%	**14.6%**	14.2%	13.5%	17.9%	13.8%	12.8%	15.3%	13.2%	8.2%	21.9%	9.4%	33.3%	17.5%	17.4%	13.5%	13.0%	19.1%	10.5%
9	335	**30**	31	29	5	12	13	16	14	15	14	21	0	7	5	25	12	7	9
	15.1%	**17.5%**	16.9%	15.7%	12.8%	15.0%	27.7%	16.3%	20.6%	15.5%	21.9%	24.7%	0.0%	11.1%	21.7%	17.7%	15.6%	14.9%	23.7%
10 Best specialist possible	1,279	**99**	98	109	24	51	20	53	42	66	27	45	4	41	14	80	50	27	17
	57.7%	**57.9%**	53.6%	58.9%	61.5%	63.8%	42.6%	54.1%	61.8%	68.0%	42.2%	52.9%	44.4%	65.1%	60.9%	56.7%	64.9%	57.4%	44.7%

NA - Not applicable

Mercy Care

4994000

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
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	2,232	**173**	184	190	31	105	36	0	165	8	96	48	26	92	44	34
Number missing or multiple answer	16	**2**	1	5	1	1	0	0	2	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	2,216	**171**	183	185	30	104	36	0	163	8	94	48	26	90	44	34
	99.3%	**98.8%**	99.5%	97.4%	96.8%	99.0%	100.0%	---	98.8%	100.0%	97.9%	100.0%	100.0%	97.8%	100.0%	100.0%
0 Worst specialist possible	14	**1**	1	0	1	0	0	0	1	0	1	0	0	0	1	0
	0.6%	**0.6%**	0.5%	0.0%	3.3%	0.0%	0.0%	---	0.6%	0.0%	1.1%	0.0%	0.0%	0.0%	2.3%	0.0%
1	9	**3**	0	0	1	2	0	0	3	0	2	1	0	1	1	1
	0.4%	**1.8%**	0.0%	0.0%	3.3%	1.9%	0.0%	---	1.8%	0.0%	2.1%	2.1%	0.0%	1.1%	2.3%	2.9%
2	8	**1**	1	0	0	0	1	0	0	1	0	0	1	0	0	1
	0.4%	**0.6%**	0.5%	0.0%	0.0%	0.0%	2.8%	---	0.0%	12.5%	0.0%	0.0%	3.8%	0.0%	0.0%	2.9%
3	9	**2**	2	1	0	2	0	0	1	1	1	1	0	1	0	1
	0.4%	**1.2%**	1.1%	0.5%	0.0%	1.9%	0.0%	---	0.6%	12.5%	1.1%	2.1%	0.0%	1.1%	0.0%	2.9%
4	15	**2**	1	3	0	0	2	0	2	0	1	0	1	1	0	1
	0.7%	**1.2%**	0.5%	1.6%	0.0%	0.0%	5.6%	---	1.2%	0.0%	1.1%	0.0%	3.8%	1.1%	0.0%	2.9%
5	54	**1**	5	5	0	1	0	0	1	0	0	0	1	0	0	1
	2.4%	**0.6%**	2.7%	2.7%	0.0%	1.0%	0.0%	---	0.6%	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%	2.9%
6	57	**2**	2	5	0	2	0	0	2	0	1	1	0	1	0	1
	2.6%	**1.2%**	1.1%	2.7%	0.0%	1.9%	0.0%	---	1.2%	0.0%	1.1%	2.1%	0.0%	1.1%	0.0%	2.9%
7	144	**5**	16	8	0	5	0	0	5	0	2	2	1	3	2	0
	6.5%	**2.9%**	8.7%	4.3%	0.0%	4.8%	0.0%	---	3.1%	0.0%	2.1%	4.2%	3.8%	3.3%	4.5%	0.0%
8	292	**25**	26	25	5	14	6	0	22	3	10	9	5	11	8	5
	13.2%	**14.6%**	14.2%	13.5%	16.7%	13.5%	16.7%	---	13.5%	37.5%	10.6%	18.8%	19.2%	12.2%	18.2%	14.7%
9	335	**30**	31	29	2	17	10	0	29	1	12	12	6	15	11	4
	15.1%	**17.5%**	16.9%	15.7%	6.7%	16.3%	27.8%	---	17.8%	12.5%	12.8%	25.0%	23.1%	16.7%	25.0%	11.8%
10 Best specialist possible	1,279	**99**	98	109	21	61	17	0	97	2	64	22	11	57	21	19
	57.7%	**57.9%**	53.6%	58.9%	70.0%	58.7%	47.2%	---	59.5%	25.0%	68.1%	45.8%	42.3%	63.3%	47.7%	55.9%

NA - Not applicable

Mercy Care

4994000

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 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	**173**	184	190	39	81	48	100	68	98	65	86	9	64	23	143	78	48	38
Number missing or multiple answer	16	**2**	1	5	0	1	1	2	0	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	2,216	**171**	183	185	39	80	47	98	68	97	64	85	9	63	23	141	77	47	38
	99.3%	**98.8%**	99.5%	97.4%	100.0%	98.8%	97.9%	98.0%	100.0%	99.0%	98.5%	98.8%	100.0%	98.4%	100.0%	98.6%	98.7%	97.9%	100.0%
0 to 4	55	**9**	5	4	1	3	5	7	2	3	6	6	1	2	0	9	3	0	6
	2.5%	**5.3%**	2.7%	2.2%	2.6%	3.8%	10.6%	7.1%	2.9%	3.1%	9.4%	7.1%	11.1%	3.2%	0.0%	6.4%	3.9%	0.0%	15.8%
5	54	**1**	5	5	1	0	0	1	0	1	0	0	1	0	0	1	0	1	0
	2.4%	**0.6%**	2.7%	2.7%	2.6%	0.0%	0.0%	1.0%	0.0%	1.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.7%	0.0%	2.1%	0.0%
6 to 7	201	**7**	18	13	1	3	3	6	1	4	3	5	0	2	0	7	2	3	2
	9.1%	**4.1%**	9.8%	7.0%	2.6%	3.8%	6.4%	6.1%	1.5%	4.1%	4.7%	5.9%	0.0%	3.2%	0.0%	5.0%	2.6%	6.4%	5.3%
8 to 10	1,906	**154**	155	163	36	74	39	84	65	89	55	74	7	59	23	124	72	43	30
	86.0%	**90.1%**	84.7%	88.1%	92.3%	92.5%	83.0%	85.7%	95.6%	91.8%	85.9%	87.1%	77.8%	93.7%	100.0%	87.9%	93.5%	91.5%	78.9%
Significantly different from column:*								I	H										
0 to 6	166	**12**	12	14	2	5	5	10	2	5	7	8	2	2	0	12	3	2	7
	7.5%	**7.0%**	6.6%	7.6%	5.1%	6.3%	10.6%	10.2%	2.9%	5.2%	10.9%	9.4%	22.2%	3.2%	0.0%	8.5%	3.9%	4.3%	18.4%
7 to 8	436	**30**	42	33	8	12	9	19	10	11	16	11	3	13	4	24	12	11	5
	19.7%	**17.5%**	23.0%	17.8%	20.5%	15.0%	19.1%	19.4%	14.7%	11.3%	25.0%	12.9%	33.3%	20.6%	17.4%	17.0%	15.6%	23.4%	13.2%
9 to 10	1,614	**129**	129	138	29	63	33	69	56	81	41	66	4	48	19	105	62	34	26
	72.8%	**75.4%**	70.5%	74.6%	74.4%	78.8%	70.2%	70.4%	82.4%	83.5%	64.1%	77.6%	44.4%	76.2%	82.6%	74.5%	80.5%	72.3%	68.4%
Significantly different from column:*										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

4994000

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
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	2,232	**173**	184	190	31	105	36	0	165	8	96	48	26	92	44	34
Number missing or multiple answer	16	**2**	1	5	1	1	0	0	2	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	2,216	**171**	183	185	30	104	36	0	163	8	94	48	26	90	44	34
	99.3%	**98.8%**	99.5%	97.4%	96.8%	99.0%	100.0%	---	98.8%	100.0%	97.9%	100.0%	100.0%	97.8%	100.0%	100.0%
0 to 4	55	**9**	5	4	2	4	3	0	7	2	5	2	2	3	2	4
	2.5%	**5.3%**	2.7%	2.2%	6.7%	3.8%	8.3%	---	4.3%	25.0%	5.3%	4.2%	7.7%	3.3%	4.5%	11.8%
5	54	**1**	5	5	0	1	0	0	1	0	0	0	1	0	0	1
	2.4%	**0.6%**	2.7%	2.7%	0.0%	1.0%	0.0%	---	0.6%	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%	2.9%
6 to 7	201	**7**	18	13	0	7	0	0	7	0	3	3	1	4	2	1
	9.1%	**4.1%**	9.8%	7.0%	0.0%	6.7%	0.0%	---	4.3%	0.0%	3.2%	6.3%	3.8%	4.4%	4.5%	2.9%
8 to 10	1,906	**154**	155	163	28	92	33	0	148	6	86	43	22	83	40	28
	86.0%	**90.1%**	84.7%	88.1%	93.3%	88.5%	91.7%	---	90.8%	75.0%	91.5%	89.6%	84.6%	92.2%	90.9%	82.4%
Significantly different from column:*																
0 to 6	166	**12**	12	14	2	7	3	0	10	2	6	3	3	4	2	6
	7.5%	**7.0%**	6.6%	7.6%	6.7%	6.7%	8.3%	---	6.1%	25.0%	6.4%	6.3%	11.5%	4.4%	4.5%	17.6%
7 to 8	436	**30**	42	33	5	19	6	0	27	3	12	11	6	14	10	5
	19.7%	**17.5%**	23.0%	17.8%	16.7%	18.3%	16.7%	---	16.6%	37.5%	12.8%	22.9%	23.1%	15.6%	22.7%	14.7%
9 to 10	1,614	**129**	129	138	23	78	27	0	126	3	76	34	17	72	32	23
	72.8%	**75.4%**	70.5%	74.6%	76.7%	75.0%	75.0%	---	77.3%	37.5%	80.9%	70.8%	65.4%	80.0%	72.7%	67.6%
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

4994000

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

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	**522**	555	610	154	226	130	289	222	316	183	238	37	210	65	436	279	129	88
Number missing or multiple answer	168	**7**	8	13	1	1	2	4	0	2	1	0	0	3	0	3	4	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	**515**	547	597	153	225	128	285	222	314	182	238	37	207	65	433	275	129	88
	98.4%	**98.7%**	98.6%	97.9%	99.4%	99.6%	98.5%	98.6%	100.0%	99.4%	99.5%	100.0%	100.0%	98.6%	100.0%	99.3%	98.6%	100.0%	100.0%
Yes	2,996	**181**	188	207	63	73	42	102	76	122	54	82	13	78	20	156	106	38	28
	29.5%	**35.1%**	34.4%	34.7%	41.2%	32.4%	32.8%	35.8%	34.2%	38.9%	29.7%	34.5%	35.1%	37.7%	30.8%	36.0%	38.5%	29.5%	31.8%
No	7,175	**334**	359	390	90	152	86	183	146	192	128	156	24	129	45	277	169	91	60
	70.5%	**64.9%**	65.6%	65.3%	58.8%	67.6%	67.2%	64.2%	65.8%	61.1%	70.3%	65.5%	64.9%	62.3%	69.2%	64.0%	61.5%	70.5%	68.2%
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

4994000

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

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
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	10,339	**522**	555	610	163	295	57	9	165	8	367	107	40	340	111	63
Number missing or multiple answer	168	**7**	8	13	1	6	0	0	4	0	3	0	1	2	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	10,171	**515**	547	597	162	289	57	9	161	8	364	107	39	338	110	62
	98.4%	**98.7%**	98.6%	97.9%	99.4%	98.0%	100.0%	100.0%	97.6%	100.0%	99.2%	100.0%	97.5%	99.4%	99.1%	98.4%
Yes	2,996	**181**	188	207	42	112	25	1	73	3	131	34	14	118	46	15
	29.5%	**35.1%**	34.4%	34.7%	25.9%	38.8%	43.9%	11.1%	45.3%	37.5%	36.0%	31.8%	35.9%	34.9%	41.8%	24.2%
No	7,175	**334**	359	390	120	177	32	8	88	5	233	73	25	220	64	47
	70.5%	**64.9%**	65.6%	65.3%	74.1%	61.2%	56.1%	88.9%	54.7%	62.5%	64.0%	68.2%	64.1%	65.1%	58.2%	75.8%
Significantly different from column:*	[redacted]		[redacted]		FG	E	E								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

