



Report of Results

for

Mercy Care Adult Population

2025 (MY 2024) CAHPS® 5.1H Medicaid Member Experience Survey

Prepared for:

Mercy Care (June 20, 2025)

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Table of Contents

- Introduction.....4**
- Executive Summary.....5**
 - Key Survey Measure Results 5
 - Estimated NCQA 2025 Health Plan Ratings 6
 - Quality Improvement Priorities..... 6
- What Is New in 20258**
 - NCQA Policy Updates 8
 - CSS Report Updates..... 8
- About This Report9**
- 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 21
 - Detailed Performance Charts 23

Effectiveness of Care	47
Medical Assistance With Smoking and Tobacco Use Cessation (MSC)	47
Calculation and Reporting of Results	47
Membership Profile and Analysis of Plan Ratings by Member Segment	49
Health Status and Demographics	50
Use of Services