4994000

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

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	**181**	188	207	63	73	42	102	76	122	54	82	13	78	20	156	106	38	28
Number missing or multiple answer	26	**5**	2	6	0	3	1	2	2	3	1	2	0	2	1	3	4	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	2,970	**176**	186	201	63	70	41	100	74	119	53	80	13	76	19	153	102	38	28
	99.1%	**97.2%**	98.9%	97.1%	100.0%	95.9%	97.6%	98.0%	97.4%	97.5%	98.1%	97.6%	100.0%	97.4%	95.0%	98.1%	96.2%	100.0%	100.0%
Never	77	**2**	7	5	0	1	1	2	0	1	1	2	0	0	0	2	0	0	2
	2.6%	**1.1%**	3.8%	2.5%	0.0%	1.4%	2.4%	2.0%	0.0%	0.8%	1.9%	2.5%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	7.1%
Sometimes	432	**31**	28	34	10	15	6	20	11	20	11	15	2	13	5	26	14	7	8
	14.5%	**17.6%**	15.1%	16.9%	15.9%	21.4%	14.6%	20.0%	14.9%	16.8%	20.8%	18.8%	15.4%	17.1%	26.3%	17.0%	13.7%	18.4%	28.6%
Usually	724	**45**	52	56	15	16	13	22	22	32	12	20	4	19	3	40	29	10	4
	24.4%	**25.6%**	28.0%	27.9%	23.8%	22.9%	31.7%	22.0%	29.7%	26.9%	22.6%	25.0%	30.8%	25.0%	15.8%	26.1%	28.4%	26.3%	14.3%
Always	1,737	**98**	99	106	38	38	21	56	41	66	29	43	7	44	11	85	59	21	14
	58.5%	**55.7%**	53.2%	52.7%	60.3%	54.3%	51.2%	56.0%	55.4%	55.5%	54.7%	53.8%	53.8%	57.9%	57.9%	55.6%	57.8%	55.3%	50.0%
Significantly different from column:*																			
Usually or Always	2,461	**143**	151	162	53	54	34	78	63	98	41	63	11	63	14	125	88	31	18
	82.9%	**81.3%**	81.2%	80.6%	84.1%	77.1%	82.9%	78.0%	85.1%	82.4%	77.4%	78.8%	84.6%	82.9%	73.7%	81.7%	86.3%	81.6%	64.3%
Significantly different from column:*																	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

4994000

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

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
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	2,996	**181**	188	207	42	112	25	1	73	3	131	34	14	118	46	15
Number missing or multiple answer	26	**5**	2	6	2	3	0	0	0	0	3	1	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	2,970	**176**	186	201	40	109	25	1	73	3	128	33	14	116	44	15
	99.1%	**97.2%**	98.9%	97.1%	95.2%	97.3%	100.0%	100.0%	100.0%	100.0%	97.7%	97.1%	100.0%	98.3%	95.7%	100.0%
Never	77	**2**	7	5	0	2	0	0	1	0	1	0	1	0	1	1
	2.6%	**1.1%**	3.8%	2.5%	0.0%	1.8%	0.0%	0.0%	1.4%	0.0%	0.8%	0.0%	7.1%	0.0%	2.3%	6.7%
Sometimes	432	**31**	28	34	12	13	5	0	13	0	24	5	2	21	8	2
	14.5%	**17.6%**	15.1%	16.9%	30.0%	11.9%	20.0%	0.0%	17.8%	0.0%	18.8%	15.2%	14.3%	18.1%	18.2%	13.3%
Usually	724	**45**	52	56	5	33	6	0	17	1	28	10	6	22	15	7
	24.4%	**25.6%**	28.0%	27.9%	12.5%	30.3%	24.0%	0.0%	23.3%	33.3%	21.9%	30.3%	42.9%	19.0%	34.1%	46.7%
Always	1,737	**98**	99	106	23	61	14	1	42	2	75	18	5	73	20	5
	58.5%	**55.7%**	53.2%	52.7%	57.5%	56.0%	56.0%	100.0%	57.5%	66.7%	58.6%	54.5%	35.7%	62.9%	45.5%	33.3%
Significantly different from column:*														OP	N	N
Usually or Always	2,461	**143**	151	162	28	94	20	1	59	3	103	28	11	95	35	12
	82.9%	**81.3%**	81.2%	80.6%	70.0%	86.2%	80.0%	100.0%	80.8%	100.0%	80.5%	84.8%	78.6%	81.9%	79.5%	80.0%
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

4994000

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

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	**181**	188	207	63	73	42	102	76	122	54	82	13	78	20	156	106	38	28
Number missing or multiple answer	32	**5**	4	6	0	2	1	2	1	3	0	1	0	2	0	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	2,964	**176**	184	201	63	71	41	100	75	119	54	81	13	76	20	153	103	38	28
	98.9%	**97.2%**	97.9%	97.1%	100.0%	97.3%	97.6%	98.0%	98.7%	97.5%	100.0%	98.8%	100.0%	97.4%	100.0%	98.1%	97.2%	100.0%	100.0%
Never	45	**1**	4	3	0	1	0	1	0	1	0	1	0	0	0	1	0	0	1
	1.5%	**0.6%**	2.2%	1.5%	0.0%	1.4%	0.0%	1.0%	0.0%	0.8%	0.0%	1.2%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	3.6%
Sometimes	110	**10**	5	4	2	5	3	6	4	4	6	4	1	5	1	9	6	1	2
	3.7%	**5.7%**	2.7%	2.0%	3.2%	7.0%	7.3%	6.0%	5.3%	3.4%	11.1%	4.9%	7.7%	6.6%	5.0%	5.9%	5.8%	2.6%	7.1%
Usually	431	**30**	34	32	8	13	9	14	16	24	6	17	3	9	4	26	20	9	1
	14.5%	**17.0%**	18.5%	15.9%	12.7%	18.3%	22.0%	14.0%	21.3%	20.2%	11.1%	21.0%	23.1%	11.8%	20.0%	17.0%	19.4%	23.7%	3.6%
Always	2,378	**135**	141	162	53	52	29	79	55	90	42	59	9	62	15	117	77	28	24
	80.2%	**76.7%**	76.6%	80.6%	84.1%	73.2%	70.7%	79.0%	73.3%	75.6%	77.8%	72.8%	69.2%	81.6%	75.0%	76.5%	74.8%	73.7%	85.7%
Significantly different from column:*																			
Usually or Always	2,809	**165**	175	194	61	65	38	93	71	114	48	76	12	71	19	143	97	37	25
	94.8%	**93.8%**	95.1%	96.5%	96.8%	91.5%	92.7%	93.0%	94.7%	95.8%	88.9%	93.8%	92.3%	93.4%	95.0%	93.5%	94.2%	97.4%	89.3%
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

4994000

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

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
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	2,996	**181**	188	207	42	112	25	1	73	3	131	34	14	118	46	15
Number missing or multiple answer	32	**5**	4	6	1	3	1	0	1	0	2	1	0	1	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,964	**176**	184	201	41	109	24	1	72	3	129	33	14	117	44	15
	98.9%	**97.2%**	97.9%	97.1%	97.6%	97.3%	96.0%	100.0%	98.6%	100.0%	98.5%	97.1%	100.0%	99.2%	95.7%	100.0%
Never	45	**1**	4	3	0	1	0	0	0	0	0	0	1	0	0	1
	1.5%	**0.6%**	2.2%	1.5%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	6.7%
Sometimes	110	**10**	5	4	5	4	1	0	5	0	6	4	0	7	3	0
	3.7%	**5.7%**	2.7%	2.0%	12.2%	3.7%	4.2%	0.0%	6.9%	0.0%	4.7%	12.1%	0.0%	6.0%	6.8%	0.0%
Usually	431	**30**	34	32	4	23	2	0	11	0	17	7	6	15	10	5
	14.5%	**17.0%**	18.5%	15.9%	9.8%	21.1%	8.3%	0.0%	15.3%	0.0%	13.2%	21.2%	42.9%	12.8%	22.7%	33.3%
Always	2,378	**135**	141	162	32	81	21	1	56	3	106	22	7	95	31	9
	80.2%	**76.7%**	76.6%	80.6%	78.0%	74.3%	87.5%	100.0%	77.8%	100.0%	82.2%	66.7%	50.0%	81.2%	70.5%	60.0%
Significantly different from column:*																
Usually or Always	2,809	**165**	175	194	36	104	23	1	67	3	123	29	13	110	41	14
	94.8%	**93.8%**	95.1%	96.5%	87.8%	95.4%	95.8%	100.0%	93.1%	100.0%	95.3%	87.9%	92.9%	94.0%	93.2%	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

4994000

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

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 (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	**522**	555	610	154	226	130	289	222	316	183	238	37	210	65	436	279	129	88
Number missing or multiple answer	288	**16**	16	26	4	4	3	8	3	7	2	4	1	5	1	9	6	2	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	**506**	539	584	150	222	127	281	219	309	181	234	36	205	64	427	273	127	85
	97.2%	**96.9%**	97.1%	95.7%	97.4%	98.2%	97.7%	97.2%	98.6%	97.8%	98.9%	98.3%	97.3%	97.6%	98.5%	97.9%	97.8%	98.4%	96.6%
Yes	2,748	**141**	127	163	44	59	36	82	58	89	50	62	11	58	19	119	75	41	21
	27.3%	**27.9%**	23.6%	27.9%	29.3%	26.6%	28.3%	29.2%	26.5%	28.8%	27.6%	26.5%	30.6%	28.3%	29.7%	27.9%	27.5%	32.3%	24.7%
No	7,303	**365**	412	421	106	163	91	199	161	220	131	172	25	147	45	308	198	86	64
	72.7%	**72.1%**	76.4%	72.1%	70.7%	73.4%	71.7%	70.8%	73.5%	71.2%	72.4%	73.5%	69.4%	71.7%	70.3%	72.1%	72.5%	67.7%	75.3%
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

4994000

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

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
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	10,339	**522**	555	610	163	295	57	9	165	8	367	107	40	340	111	63
Number missing or multiple answer	288	**16**	16	26	2	11	2	0	9	0	9	1	1	6	4	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	10,051	**506**	539	584	161	284	55	9	156	8	358	106	39	334	107	62
	97.2%	**96.9%**	97.1%	95.7%	98.8%	96.3%	96.5%	100.0%	94.5%	100.0%	97.5%	99.1%	97.5%	98.2%	96.4%	98.4%
Yes	2,748	**141**	127	163	37	83	20	1	51	2	102	30	8	97	32	11
	27.3%	**27.9%**	23.6%	27.9%	23.0%	29.2%	36.4%	11.1%	32.7%	25.0%	28.5%	28.3%	20.5%	29.0%	29.9%	17.7%
No	7,303	**365**	412	421	124	201	35	8	105	6	256	76	31	237	75	51
	72.7%	**72.1%**	76.4%	72.1%	77.0%	70.8%	63.6%	88.9%	67.3%	75.0%	71.5%	71.7%	79.5%	71.0%	70.1%	82.3%
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

4994000

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

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	**506**	539	584	150	222	127	281	219	309	181	234	36	205	64	427	273	127	85
Number missing or multiple answer	66	**3**	4	2	0	2	0	2	0	0	1	1	0	0	1	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	9,985	**503**	535	582	150	220	127	279	219	309	180	233	36	205	63	426	273	126	85
	99.3%	**99.4%**	99.3%	99.7%	100.0%	99.1%	100.0%	99.3%	100.0%	100.0%	99.4%	99.6%	100.0%	100.0%	98.4%	99.8%	100.0%	99.2%	100.0%
Never	95	**1**	2	6	0	1	0	1	0	1	0	0	0	1	0	1	1	0	0
	1.0%	**0.2%**	0.4%	1.0%	0.0%	0.5%	0.0%	0.4%	0.0%	0.3%	0.0%	0.0%	0.0%	0.5%	0.0%	0.2%	0.4%	0.0%	0.0%
Sometimes	425	**12**	19	31	4	6	2	7	5	5	7	3	2	7	1	10	10	2	0
	4.3%	**2.4%**	3.6%	5.3%	2.7%	2.7%	1.6%	2.5%	2.3%	1.6%	3.9%	1.3%	5.6%	3.4%	1.6%	2.3%	3.7%	1.6%	0.0%
Usually	771	**40**	37	33	9	15	16	20	20	28	12	19	3	15	7	33	22	12	5
	7.7%	**8.0%**	6.9%	5.7%	6.0%	6.8%	12.6%	7.2%	9.1%	9.1%	6.7%	8.2%	8.3%	7.3%	11.1%	7.7%	8.1%	9.5%	5.9%
Always	8,694	**450**	477	512	137	198	109	251	194	275	161	211	31	182	55	382	240	112	80
	87.1%	**89.5%**	89.2%	88.0%	91.3%	90.0%	85.8%	90.0%	88.6%	89.0%	89.4%	90.6%	86.1%	88.8%	87.3%	89.7%	87.9%	88.9%	94.1%
Significantly different from column:*																			
Usually or Always	9,465	**490**	514	545	146	213	125	271	214	303	173	230	34	197	62	415	262	124	85
	94.8%	**97.4%**	96.1%	93.6%	97.3%	96.8%	98.4%	97.1%	97.7%	98.1%	96.1%	98.7%	94.4%	96.1%	98.4%	97.4%	96.0%	98.4%	100.0%
Significantly different from column:*		**AD**																	

NA - Not applicable

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

**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

4994000

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

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
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	10,051	**506**	539	584	161	284	55	9	156	8	358	106	39	334	107	62
Number missing or multiple answer	66	**3**	4	2	2	1	0	0	2	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	9,985	**503**	535	582	159	283	55	9	154	8	356	106	39	332	107	62
	99.3%	**99.4%**	99.3%	99.7%	98.8%	99.6%	100.0%	100.0%	98.7%	100.0%	99.4%	100.0%	100.0%	99.4%	100.0%	100.0%
Never	95	**1**	2	6	1	0	0	0	0	0	1	0	0	1	0	0
	1.0%	**0.2%**	0.4%	1.0%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.3%	0.0%	0.0%
Sometimes	425	**12**	19	31	1	9	2	0	5	1	8	3	1	6	4	2
	4.3%	**2.4%**	3.6%	5.3%	0.6%	3.2%	3.6%	0.0%	3.2%	12.5%	2.2%	2.8%	2.6%	1.8%	3.7%	3.2%
Usually	771	**40**	37	33	9	24	6	0	14	0	26	11	3	29	9	2
	7.7%	**8.0%**	6.9%	5.7%	5.7%	8.5%	10.9%	0.0%	9.1%	0.0%	7.3%	10.4%	7.7%	8.7%	8.4%	3.2%
Always	8,694	**450**	477	512	148	250	47	9	135	7	321	92	35	296	94	58
	87.1%	**89.5%**	89.2%	88.0%	93.1%	88.3%	85.5%	100.0%	87.7%	87.5%	90.2%	86.8%	89.7%	89.2%	87.9%	93.5%
Significantly different from column:*																
Usually or Always	9,465	**490**	514	545	157	274	53	9	149	7	347	103	38	325	103	60
	94.8%	**97.4%**	96.1%	93.6%	98.7%	96.8%	96.4%	100.0%	96.8%	87.5%	97.5%	97.2%	97.4%	97.9%	96.3%	96.8%
Significantly different from column:*																

NA - Not applicable

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

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

Mercy Care

4994000

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 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	**522**	555	610	154	226	130	289	222	316	183	238	37	210	65	436	279	129	88
Number missing or multiple answer	255	**14**	15	15	1	4	2	6	1	2	2	0	1	6	2	5	1	4	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	10,084	**508**	540	595	153	222	128	283	221	314	181	238	36	204	63	431	278	125	87
	97.5%	**97.3%**	97.3%	97.5%	99.4%	98.2%	98.5%	97.9%	99.5%	99.4%	98.9%	100.0%	97.3%	97.1%	96.9%	98.9%	99.6%	96.9%	98.9%
0 Worst health plan possible	45	**1**	2	3	1	0	0	1	0	0	1	1	0	0	0	1	0	1	0
	0.4%	**0.2%**	0.4%	0.5%	0.7%	0.0%	0.0%	0.4%	0.0%	0.0%	0.6%	0.4%	0.0%	0.0%	0.0%	0.2%	0.0%	0.8%	0.0%
1	28	**1**	1	1	1	0	0	1	0	1	0	1	0	0	1	0	1	0	0
	0.3%	**0.2%**	0.2%	0.2%	0.7%	0.0%	0.0%	0.4%	0.0%	0.3%	0.0%	0.4%	0.0%	0.0%	1.6%	0.0%	0.4%	0.0%	0.0%
2	17	**0**	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	**0.0%**	0.0%	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%
3	41	**2**	0	4	0	1	1	2	0	1	1	2	0	0	0	2	0	0	1
	0.4%	**0.4%**	0.0%	0.7%	0.0%	0.5%	0.8%	0.7%	0.0%	0.3%	0.6%	0.8%	0.0%	0.0%	0.0%	0.5%	0.0%	0.0%	1.1%
4	76	**2**	2	2	0	1	1	2	0	1	1	2	0	0	1	1	0	1	1
	0.8%	**0.4%**	0.4%	0.3%	0.0%	0.5%	0.8%	0.7%	0.0%	0.3%	0.6%	0.8%	0.0%	0.0%	1.6%	0.2%	0.0%	0.8%	1.1%
5	288	**5**	9	14	1	3	1	3	2	2	3	0	1	4	2	3	3	1	0
	2.9%	**1.0%**	1.7%	2.4%	0.7%	1.4%	0.8%	1.1%	0.9%	0.6%	1.7%	0.0%	2.8%	2.0%	3.2%	0.7%	1.1%	0.8%	0.0%
6	309	**5**	11	9	2	1	2	3	2	0	5	3	0	2	0	5	3	0	2
	3.1%	**1.0%**	2.0%	1.5%	1.3%	0.5%	1.6%	1.1%	0.9%	0.0%	2.8%	1.3%	0.0%	1.0%	0.0%	1.2%	1.1%	0.0%	2.3%
7	656	**31**	24	29	10	10	11	19	12	13	18	13	4	13	7	24	18	7	6
	6.5%	**6.1%**	4.4%	4.9%	6.5%	4.5%	8.6%	6.7%	5.4%	4.1%	9.9%	5.5%	11.1%	6.4%	11.1%	5.6%	6.5%	5.6%	6.9%
8	1,492	**76**	81	77	16	37	23	42	34	33	41	37	5	30	10	64	29	25	19
	14.8%	**15.0%**	15.0%	12.9%	10.5%	16.7%	18.0%	14.8%	15.4%	10.5%	22.7%	15.5%	13.9%	14.7%	15.9%	14.8%	10.4%	20.0%	21.8%
9	1,552	**79**	90	79	19	33	25	46	32	46	29	47	4	24	11	67	38	28	12
	15.4%	**15.6%**	16.7%	13.3%	12.4%	14.9%	19.5%	16.3%	14.5%	14.6%	16.0%	19.7%	11.1%	11.8%	17.5%	15.5%	13.7%	22.4%	13.8%
10 Best health plan possible	5,580	**306**	320	376	103	136	64	164	139	217	82	132	22	131	31	264	186	62	46
	55.3%	**60.2%**	59.3%	63.2%	67.3%	61.3%	50.0%	58.0%	62.9%	69.1%	45.3%	55.5%	61.1%	64.2%	49.2%	61.3%	66.9%	49.6%	52.9%

NA - Not applicable

Mercy Care

4994000

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
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	10,339	**522**	555	610	163	295	57	9	165	8	367	107	40	340	111	63
Number missing or multiple answer	255	**14**	15	15	4	7	1	0	5	0	5	2	0	5	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	10,084	**508**	540	595	159	288	56	9	160	8	362	105	40	335	109	63
	97.5%	**97.3%**	97.3%	97.5%	97.5%	97.6%	98.2%	100.0%	97.0%	100.0%	98.6%	98.1%	100.0%	98.5%	98.2%	100.0%
0 Worst health plan possible	45	**1**	2	3	0	0	1	0	0	1	0	0	1	0	0	1
	0.4%	**0.2%**	0.4%	0.5%	0.0%	0.0%	1.8%	0.0%	0.0%	12.5%	0.0%	0.0%	2.5%	0.0%	0.0%	1.6%
1	28	**1**	1	1	1	0	0	0	0	0	0	1	0	0	1	0
	0.3%	**0.2%**	0.2%	0.2%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%	0.0%	0.9%	0.0%
2	17	**0**	0	1	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	**0.0%**	0.0%	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%
3	41	**2**	0	4	1	0	1	0	1	0	1	0	1	1	1	0
	0.4%	**0.4%**	0.0%	0.7%	0.6%	0.0%	1.8%	0.0%	0.6%	0.0%	0.3%	0.0%	2.5%	0.3%	0.9%	0.0%
4	76	**2**	2	2	1	1	0	0	1	1	1	1	0	1	0	1
	0.8%	**0.4%**	0.4%	0.3%	0.6%	0.3%	0.0%	0.0%	0.6%	12.5%	0.3%	1.0%	0.0%	0.3%	0.0%	1.6%
5	288	**5**	9	14	2	3	0	0	0	0	1	4	0	1	4	0
	2.9%	**1.0%**	1.7%	2.4%	1.3%	1.0%	0.0%	0.0%	0.0%	0.0%	0.3%	3.8%	0.0%	0.3%	3.7%	0.0%
6	309	**5**	11	9	2	3	0	0	2	0	4	1	0	5	0	0
	3.1%	**1.0%**	2.0%	1.5%	1.3%	1.0%	0.0%	0.0%	1.3%	0.0%	1.1%	1.0%	0.0%	1.5%	0.0%	0.0%
7	656	**31**	24	29	9	18	3	0	11	1	20	10	1	18	8	5
	6.5%	**6.1%**	4.4%	4.9%	5.7%	6.3%	5.4%	0.0%	6.9%	12.5%	5.5%	9.5%	2.5%	5.4%	7.3%	7.9%
8	1,492	**76**	81	77	25	38	13	3	25	1	44	21	11	41	23	12
	14.8%	**15.0%**	15.0%	12.9%	15.7%	13.2%	23.2%	33.3%	15.6%	12.5%	12.2%	20.0%	27.5%	12.2%	21.1%	19.0%
9	1,552	**79**	90	79	13	57	8	0	25	1	52	22	5	44	19	16
	15.4%	**15.6%**	16.7%	13.3%	8.2%	19.8%	14.3%	0.0%	15.6%	12.5%	14.4%	21.0%	12.5%	13.1%	17.4%	25.4%
10 Best health plan possible	5,580	**306**	320	376	105	168	30	6	95	3	239	45	21	224	53	28
	55.3%	**60.2%**	59.3%	63.2%	66.0%	58.3%	53.6%	66.7%	59.4%	37.5%	66.0%	42.9%	52.5%	66.9%	48.6%	44.4%

NA - Not applicable

Mercy Care

4994000

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 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	**522**	555	610	154	226	130	289	222	316	183	238	37	210	65	436	279	129	88
Number missing or multiple answer	255	**14**	15	15	1	4	2	6	1	2	2	0	1	6	2	5	1	4	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	10,084	**508**	540	595	153	222	128	283	221	314	181	238	36	204	63	431	278	125	87
	97.5%	**97.3%**	97.3%	97.5%	99.4%	98.2%	98.5%	97.9%	99.5%	99.4%	98.9%	100.0%	97.3%	97.1%	96.9%	98.9%	99.6%	96.9%	98.9%
0 to 4	207	**6**	5	11	2	2	2	6	0	3	3	6	0	0	2	4	1	2	2
	2.1%	**1.2%**	0.9%	1.8%	1.3%	0.9%	1.6%	2.1%	0.0%	1.0%	1.7%	2.5%	0.0%	0.0%	3.2%	0.9%	0.4%	1.6%	2.3%
5	288	**5**	9	14	1	3	1	3	2	2	3	0	1	4	2	3	3	1	0
	2.9%	**1.0%**	1.7%	2.4%	0.7%	1.4%	0.8%	1.1%	0.9%	0.6%	1.7%	0.0%	2.8%	2.0%	3.2%	0.7%	1.1%	0.8%	0.0%
6 to 7	965	**36**	35	38	12	11	13	22	14	13	23	16	4	15	7	29	21	7	8
	9.6%	**7.1%**	6.5%	6.4%	7.8%	5.0%	10.2%	7.8%	6.3%	4.1%	12.7%	6.7%	11.1%	7.4%	11.1%	6.7%	7.6%	5.6%	9.2%
8 to 10	8,624	**461**	491	532	138	206	112	252	205	296	152	216	31	185	52	395	253	115	77
	85.5%	**90.7%**	90.9%	89.4%	90.2%	92.8%	87.5%	89.0%	92.8%	94.3%	84.0%	90.8%	86.1%	90.7%	82.5%	91.6%	91.0%	92.0%	88.5%
Significantly different from column:*		**A**								K	J				P	O			
0 to 6	804	**16**	25	34	5	6	5	12	4	5	11	9	1	6	4	12	7	3	4
	8.0%	**3.1%**	4.6%	5.7%	3.3%	2.7%	3.9%	4.2%	1.8%	1.6%	6.1%	3.8%	2.8%	2.9%	6.3%	2.8%	2.5%	2.4%	4.6%
7 to 8	2,148	**107**	105	106	26	47	34	61	46	46	59	50	9	43	17	88	47	32	25
	21.3%	**21.1%**	19.4%	17.8%	17.0%	21.2%	26.6%	21.6%	20.8%	14.6%	32.6%	21.0%	25.0%	21.1%	27.0%	20.4%	16.9%	25.6%	28.7%
9 to 10	7,132	**385**	410	455	122	169	89	210	171	263	111	179	26	155	42	331	224	90	58
	70.7%	**75.8%**	75.9%	76.5%	79.7%	76.1%	69.5%	74.2%	77.4%	83.8%	61.3%	75.2%	72.2%	76.0%	66.7%	76.8%	80.6%	72.0%	66.7%
Significantly different from column:*		**A**			G		E			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

4994000

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
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	10,339	**522**	555	610	163	295	57	9	165	8	367	107	40	340	111	63
Number missing or multiple answer	255	**14**	15	15	4	7	1	0	5	0	5	2	0	5	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	10,084	**508**	540	595	159	288	56	9	160	8	362	105	40	335	109	63
	97.5%	**97.3%**	97.3%	97.5%	97.5%	97.6%	98.2%	100.0%	97.0%	100.0%	98.6%	98.1%	100.0%	98.5%	98.2%	100.0%
0 to 4	207	**6**	5	11	3	1	2	0	2	2	2	2	2	2	2	2
	2.1%	**1.2%**	0.9%	1.8%	1.9%	0.3%	3.6%	0.0%	1.3%	25.0%	0.6%	1.9%	5.0%	0.6%	1.8%	3.2%
5	288	**5**	9	14	2	3	0	0	0	0	1	4	0	1	4	0
	2.9%	**1.0%**	1.7%	2.4%	1.3%	1.0%	0.0%	0.0%	0.0%	0.0%	0.3%	3.8%	0.0%	0.3%	3.7%	0.0%
6 to 7	965	**36**	35	38	11	21	3	0	13	1	24	11	1	23	8	5
	9.6%	**7.1%**	6.5%	6.4%	6.9%	7.3%	5.4%	0.0%	8.1%	12.5%	6.6%	10.5%	2.5%	6.9%	7.3%	7.9%
8 to 10	8,624	**461**	491	532	143	263	51	9	145	5	335	88	37	309	95	56
	85.5%	**90.7%**	90.9%	89.4%	89.9%	91.3%	91.1%	100.0%	90.6%	62.5%	92.5%	83.8%	92.5%	92.2%	87.2%	88.9%
Significantly different from column:*											L	K				
0 to 6	804	**16**	25	34	7	7	2	0	4	2	7	7	2	8	6	2
	8.0%	**3.1%**	4.6%	5.7%	4.4%	2.4%	3.6%	0.0%	2.5%	25.0%	1.9%	6.7%	5.0%	2.4%	5.5%	3.2%
7 to 8	2,148	**107**	105	106	34	56	16	3	36	2	64	31	12	59	31	17
	21.3%	**21.1%**	19.4%	17.8%	21.4%	19.4%	28.6%	33.3%	22.5%	25.0%	17.7%	29.5%	30.0%	17.6%	28.4%	27.0%
9 to 10	7,132	**385**	410	455	118	225	38	6	120	4	291	67	26	268	72	44
	70.7%	**75.8%**	75.9%	76.5%	74.2%	78.1%	67.9%	66.7%	75.0%	50.0%	80.4%	63.8%	65.0%	80.0%	66.1%	69.8%
Significantly different from column:*											LM	K	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

4994000

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

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	**522**	555	610	154	226	130	289	222	316	183	238	37	210	65	436	279	129	88
Number missing or multiple answer	202	**8**	12	11	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	10,137	**514**	543	599	154	226	130	289	222	316	183	238	37	210	65	436	279	129	88
	98.0%	**98.5%**	97.8%	98.2%	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%
Poor	27	**2**	1	6	0	2	0	1	1	1	1	1	0	1	1	1	1	1	0
	0.3%	**0.4%**	0.2%	1.0%	0.0%	0.9%	0.0%	0.3%	0.5%	0.3%	0.5%	0.4%	0.0%	0.5%	1.5%	0.2%	0.4%	0.8%	0.0%
Fair	443	**38**	40	33	9	19	10	21	17	22	15	18	2	14	2	34	15	10	10
	4.4%	**7.4%**	7.4%	5.5%	5.8%	8.4%	7.7%	7.3%	7.7%	7.0%	8.2%	7.6%	5.4%	6.7%	3.1%	7.8%	5.4%	7.8%	11.4%
Good	1,961	**107**	135	133	19	54	32	54	52	71	32	50	9	44	16	89	61	24	19
	19.3%	**20.8%**	24.9%	22.2%	12.3%	23.9%	24.6%	18.7%	23.4%	22.5%	17.5%	21.0%	24.3%	21.0%	24.6%	20.4%	21.9%	18.6%	21.6%
Very good	3,321	**194**	180	179	50	87	55	112	81	116	72	98	12	75	31	161	101	57	30
	32.8%	**37.7%**	33.1%	29.9%	32.5%	38.5%	42.3%	38.8%	36.5%	36.7%	39.3%	41.2%	32.4%	35.7%	47.7%	36.9%	36.2%	44.2%	34.1%
Excellent	4,385	**173**	187	248	76	64	33	101	71	106	63	71	14	76	15	151	101	37	29
	43.3%	**33.7%**	34.4%	41.4%	49.4%	28.3%	25.4%	34.9%	32.0%	33.5%	34.4%	29.8%	37.8%	36.2%	23.1%	34.6%	36.2%	28.7%	33.0%
Significantly different from column:*		**AD**			FG	E	E												
Excellent or Very good	7,706	**367**	367	427	126	151	88	213	152	222	135	169	26	151	46	312	202	94	59
	76.0%	**71.4%**	67.6%	71.3%	81.8%	66.8%	67.7%	73.7%	68.5%	70.3%	73.8%	71.0%	70.3%	71.9%	70.8%	71.6%	72.4%	72.9%	67.0%
Significantly different from column:*		**A**			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.

Mercy Care

4994000

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

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
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	10,339	**522**	555	610	163	295	57	9	165	8	367	107	40	340	111	63
Number missing or multiple answer	202	**8**	12	11	2	5	1	0	3	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	10,137	**514**	543	599	161	290	56	9	162	8	367	107	40	340	111	63
	98.0%	**98.5%**	97.8%	98.2%	98.8%	98.3%	98.2%	100.0%	98.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Poor	27	**2**	1	6	0	1	1	1	1	0	0	0	2	0	1	1
	0.3%	**0.4%**	0.2%	1.0%	0.0%	0.3%	1.8%	11.1%	0.6%	0.0%	0.0%	0.0%	5.0%	0.0%	0.9%	1.6%
Fair	443	**38**	40	33	7	17	12	0	21	4	0	0	38	8	8	22
	4.4%	**7.4%**	7.4%	5.5%	4.3%	5.9%	21.4%	0.0%	13.0%	50.0%	0.0%	0.0%	95.0%	2.4%	7.2%	34.9%
Good	1,961	**107**	135	133	30	59	16	2	45	3	0	107	0	37	51	19
	19.3%	**20.8%**	24.9%	22.2%	18.6%	20.3%	28.6%	22.2%	27.8%	37.5%	0.0%	100.0%	0.0%	10.9%	45.9%	30.2%
Very good	3,321	**194**	180	179	57	118	17	2	65	1	194	0	0	140	35	19
	32.8%	**37.7%**	33.1%	29.9%	35.4%	40.7%	30.4%	22.2%	40.1%	12.5%	52.9%	0.0%	0.0%	41.2%	31.5%	30.2%
Excellent	4,385	**173**	187	248	67	95	10	4	30	0	173	0	0	155	16	2
	43.3%	**33.7%**	34.4%	41.4%	41.6%	32.8%	17.9%	44.4%	18.5%	0.0%	47.1%	0.0%	0.0%	45.6%	14.4%	3.2%
Significantly different from column:*					G	G	EF				LM	K	K	OP	NP	NO
Excellent or Very good	7,706	**367**	367	427	124	213	27	6	95	1	367	0	0	295	51	21
	76.0%	**71.4%**	67.6%	71.3%	77.0%	73.4%	48.2%	66.7%	58.6%	12.5%	100.0%	0.0%	0.0%	86.8%	45.9%	33.3%
Significantly different from column:*					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

4994000

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

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 (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	**522**	555	610	154	226	130	289	222	316	183	238	37	210	65	436	279	129	88
Number missing or multiple answer	220	**8**	9	13	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	10,119	**514**	546	597	154	226	130	289	222	316	183	238	37	210	65	436	279	129	88
	97.9%	**98.5%**	98.4%	97.9%	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%
Poor	125	**9**	10	15	3	4	2	6	3	4	4	5	1	3	1	8	5	3	1
	1.2%	**1.8%**	1.8%	2.5%	1.9%	1.8%	1.5%	2.1%	1.4%	1.3%	2.2%	2.1%	2.7%	1.4%	1.5%	1.8%	1.8%	2.3%	1.1%
Fair	785	**54**	55	59	7	32	15	27	27	31	20	31	2	18	5	48	27	8	16
	7.8%	**10.5%**	10.1%	9.9%	4.5%	14.2%	11.5%	9.3%	12.2%	9.8%	10.9%	13.0%	5.4%	8.6%	7.7%	11.0%	9.7%	6.2%	18.2%
Good	2,037	**111**	119	126	20	49	41	64	47	61	48	54	9	45	18	92	58	33	18
	20.1%	**21.6%**	21.8%	21.1%	13.0%	21.7%	31.5%	22.1%	21.2%	19.3%	26.2%	22.7%	24.3%	21.4%	27.7%	21.1%	20.8%	25.6%	20.5%
Very good	2,610	**140**	164	141	35	66	36	80	58	83	53	67	8	57	17	120	71	43	21
	25.8%	**27.2%**	30.0%	23.6%	22.7%	29.2%	27.7%	27.7%	26.1%	26.3%	29.0%	28.2%	21.6%	27.1%	26.2%	27.5%	25.4%	33.3%	23.9%
Excellent	4,562	**200**	198	256	89	75	36	112	87	137	58	81	17	87	24	168	118	42	32
	45.1%	**38.9%**	36.3%	42.9%	57.8%	33.2%	27.7%	38.8%	39.2%	43.4%	31.7%	34.0%	45.9%	41.4%	36.9%	38.5%	42.3%	32.6%	36.4%
Significantly different from column:*		**A**			FG	E	E			K	J								
Excellent or Very good	7,172	**340**	362	397	124	141	72	192	145	220	111	148	25	144	41	288	189	85	53
	70.9%	**66.1%**	66.3%	66.5%	80.5%	62.4%	55.4%	66.4%	65.3%	69.6%	60.7%	62.2%	67.6%	68.6%	63.1%	66.1%	67.7%	65.9%	60.2%
Significantly different from column:*		**A**			FG	E	E			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

4994000

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

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
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	10,339	**522**	555	610	163	295	57	9	165	8	367	107	40	340	111	63
Number missing or multiple answer	220	**8**	9	13	2	5	1	0	3	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	10,119	**514**	546	597	161	290	56	9	162	8	367	107	40	340	111	63
	97.9%	**98.5%**	98.4%	97.9%	98.8%	98.3%	98.2%	100.0%	98.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Poor	125	**9**	10	15	3	4	2	0	5	2	3	1	5	0	0	9
	1.2%	**1.8%**	1.8%	2.5%	1.9%	1.4%	3.6%	0.0%	3.1%	25.0%	0.8%	0.9%	12.5%	0.0%	0.0%	14.3%
Fair	785	**54**	55	59	14	30	8	3	25	2	18	18	18	0	0	54
	7.8%	**10.5%**	10.1%	9.9%	8.7%	10.3%	14.3%	33.3%	15.4%	25.0%	4.9%	16.8%	45.0%	0.0%	0.0%	85.7%
Good	2,037	**111**	119	126	34	61	15	0	42	2	51	51	9	0	111	0
	20.1%	**21.6%**	21.8%	21.1%	21.1%	21.0%	26.8%	0.0%	25.9%	25.0%	13.9%	47.7%	22.5%	0.0%	100.0%	0.0%
Very good	2,610	**140**	164	141	39	79	19	1	43	1	112	22	6	140	0	0
	25.8%	**27.2%**	30.0%	23.6%	24.2%	27.2%	33.9%	11.1%	26.5%	12.5%	30.5%	20.6%	15.0%	41.2%	0.0%	0.0%
Excellent	4,562	**200**	198	256	71	116	12	5	47	1	183	15	2	200	0	0
	45.1%	**38.9%**	36.3%	42.9%	44.1%	40.0%	21.4%	55.6%	29.0%	12.5%	49.9%	14.0%	5.0%	58.8%	0.0%	0.0%
Significantly different from column:*					G	G	EF				LM	K	K	OP	N	N
Excellent or Very good	7,172	**340**	362	397	110	195	31	6	90	2	295	37	8	340	0	0
	70.9%	**66.1%**	66.3%	66.5%	68.3%	67.2%	55.4%	66.7%	55.6%	25.0%	80.4%	34.6%	20.0%	100.0%	0.0%	0.0%
Significantly different from column:*											LM	K	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

Question 34

What is your child's age?

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	**522**	555	610	154	226	130	289	222	316	183	238	37	210	65	436	279	129	88
Number missing or multiple answer	385	**12**	12	14	0	0	0	2	0	2	0	0	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	9,954	**510**	543	596	154	226	130	287	222	314	183	238	37	209	65	434	278	128	88
	96.3%	**97.7%**	97.8%	97.7%	100.0%	100.0%	100.0%	99.3%	100.0%	99.4%	100.0%	100.0%	100.0%	99.5%	100.0%	99.5%	99.6%	99.2%	100.0%
Less than 1 year old	250	**4**	0	11	4	0	0	4	0	2	2	1	0	3	1	3	1	1	2
	2.5%	**0.8%**	0.0%	1.8%	2.6%	0.0%	0.0%	1.4%	0.0%	0.6%	1.1%	0.4%	0.0%	1.4%	1.5%	0.7%	0.4%	0.8%	2.3%
1 year old	682	**36**	12	29	36	0	0	20	16	28	7	13	4	17	1	34	23	6	6
	6.9%	**7.1%**	2.2%	4.9%	23.4%	0.0%	0.0%	7.0%	7.2%	8.9%	3.8%	5.5%	10.8%	8.1%	1.5%	7.8%	8.3%	4.7%	6.8%
2 years old	699	**32**	27	27	32	0	0	15	16	20	10	10	3	16	4	27	16	9	6
	7.0%	**6.3%**	5.0%	4.5%	20.8%	0.0%	0.0%	5.2%	7.2%	6.4%	5.5%	4.2%	8.1%	7.7%	6.2%	6.2%	5.8%	7.0%	6.8%
3 years old	613	**25**	23	21	25	0	0	12	13	14	11	9	3	11	3	19	11	6	4
	6.2%	**4.9%**	4.2%	3.5%	16.2%	0.0%	0.0%	4.2%	5.9%	4.5%	6.0%	3.8%	8.1%	5.3%	4.6%	4.4%	4.0%	4.7%	4.5%
4 to 6 years old	1,618	**79**	92	87	57	22	0	49	30	48	28	32	7	35	8	70	44	21	14
	16.3%	**15.5%**	16.9%	14.6%	37.0%	9.7%	0.0%	17.1%	13.5%	15.3%	15.3%	13.4%	18.9%	16.7%	12.3%	16.1%	15.8%	16.4%	15.9%
7 to 9 years old	1,603	**79**	108	98	0	79	0	42	37	46	30	42	8	27	11	67	43	22	13
	16.1%	**15.5%**	19.9%	16.4%	0.0%	35.0%	0.0%	14.6%	16.7%	14.6%	16.4%	17.6%	21.6%	12.9%	16.9%	15.4%	15.5%	17.2%	14.8%
10 to 13 years old	2,091	**125**	114	146	0	125	0	66	59	80	42	60	5	53	18	105	62	31	25
	21.0%	**24.5%**	21.0%	24.5%	0.0%	55.3%	0.0%	23.0%	26.6%	25.5%	23.0%	25.2%	13.5%	25.4%	27.7%	24.2%	22.3%	24.2%	28.4%
14 to 18 years old	2,398	**130**	167	177	0	0	130	79	51	76	53	71	7	47	19	109	78	32	18
	24.1%	**25.5%**	30.8%	29.7%	0.0%	0.0%	100.0%	27.5%	23.0%	24.2%	29.0%	29.8%	18.9%	22.5%	29.2%	25.1%	28.1%	25.0%	20.5%
3 years old or younger	2,244	**97**	62	88	97	0	0	51	45	64	30	33	10	47	9	83	51	22	18
	22.5%	**19.0%**	11.4%	14.8%	63.0%	0.0%	0.0%	17.8%	20.3%	20.4%	16.4%	13.9%	27.0%	22.5%	13.8%	19.1%	18.3%	17.2%	20.5%
Significantly different from column:*		**C**			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

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
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	10,339	**522**	555	610	163	295	57	9	165	8	367	107	40	340	111	63
Number missing or multiple answer	385	**12**	12	14	4	7	1	0	5	0	2	2	0	3	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	9,954	**510**	543	596	159	288	56	9	160	8	365	105	40	337	110	63
	96.3%	**97.7%**	97.8%	97.7%	97.5%	97.6%	98.2%	100.0%	97.0%	100.0%	99.5%	98.1%	100.0%	99.1%	99.1%	100.0%
Less than 1 year old	250	**4**	0	11	1	3	0	0	1	0	4	0	0	4	0	0
	2.5%	**0.8%**	0.0%	1.8%	0.6%	1.0%	0.0%	0.0%	0.6%	0.0%	1.1%	0.0%	0.0%	1.2%	0.0%	0.0%
1 year old	682	**36**	12	29	7	22	6	1	7	0	28	6	2	31	4	1
	6.9%	**7.1%**	2.2%	4.9%	4.4%	7.6%	10.7%	11.1%	4.4%	0.0%	7.7%	5.7%	5.0%	9.2%	3.6%	1.6%
2 years old	699	**32**	27	27	8	20	4	0	5	1	28	4	0	27	5	0
	7.0%	**6.3%**	5.0%	4.5%	5.0%	6.9%	7.1%	0.0%	3.1%	12.5%	7.7%	3.8%	0.0%	8.0%	4.5%	0.0%
3 years old	613	**25**	23	21	8	17	0	0	6	0	18	4	3	17	3	5
	6.2%	**4.9%**	4.2%	3.5%	5.0%	5.9%	0.0%	0.0%	3.8%	0.0%	4.9%	3.8%	7.5%	5.0%	2.7%	7.9%
4 to 6 years old	1,618	**79**	92	87	18	43	16	1	25	3	64	9	6	57	11	11
	16.3%	**15.5%**	16.9%	14.6%	11.3%	14.9%	28.6%	11.1%	15.6%	37.5%	17.5%	8.6%	15.0%	16.9%	10.0%	17.5%
7 to 9 years old	1,603	**79**	108	98	25	51	3	2	26	1	55	19	5	51	18	10
	16.1%	**15.5%**	19.9%	16.4%	15.7%	17.7%	5.4%	22.2%	16.3%	12.5%	15.1%	18.1%	12.5%	15.1%	16.4%	15.9%
10 to 13 years old	2,091	**125**	114	146	34	72	15	1	43	2	80	31	14	78	28	19
	21.0%	**24.5%**	21.0%	24.5%	21.4%	25.0%	26.8%	11.1%	26.9%	25.0%	21.9%	29.5%	35.0%	23.1%	25.5%	30.2%
14 to 18 years old	2,398	**130**	167	177	58	60	12	4	47	1	88	32	10	72	41	17
	24.1%	**25.5%**	30.8%	29.7%	36.5%	20.8%	21.4%	44.4%	29.4%	12.5%	24.1%	30.5%	25.0%	21.4%	37.3%	27.0%
3 years old or younger	2,244	**97**	62	88	24	62	10	1	19	1	78	14	5	79	12	6
	22.5%	**19.0%**	11.4%	14.8%	15.1%	21.5%	17.9%	11.1%	11.9%	12.5%	21.4%	13.3%	12.5%	23.4%	10.9%	9.5%
Significantly different from column:*		**C**												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

4994000

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

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	**522**	555	610	154	226	130	289	222	316	183	238	37	210	65	436	279	129	88
Number missing or multiple answer	377	**11**	11	16	1	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	**511**	544	594	153	226	130	289	222	316	183	238	37	210	65	436	279	129	88
	96.4%	**97.9%**	98.0%	97.4%	99.4%	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%
Male	5,191	**289**	293	316	86	122	79	289	0	180	101	133	19	123	37	245	151	77	50
	52.1%	**56.6%**	53.9%	53.2%	56.2%	54.0%	60.8%	100.0%	0.0%	57.0%	55.2%	55.9%	51.4%	58.6%	56.9%	56.2%	54.1%	59.7%	56.8%
Female	4,771	**222**	251	278	67	104	51	0	222	136	82	105	18	87	28	191	128	52	38
	47.9%	**43.4%**	46.1%	46.8%	43.8%	46.0%	39.2%	0.0%	100.0%	43.0%	44.8%	44.1%	48.6%	41.4%	43.1%	43.8%	45.9%	40.3%	43.2%
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

4994000

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

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
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	10,339	**522**	555	610	163	295	57	9	165	8	367	107	40	340	111	63
Number missing or multiple answer	377	**11**	11	16	4	6	1	0	5	0	2	1	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	9,962	**511**	544	594	159	289	56	9	160	8	365	106	40	337	111	63
	96.4%	**97.9%**	98.0%	97.4%	97.5%	98.0%	98.2%	100.0%	97.0%	100.0%	99.5%	99.1%	100.0%	99.1%	100.0%	100.0%
Male	5,191	**289**	293	316	89	164	32	6	93	7	213	54	22	192	64	33
	52.1%	**56.6%**	53.9%	53.2%	56.0%	56.7%	57.1%	66.7%	58.1%	87.5%	58.4%	50.9%	55.0%	57.0%	57.7%	52.4%
Female	4,771	**222**	251	278	70	125	24	3	67	1	152	52	18	145	47	30
	47.9%	**43.4%**	46.1%	46.8%	44.0%	43.3%	42.9%	33.3%	41.9%	12.5%	41.6%	49.1%	45.0%	43.0%	42.3%	47.6%
Significantly different from column:*	[redacted]		[redacted]													

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

4994000

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

Question 36

Is your child of Hispanic or Latino origin or descent?

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	**522**	555	610	154	226	130	289	222	316	183	238	37	210	65	436	279	129	88
Number missing or multiple answer	542	**23**	25	22	5	7	1	8	4	0	0	3	2	4	3	7	5	2	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	9,797	**499**	530	588	149	219	129	281	218	316	183	235	35	206	62	429	274	127	86
	94.8%	**95.6%**	95.5%	96.4%	96.8%	96.9%	99.2%	97.2%	98.2%	100.0%	100.0%	98.7%	94.6%	98.1%	95.4%	98.4%	98.2%	98.4%	97.7%
Yes, Hispanic or Latino	3,941	**316**	352	392	99	139	76	180	136	316	0	144	9	143	29	283	207	66	35
	40.2%	**63.3%**	66.4%	66.7%	66.4%	63.5%	58.9%	64.1%	62.4%	100.0%	0.0%	61.3%	25.7%	69.4%	46.8%	66.0%	75.5%	52.0%	40.7%
No, not Hispanic or Latino	5,856	**183**	178	196	50	80	53	101	82	0	183	91	26	63	33	146	67	61	51
	59.8%	**36.7%**	33.6%	33.3%	33.6%	36.5%	41.1%	35.9%	37.6%	0.0%	100.0%	38.7%	74.3%	30.6%	53.2%	34.0%	24.5%	48.0%	59.3%
Significantly different from column:*		**A**								K	J	M	LN	M	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.

Mercy Care

4994000

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

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
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	10,339	**522**	555	610	163	295	57	9	165	8	367	107	40	340	111	63
Number missing or multiple answer	542	**23**	25	22	8	12	2	1	10	0	10	4	1	9	2	4
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	9,797	**499**	530	588	155	283	55	8	155	8	357	103	39	331	109	59
	94.8%	**95.6%**	95.5%	96.4%	95.1%	95.9%	96.5%	88.9%	93.9%	100.0%	97.3%	96.3%	97.5%	97.4%	98.2%	93.7%
Yes, Hispanic or Latino	3,941	**316**	352	392	97	184	32	4	95	3	222	71	23	220	61	35
	40.2%	**63.3%**	66.4%	66.7%	62.6%	65.0%	58.2%	50.0%	61.3%	37.5%	62.2%	68.9%	59.0%	66.5%	56.0%	59.3%
No, not Hispanic or Latino	5,856	**183**	178	196	58	99	23	4	60	5	135	32	16	111	48	24
	59.8%	**36.7%**	33.6%	33.3%	37.4%	35.0%	41.8%	50.0%	38.7%	62.5%	37.8%	31.1%	41.0%	33.5%	44.0%	40.7%
Significantly different from column:*														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

4994000

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

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	**522**	555	610	154	226	130	289	222	316	183	238	37	210	65	436	279	129	88
Number missing or multiple answer	843	**37**	64	70	11	10	5	14	12	20	3	0	0	0	1	22	17	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	9,496	**485**	491	540	143	216	125	275	210	296	180	238	37	210	64	414	262	128	85
	91.8%	**92.9%**	88.5%	88.5%	92.9%	95.6%	96.2%	95.2%	94.6%	93.7%	98.4%	100.0%	100.0%	100.0%	98.5%	95.0%	93.9%	99.2%	96.6%
White	5,290	**308**	318	335	80	143	85	178	130	179	122	238	0	70	34	271	151	94	59
	55.7%	**63.5%**	64.8%	62.0%	55.9%	66.2%	68.0%	64.7%	61.9%	60.5%	67.8%	100.0%	0.0%	33.3%	53.1%	65.5%	57.6%	73.4%	69.4%
Black or African American	2,643	**66**	71	75	27	27	12	40	26	18	45	0	37	29	7	58	27	18	20
	27.8%	**13.6%**	14.5%	13.9%	18.9%	12.5%	9.6%	14.5%	12.4%	6.1%	25.0%	0.0%	100.0%	13.8%	10.9%	14.0%	10.3%	14.1%	23.5%
Asian	698	**25**	27	29	12	7	6	17	8	3	21	0	0	25	11	13	15	5	5
	7.4%	**5.2%**	5.5%	5.4%	8.4%	3.2%	4.8%	6.2%	3.8%	1.0%	11.7%	0.0%	0.0%	11.9%	17.2%	3.1%	5.7%	3.9%	5.9%
Native Hawaiian or other Pacific Islander	122	**9**	11	10	1	7	1	6	3	4	5	0	0	9	3	6	5	2	2
	1.3%	**1.9%**	2.2%	1.9%	0.7%	3.2%	0.8%	2.2%	1.4%	1.4%	2.8%	0.0%	0.0%	4.3%	4.7%	1.4%	1.9%	1.6%	2.4%
American Indian or Alaska Native	305	**23**	17	29	3	17	3	13	10	10	11	0	0	23	4	18	11	9	2
	3.2%	**4.7%**	3.5%	5.4%	2.1%	7.9%	2.4%	4.7%	4.8%	3.4%	6.1%	0.0%	0.0%	11.0%	6.3%	4.3%	4.2%	7.0%	2.4%
Other	2,072	**150**	126	156	52	62	35	85	65	128	21	0	0	150	25	124	102	25	19
	21.8%	**30.9%**	25.7%	28.9%	36.4%	28.7%	28.0%	30.9%	31.0%	43.2%	11.7%	0.0%	0.0%	71.4%	39.1%	30.0%	38.9%	19.5%	22.4%

NA - Not applicable

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

Mercy Care

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

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
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	10,339	**522**	555	610	163	295	57	9	165	8	367	107	40	340	111	63
Number missing or multiple answer	843	**37**	64	70	10	25	2	1	14	0	21	4	4	23	3	3
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	9,496	**485**	491	540	153	270	55	8	151	8	346	103	36	317	108	60
	91.8%	**92.9%**	88.5%	88.5%	93.9%	91.5%	96.5%	88.9%	91.5%	100.0%	94.3%	96.3%	90.0%	93.2%	97.3%	95.2%
White	5,290	**308**	318	335	94	176	35	7	106	5	215	69	24	191	74	43
	55.7%	**63.5%**	64.8%	62.0%	61.4%	65.2%	63.6%	87.5%	70.2%	62.5%	62.1%	67.0%	66.7%	60.3%	68.5%	71.7%
Black or African American	2,643	**66**	71	75	29	30	4	0	17	3	46	15	5	39	18	9
	27.8%	**13.6%**	14.5%	13.9%	19.0%	11.1%	7.3%	0.0%	11.3%	37.5%	13.3%	14.6%	13.9%	12.3%	16.7%	15.0%
Asian	698	**25**	27	29	11	13	0	0	5	0	16	8	1	16	8	1
	7.4%	**5.2%**	5.5%	5.4%	7.2%	4.8%	0.0%	0.0%	3.3%	0.0%	4.6%	7.8%	2.8%	5.0%	7.4%	1.7%
Native Hawaiian or other Pacific Islander	122	**9**	11	10	5	2	2	0	3	0	5	2	2	4	4	1
	1.3%	**1.9%**	2.2%	1.9%	3.3%	0.7%	3.6%	0.0%	2.0%	0.0%	1.4%	1.9%	5.6%	1.3%	3.7%	1.7%
American Indian or Alaska Native	305	**23**	17	29	11	9	3	0	6	0	17	5	1	13	8	2
	3.2%	**4.7%**	3.5%	5.4%	7.2%	3.3%	5.5%	0.0%	4.0%	0.0%	4.9%	4.9%	2.8%	4.1%	7.4%	3.3%
Other	2,072	**150**	126	156	45	83	20	1	46	3	106	33	11	104	32	14
	21.8%	**30.9%**	25.7%	28.9%	29.4%	30.7%	36.4%	12.5%	30.5%	37.5%	30.6%	32.0%	30.6%	32.8%	29.6%	23.3%

NA - Not applicable

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

Mercy Care

4994000

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 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	**522**	555	610	154	226	130	289	222	316	183	238	37	210	65	436	279	129	88
Number missing or multiple answer	551	**21**	28	27	7	1	3	8	2	3	4	4	2	1	1	3	2	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	**501**	527	583	147	225	127	281	220	313	179	234	35	209	64	433	277	129	87
	94.7%	**96.0%**	95.0%	95.6%	95.5%	99.6%	97.7%	97.2%	99.1%	99.1%	97.8%	98.3%	94.6%	99.5%	98.5%	99.3%	99.3%	100.0%	98.9%
Under 18	528	**13**	16	27	3	5	5	6	7	8	5	6	1	6	4	9	10	1	2
	5.4%	**2.6%**	3.0%	4.6%	2.0%	2.2%	3.9%	2.1%	3.2%	2.6%	2.8%	2.6%	2.9%	2.9%	6.3%	2.1%	3.6%	0.8%	2.3%
18 to 24	508	**33**	21	36	29	3	1	18	15	25	8	7	4	21	2	31	26	5	1
	5.2%	**6.6%**	4.0%	6.2%	19.7%	1.3%	0.8%	6.4%	6.8%	8.0%	4.5%	3.0%	11.4%	10.0%	3.1%	7.2%	9.4%	3.9%	1.1%
25 to 34	2,608	**119**	121	145	66	45	8	67	52	86	32	57	7	46	4	115	62	38	17
	26.6%	**23.8%**	23.0%	24.9%	44.9%	20.0%	6.3%	23.8%	23.6%	27.5%	17.9%	24.4%	20.0%	22.0%	6.3%	26.6%	22.4%	29.5%	19.5%
35 to 44	3,460	**191**	208	191	45	100	45	111	80	110	76	87	15	82	27	161	103	48	37
	35.3%	**38.1%**	39.5%	32.8%	30.6%	44.4%	35.4%	39.5%	36.4%	35.1%	42.5%	37.2%	42.9%	39.2%	42.2%	37.2%	37.2%	37.2%	42.5%
45 to 54	1,711	**101**	118	131	3	50	47	58	43	64	35	50	7	38	19	82	57	22	21
	17.5%	**20.2%**	22.4%	22.5%	2.0%	22.2%	37.0%	20.6%	19.5%	20.4%	19.6%	21.4%	20.0%	18.2%	29.7%	18.9%	20.6%	17.1%	24.1%
55 to 64	611	**26**	26	37	1	11	14	9	17	12	13	15	1	10	5	21	12	9	5
	6.2%	**5.2%**	4.9%	6.3%	0.7%	4.9%	11.0%	3.2%	7.7%	3.8%	7.3%	6.4%	2.9%	4.8%	7.8%	4.8%	4.3%	7.0%	5.7%
65 to 74	281	**15**	10	13	0	9	6	10	5	6	9	9	0	6	2	12	6	4	4
	2.9%	**3.0%**	1.9%	2.2%	0.0%	4.0%	4.7%	3.6%	2.3%	1.9%	5.0%	3.8%	0.0%	2.9%	3.1%	2.8%	2.2%	3.1%	4.6%
75 or older	81	**3**	7	3	0	2	1	2	1	2	1	3	0	0	1	2	1	2	0
	0.8%	**0.6%**	1.3%	0.5%	0.0%	0.9%	0.8%	0.7%	0.5%	0.6%	0.6%	1.3%	0.0%	0.0%	1.6%	0.5%	0.4%	1.6%	0.0%
35 or older	6,144	**336**	369	375	49	172	113	190	146	194	134	164	23	136	54	278	179	85	67
	62.8%	**67.1%**	70.0%	64.3%	33.3%	76.4%	89.0%	67.6%	66.4%	62.0%	74.9%	70.1%	65.7%	65.1%	84.4%	64.2%	64.6%	65.9%	77.0%
Significantly different from column:*					FG	EG	EF			K	J				P	O	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

4994000

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
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	10,339	**522**	555	610	163	295	57	9	165	8	367	107	40	340	111	63
Number missing or multiple answer	551	**21**	28	27	10	8	2	0	7	0	7	4	2	8	4	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	9,788	**501**	527	583	153	287	55	9	158	8	360	103	38	332	107	62
	94.7%	**96.0%**	95.0%	95.6%	93.9%	97.3%	96.5%	100.0%	95.8%	100.0%	98.1%	96.3%	95.0%	97.6%	96.4%	98.4%
Under 18	528	**13**	16	27	7	5	1	0	2	0	11	2	0	11	1	1
	5.4%	**2.6%**	3.0%	4.6%	4.6%	1.7%	1.8%	0.0%	1.3%	0.0%	3.1%	1.9%	0.0%	3.3%	0.9%	1.6%
18 to 24	508	**33**	21	36	11	21	1	1	3	0	30	1	2	30	2	1
	5.2%	**6.6%**	4.0%	6.2%	7.2%	7.3%	1.8%	11.1%	1.9%	0.0%	8.3%	1.0%	5.3%	9.0%	1.9%	1.6%
25 to 34	2,608	**119**	121	145	22	78	18	0	33	2	97	14	8	96	17	6
	26.6%	**23.8%**	23.0%	24.9%	14.4%	27.2%	32.7%	0.0%	20.9%	25.0%	26.9%	13.6%	21.1%	28.9%	15.9%	9.7%
35 to 44	3,460	**191**	208	191	66	102	22	6	62	4	129	44	18	120	43	28
	35.3%	**38.1%**	39.5%	32.8%	43.1%	35.5%	40.0%	66.7%	39.2%	50.0%	35.8%	42.7%	47.4%	36.1%	40.2%	45.2%
45 to 54	1,711	**101**	118	131	35	54	9	2	42	2	61	31	9	56	30	15
	17.5%	**20.2%**	22.4%	22.5%	22.9%	18.8%	16.4%	22.2%	26.6%	25.0%	16.9%	30.1%	23.7%	16.9%	28.0%	24.2%
55 to 64	611	**26**	26	37	7	17	2	0	10	0	19	7	0	11	11	4
	6.2%	**5.2%**	4.9%	6.3%	4.6%	5.9%	3.6%	0.0%	6.3%	0.0%	5.3%	6.8%	0.0%	3.3%	10.3%	6.5%
65 to 74	281	**15**	10	13	4	9	1	0	4	0	12	2	1	6	2	7
	2.9%	**3.0%**	1.9%	2.2%	2.6%	3.1%	1.8%	0.0%	2.5%	0.0%	3.3%	1.9%	2.6%	1.8%	1.9%	11.3%
75 or older	81	**3**	7	3	1	1	1	0	2	0	1	2	0	2	1	0
	0.8%	**0.6%**	1.3%	0.5%	0.7%	0.3%	1.8%	0.0%	1.3%	0.0%	0.3%	1.9%	0.0%	0.6%	0.9%	0.0%
35 or older	6,144	**336**	369	375	113	183	35	8	120	6	222	86	28	195	87	54
	62.8%	**67.1%**	70.0%	64.3%	73.9%	63.8%	63.6%	88.9%	75.9%	75.0%	61.7%	83.5%	73.7%	58.7%	81.3%	87.1%
Significantly different from column:*					F	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.

Mercy Care

4994000

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

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	**522**	555	610	154	226	130	289	222	316	183	238	37	210	65	436	279	129	88
Number missing or multiple answer	497	**21**	29	24	6	3	2	7	3	4	4	3	1	3	0	0	3	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	9,842	**501**	526	586	148	223	128	282	219	312	179	235	36	207	65	436	276	129	87
	95.2%	**96.0%**	94.8%	96.1%	96.1%	98.7%	98.5%	97.6%	98.6%	98.7%	97.8%	98.7%	97.3%	98.6%	100.0%	100.0%	98.9%	100.0%	98.9%
Male	1,403	**65**	52	63	12	34	19	37	28	29	33	20	6	38	65	0	41	12	12
	14.3%	**13.0%**	9.9%	10.8%	8.1%	15.2%	14.8%	13.1%	12.8%	9.3%	18.4%	8.5%	16.7%	18.4%	100.0%	0.0%	14.9%	9.3%	13.8%
Female	8,439	**436**	474	523	136	189	109	245	191	283	146	215	30	169	0	436	235	117	75
	85.7%	**87.0%**	90.1%	89.2%	91.9%	84.8%	85.2%	86.9%	87.2%	90.7%	81.6%	91.5%	83.3%	81.6%	0.0%	100.0%	85.1%	90.7%	86.2%
Significantly different from column:*					F	E				K	J	N		L	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

4994000

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

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
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	10,339	**522**	555	610	163	295	57	9	165	8	367	107	40	340	111	63
Number missing or multiple answer	497	**21**	29	24	11	9	1	0	7	0	9	2	2	11	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	9,842	**501**	526	586	152	286	56	9	158	8	358	105	38	329	110	62
	95.2%	**96.0%**	94.8%	96.1%	93.3%	96.9%	98.2%	100.0%	95.8%	100.0%	97.5%	98.1%	95.0%	96.8%	99.1%	98.4%
Male	1,403	**65**	52	63	31	31	3	0	21	2	46	16	3	41	18	6
	14.3%	**13.0%**	9.9%	10.8%	20.4%	10.8%	5.4%	0.0%	13.3%	25.0%	12.8%	15.2%	7.9%	12.5%	16.4%	9.7%
Female	8,439	**436**	474	523	121	255	53	9	137	6	312	89	35	288	92	56
	85.7%	**87.0%**	90.1%	89.2%	79.6%	89.2%	94.6%	100.0%	86.7%	75.0%	87.2%	84.8%	92.1%	87.5%	83.6%	90.3%
Significantly different from column:*	[redacted]		[redacted]		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.

Mercy Care

4994000

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

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 (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	**522**	555	610	154	226	130	289	222	316	183	238	37	210	65	436	279	129	88
Number missing or multiple answer	686	**26**	35	33	6	8	2	11	4	8	4	4	1	5	0	9	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	**496**	520	577	148	218	128	278	218	308	179	234	36	205	65	427	279	129	88
	93.4%	**95.0%**	93.7%	94.6%	96.1%	96.5%	98.5%	96.2%	98.2%	97.5%	97.8%	98.3%	97.3%	97.6%	100.0%	97.9%	100.0%	100.0%	100.0%
8th grade or less	869	**28**	49	45	4	12	12	16	12	23	5	13	0	14	6	21	28	0	0
	9.0%	**5.6%**	9.4%	7.8%	2.7%	5.5%	9.4%	5.8%	5.5%	7.5%	2.8%	5.6%	0.0%	6.8%	9.2%	4.9%	10.0%	0.0%	0.0%
Some high school, but did not graduate	1,070	**62**	64	81	26	22	13	28	34	46	15	18	3	36	6	55	62	0	0
	11.1%	**12.5%**	12.3%	14.0%	17.6%	10.1%	10.2%	10.1%	15.6%	14.9%	8.4%	7.7%	8.3%	17.6%	9.2%	12.9%	22.2%	0.0%	0.0%
High school graduate or GED	3,319	**189**	187	197	55	81	53	107	82	138	47	86	13	79	29	159	189	0	0
	34.4%	**38.1%**	36.0%	34.1%	37.2%	37.2%	41.4%	38.5%	37.6%	44.8%	26.3%	36.8%	36.1%	38.5%	44.6%	37.2%	67.7%	0.0%	0.0%
Some college or 2-year degree	2,546	**129**	138	162	35	61	32	77	52	66	61	74	11	43	12	117	0	129	0
	26.4%	**26.0%**	26.5%	28.1%	23.6%	28.0%	25.0%	27.7%	23.9%	21.4%	34.1%	31.6%	30.6%	21.0%	18.5%	27.4%	0.0%	100.0%	0.0%
4-year college graduate	990	**47**	45	54	15	23	9	25	22	17	30	25	2	18	5	41	0	0	47
	10.3%	**9.5%**	8.7%	9.4%	10.1%	10.6%	7.0%	9.0%	10.1%	5.5%	16.8%	10.7%	5.6%	8.8%	7.7%	9.6%	0.0%	0.0%	53.4%
More than 4-year college degree	859	**41**	37	38	13	19	9	25	16	18	21	18	7	15	7	34	0	0	41
	8.9%	**8.3%**	7.1%	6.6%	8.8%	8.7%	7.0%	9.0%	7.3%	5.8%	11.7%	7.7%	19.4%	7.3%	10.8%	8.0%	0.0%	0.0%	46.6%
4-year college graduate or more	1,849	**88**	82	92	28	42	18	50	38	35	51	43	9	33	12	75	0	0	88
	19.2%	**17.7%**	15.8%	15.9%	18.9%	19.3%	14.1%	18.0%	17.4%	11.4%	28.5%	18.4%	25.0%	16.1%	18.5%	17.6%	0.0%	0.0%	100.0%
Significantly different from column:*										K	J						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

4994000

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

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
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	10,339	**522**	555	610	163	295	57	9	165	8	367	107	40	340	111	63
Number missing or multiple answer	686	**26**	35	33	12	11	2	0	9	0	12	3	3	13	2	3
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	9,653	**496**	520	577	151	284	55	9	156	8	355	104	37	327	109	60
	93.4%	**95.0%**	93.7%	94.6%	92.6%	96.3%	96.5%	100.0%	94.5%	100.0%	96.7%	97.2%	92.5%	96.2%	98.2%	95.2%
8th grade or less	869	**28**	49	45	13	15	0	0	8	0	15	9	4	15	8	5
	9.0%	**5.6%**	9.4%	7.8%	8.6%	5.3%	0.0%	0.0%	5.1%	0.0%	4.2%	8.7%	10.8%	4.6%	7.3%	8.3%
Some high school, but did not graduate	1,070	**62**	64	81	23	31	5	1	19	0	46	13	3	43	14	5
	11.1%	**12.5%**	12.3%	14.0%	15.2%	10.9%	9.1%	11.1%	12.2%	0.0%	13.0%	12.5%	8.1%	13.1%	12.8%	8.3%
High school graduate or GED	3,319	**189**	187	197	59	111	19	5	49	2	141	39	9	131	36	22
	34.4%	**38.1%**	36.0%	34.1%	39.1%	39.1%	34.5%	55.6%	31.4%	25.0%	39.7%	37.5%	24.3%	40.1%	33.0%	36.7%
Some college or 2-year degree	2,546	**129**	138	162	34	76	17	2	46	2	94	24	11	85	33	11
	26.4%	**26.0%**	26.5%	28.1%	22.5%	26.8%	30.9%	22.2%	29.5%	25.0%	26.5%	23.1%	29.7%	26.0%	30.3%	18.3%
4-year college graduate	990	**47**	45	54	9	27	10	0	21	2	31	10	6	26	11	10
	10.3%	**9.5%**	8.7%	9.4%	6.0%	9.5%	18.2%	0.0%	13.5%	25.0%	8.7%	9.6%	16.2%	8.0%	10.1%	16.7%
More than 4-year college degree	859	**41**	37	38	13	24	4	1	13	2	28	9	4	27	7	7
	8.9%	**8.3%**	7.1%	6.6%	8.6%	8.5%	7.3%	11.1%	8.3%	25.0%	7.9%	8.7%	10.8%	8.3%	6.4%	11.7%
4-year college graduate or more	1,849	**88**	82	92	22	51	14	1	34	4	59	19	10	53	18	17
	19.2%	**17.7%**	15.8%	15.9%	14.6%	18.0%	25.5%	11.1%	21.8%	50.0%	16.6%	18.3%	27.0%	16.2%	16.5%	28.3%
Significantly different from column:*														P		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

4994000

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

Question 41

How are you related to the 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	**522**	555	610	154	226	130	289	222	316	183	238	37	210	65	436	279	129	88
Number missing or multiple answer	674	**27**	30	35	5	8	4	10	6	7	8	4	1	7	1	9	3	2	2
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	9,665	**495**	525	575	149	218	126	279	216	309	175	234	36	203	64	427	276	127	86
	93.5%	**94.8%**	94.6%	94.3%	96.8%	96.5%	96.9%	96.5%	97.3%	97.8%	95.6%	98.3%	97.3%	96.7%	98.5%	97.9%	98.9%	98.4%	97.7%
Mother or father	8,914	**467**	486	527	146	205	114	267	200	294	162	219	35	191	61	402	262	118	83
	92.2%	**94.3%**	92.6%	91.7%	98.0%	94.0%	90.5%	95.7%	92.6%	95.1%	92.6%	93.6%	97.2%	94.1%	95.3%	94.1%	94.9%	92.9%	96.5%
Grandparent	476	**15**	22	30	2	8	5	4	11	10	5	8	0	7	1	14	9	4	2
	4.9%	**3.0%**	4.2%	5.2%	1.3%	3.7%	4.0%	1.4%	5.1%	3.2%	2.9%	3.4%	0.0%	3.4%	1.6%	3.3%	3.3%	3.1%	2.3%
Aunt or uncle	67	**4**	0	3	1	1	2	2	2	3	1	2	0	2	1	3	2	1	1
	0.7%	**0.8%**	0.0%	0.5%	0.7%	0.5%	1.6%	0.7%	0.9%	1.0%	0.6%	0.9%	0.0%	1.0%	1.6%	0.7%	0.7%	0.8%	1.2%
Older brother or sister	25	**1**	5	4	0	0	1	1	0	0	1	0	0	1	1	0	1	0	0
	0.3%	**0.2%**	1.0%	0.7%	0.0%	0.0%	0.8%	0.4%	0.0%	0.0%	0.6%	0.0%	0.0%	0.5%	1.6%	0.0%	0.4%	0.0%	0.0%
Other relative	10	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Legal guardian	146	**7**	8	10	0	3	4	5	2	2	5	4	1	2	0	7	2	3	0
	1.5%	**1.4%**	1.5%	1.7%	0.0%	1.4%	3.2%	1.8%	0.9%	0.6%	2.9%	1.7%	2.8%	1.0%	0.0%	1.6%	0.7%	2.4%	0.0%
Someone else	27	**1**	4	1	0	1	0	0	1	0	1	1	0	0	0	1	0	1	0
	0.3%	**0.2%**	0.8%	0.2%	0.0%	0.5%	0.0%	0.0%	0.5%	0.0%	0.6%	0.4%	0.0%	0.0%	0.0%	0.2%	0.0%	0.8%	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

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
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	10,339	**522**	555	610	163	295	57	9	165	8	367	107	40	340	111	63
Number missing or multiple answer	674	**27**	30	35	13	12	1	0	9	0	14	4	1	14	1	4
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	9,665	**495**	525	575	150	283	56	9	156	8	353	103	39	326	110	59
	93.5%	**94.8%**	94.6%	94.3%	92.0%	95.9%	98.2%	100.0%	94.5%	100.0%	96.2%	96.3%	97.5%	95.9%	99.1%	93.7%
Mother or father	8,914	**467**	486	527	143	265	54	9	147	8	331	99	37	312	101	54
	92.2%	**94.3%**	92.6%	91.7%	95.3%	93.6%	96.4%	100.0%	94.2%	100.0%	93.8%	96.1%	94.9%	95.7%	91.8%	91.5%
Grandparent	476	**15**	22	30	2	11	1	0	5	0	11	3	1	5	5	5
	4.9%	**3.0%**	4.2%	5.2%	1.3%	3.9%	1.8%	0.0%	3.2%	0.0%	3.1%	2.9%	2.6%	1.5%	4.5%	8.5%
Aunt or uncle	67	**4**	0	3	1	3	0	0	2	0	3	1	0	2	2	0
	0.7%	**0.8%**	0.0%	0.5%	0.7%	1.1%	0.0%	0.0%	1.3%	0.0%	0.8%	1.0%	0.0%	0.6%	1.8%	0.0%
Older brother or sister	25	**1**	5	4	1	0	0	0	0	0	1	0	0	1	0	0
	0.3%	**0.2%**	1.0%	0.7%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.3%	0.0%	0.0%
Other relative	10	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Legal guardian	146	**7**	8	10	2	4	1	0	1	0	6	0	1	6	1	0
	1.5%	**1.4%**	1.5%	1.7%	1.3%	1.4%	1.8%	0.0%	0.6%	0.0%	1.7%	0.0%	2.6%	1.8%	0.9%	0.0%
Someone else	27	**1**	4	1	1	0	0	0	1	0	1	0	0	0	1	0
	0.3%	**0.2%**	0.8%	0.2%	0.7%	0.0%	0.0%	0.0%	0.6%	0.0%	0.3%	0.0%	0.0%	0.0%	0.9%	0.0%

NA - Not applicable

Mercy Care

4994000

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

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
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	---	**522**	555	---	154	226	130	289	222	316	183	238	37	210	65	436	279	129	88
Number missing or multiple answer	---	**36**	41	---	10	11	5	13	12	17	5	9	2	9	2	17	9	4	2
Number no experience	---	**90**	93	---	20	37	33	50	40	59	29	36	12	39	15	73	53	27	9
Usable responses	---	**396**	421	---	124	178	92	226	170	240	149	193	23	162	48	346	217	98	77
	---	**75.9%**	75.9%	---	80.5%	78.8%	70.8%	78.2%	76.6%	75.9%	81.4%	81.1%	62.2%	77.1%	73.8%	79.4%	77.8%	76.0%	87.5%
Never	---	**36**	31	---	13	9	13	22	14	20	15	17	2	16	9	27	23	4	9
	---	**9.1%**	7.4%	---	10.5%	5.1%	14.1%	9.7%	8.2%	8.3%	10.1%	8.8%	8.7%	9.9%	18.8%	7.8%	10.6%	4.1%	11.7%
Sometimes	---	**33**	50	---	12	14	7	17	16	20	13	9	5	17	4	29	21	6	6
	---	**8.3%**	11.9%	---	9.7%	7.9%	7.6%	7.5%	9.4%	8.3%	8.7%	4.7%	21.7%	10.5%	8.3%	8.4%	9.7%	6.1%	7.8%
Usually	---	**71**	71	---	27	27	16	42	29	47	24	38	7	24	6	65	37	21	12
	---	**17.9%**	16.9%	---	21.8%	15.2%	17.4%	18.6%	17.1%	19.6%	16.1%	19.7%	30.4%	14.8%	12.5%	18.8%	17.1%	21.4%	15.6%
Always	---	**256**	269	---	72	128	56	145	111	153	97	129	9	105	29	225	136	67	50
	---	**64.6%**	63.9%	---	58.1%	71.9%	60.9%	64.2%	65.3%	63.8%	65.1%	66.8%	39.1%	64.8%	60.4%	65.0%	62.7%	68.4%	64.9%
Significantly different from column:*					F	E						M	LN	M					
Usually or Always	---	**327**	340	---	99	155	72	187	140	200	121	167	16	129	35	290	173	88	62
	---	**82.6%**	80.8%	---	79.8%	87.1%	78.3%	82.7%	82.4%	83.3%	81.2%	86.5%	69.6%	79.6%	72.9%	83.8%	79.7%	89.8%	80.5%
Significantly different from column:*																	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

4994000

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

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
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	---	**522**	555	---	163	295	57	9	165	8	367	107	40	340	111	63
Number missing or multiple answer	---	**36**	41	---	16	17	2	1	11	0	17	10	1	18	9	1
Number no experience	---	**90**	93	---	62	27	1	1	9	0	74	13	3	66	16	8
Usable responses	---	**396**	421	---	85	251	54	7	145	8	276	84	36	256	86	54
	---	**75.9%**	75.9%	---	52.1%	85.1%	94.7%	77.8%	87.9%	100.0%	75.2%	78.5%	90.0%	75.3%	77.5%	85.7%
Never	---	**36**	31	---	19	15	1	0	7	0	31	4	1	26	7	3
	---	**9.1%**	7.4%	---	22.4%	6.0%	1.9%	0.0%	4.8%	0.0%	11.2%	4.8%	2.8%	10.2%	8.1%	5.6%
Sometimes	---	**33**	50	---	12	14	6	0	10	1	22	9	2	23	7	3
	---	**8.3%**	11.9%	---	14.1%	5.6%	11.1%	0.0%	6.9%	12.5%	8.0%	10.7%	5.6%	9.0%	8.1%	5.6%
Usually	---	**71**	71	---	12	47	11	1	28	1	39	19	13	38	18	15
	---	**17.9%**	16.9%	---	14.1%	18.7%	20.4%	14.3%	19.3%	12.5%	14.1%	22.6%	36.1%	14.8%	20.9%	27.8%
Always	---	**256**	269	---	42	175	36	6	100	6	184	52	20	169	54	33
	---	**64.6%**	63.9%	---	49.4%	69.7%	66.7%	85.7%	69.0%	75.0%	66.7%	61.9%	55.6%	66.0%	62.8%	61.1%
Significantly different from column:*					FG	E	E									
Usually or Always	---	**327**	340	---	54	222	47	7	128	7	223	71	33	207	72	48
	---	**82.6%**	80.8%	---	63.5%	88.4%	87.0%	100.0%	88.3%	87.5%	80.8%	84.5%	91.7%	80.9%	83.7%	88.9%
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.

Mercy Care

4994000

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

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	---	**522**	555	---	154	226	130	289	222	316	183	238	37	210	65	436	279	129	88
Number missing or multiple answer	---	**29**	34	---	8	7	4	11	7	11	5	6	0	7	2	10	6	1	2
Number no experience	---	**80**	82	---	22	29	29	43	37	50	27	32	12	35	14	65	50	22	8
Usable responses	---	**413**	439	---	124	190	97	235	178	255	151	200	25	168	49	361	223	106	78
	---	**79.1%**	79.1%	---	80.5%	84.1%	74.6%	81.3%	80.2%	80.7%	82.5%	84.0%	67.6%	80.0%	75.4%	82.8%	79.9%	82.2%	88.6%
Never	---	**33**	33	---	9	11	13	20	13	19	13	14	4	15	8	24	19	8	5
	---	**8.0%**	7.5%	---	7.3%	5.8%	13.4%	8.5%	7.3%	7.5%	8.6%	7.0%	16.0%	8.9%	16.3%	6.6%	8.5%	7.5%	6.4%
Sometimes	---	**21**	23	---	10	8	3	12	9	12	9	8	1	11	4	16	14	4	2
	---	**5.1%**	5.2%	---	8.1%	4.2%	3.1%	5.1%	5.1%	4.7%	6.0%	4.0%	4.0%	6.5%	8.2%	4.4%	6.3%	3.8%	2.6%
Usually	---	**28**	52	---	10	9	9	17	11	20	8	16	3	7	1	27	16	10	2
	---	**6.8%**	11.8%	---	8.1%	4.7%	9.3%	7.2%	6.2%	7.8%	5.3%	8.0%	12.0%	4.2%	2.0%	7.5%	7.2%	9.4%	2.6%
Always	---	**331**	331	---	95	162	72	186	145	204	121	162	17	135	36	294	174	84	69
	---	**80.1%**	75.4%	---	76.6%	85.3%	74.2%	79.1%	81.5%	80.0%	80.1%	81.0%	68.0%	80.4%	73.5%	81.4%	78.0%	79.2%	88.5%
Significantly different from column:*						G	F										S		Q
Usually or Always	---	**359**	383	---	105	171	81	203	156	224	129	178	20	142	37	321	190	94	71
	---	**86.9%**	87.2%	---	84.7%	90.0%	83.5%	86.4%	87.6%	87.8%	85.4%	89.0%	80.0%	84.5%	75.5%	88.9%	85.2%	88.7%	91.0%
Significantly different from column:*															P	O			

*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

4994000

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

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
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	---	**522**	555	---	163	295	57	9	165	8	367	107	40	340	111	63
Number missing or multiple answer	---	**29**	34	---	14	13	2	1	8	0	16	3	2	17	2	2
Number no experience	---	**80**	82	---	58	21	1	1	6	0	64	14	2	59	15	6
Usable responses	---	**413**	439	---	91	261	54	7	151	8	287	90	36	264	94	55
	---	**79.1%**	79.1%	---	55.8%	88.5%	94.7%	77.8%	91.5%	100.0%	78.2%	84.1%	90.0%	77.6%	84.7%	87.3%
Never	---	**33**	33	---	17	11	3	2	8	0	28	4	1	24	8	1
	---	**8.0%**	7.5%	---	18.7%	4.2%	5.6%	28.6%	5.3%	0.0%	9.8%	4.4%	2.8%	9.1%	8.5%	1.8%
Sometimes	---	**21**	23	---	9	12	0	0	11	0	12	6	3	12	7	2
	---	**5.1%**	5.2%	---	9.9%	4.6%	0.0%	0.0%	7.3%	0.0%	4.2%	6.7%	8.3%	4.5%	7.4%	3.6%
Usually	---	**28**	52	---	7	15	6	2	9	1	19	6	3	17	5	6
	---	**6.8%**	11.8%	---	7.7%	5.7%	11.1%	28.6%	6.0%	12.5%	6.6%	6.7%	8.3%	6.4%	5.3%	10.9%
Always	---	**331**	331	---	58	223	45	3	123	7	228	74	29	211	74	46
	---	**80.1%**	75.4%	---	63.7%	85.4%	83.3%	42.9%	81.5%	87.5%	79.4%	82.2%	80.6%	79.9%	78.7%	83.6%
Significantly different from column:*					FG	E	E									
Usually or Always	---	**359**	383	---	65	238	51	5	132	8	247	80	32	228	79	52
	---	**86.9%**	87.2%	---	71.4%	91.2%	94.4%	71.4%	87.4%	100.0%	86.1%	88.9%	88.9%	86.4%	84.0%	94.5%
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**

PRST FIRST CLASS
U.S. POSTAGE
PAID
BALTIMORE, MD
PERMIT 5745

CSS Processing
PO Box 3416
Hopkins, MN 55343

Scan here to take the survey online!

¡Escanee aquí para completar la encuesta en línea!

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!

mercy care

CSS Processing
PO Box 3416
Hopkins, MN 55343

Presorted
First Class
U.S. Postage
PAID
Permit #5745
Baltimore, MD

RESPONSE NEEDED

MER/bl-r

mercy care

CSS Processing
PO Box 3416
Hopkins, MN 55343

Presorted
First Class
U.S. Postage
PAID
Permit #5745
Baltimore, MD

FINAL REMINDER – PLEASE RESPOND!

MER/bl-f

mercy care

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

Sandra Wendt
V.P. of Quality Management

ESPAÑOL AL OTRO LADO

mercy care

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

Sandra Wendt
V.P. of Quality Management

ESPAÑOL AL OTRO LADO

mercy care

CSS Processing
PO Box 3416
Hopkins, MN 55343

Scan here to take the survey online!

¡Escanee aquí para completar la encuesta en línea!

PRST FIRST CLASS
U.S. POSTAGE
PAID
BALTIMORE, MD
PERMIT 5745

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 linea 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!

mercy care

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

Please continue inside →

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 <u>your child</u> 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 <u>your child</u> 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

Please continue on back →

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.

mercy care

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

Sandra Wendt
V.P. of Quality Management

ENGLISH ON THE OTHER SIDE

mercy care

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.

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).

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

Sandra Wendt
V.P. of Quality Management

ENGLISH ON THE OTHER SIDE

mercy care

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.

1. 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

2. ¿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.

3. 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***

4. 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

5. 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***

6. 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

Por favor continuar en la parte interior →

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

Por favor continuar en la parte posterior →

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.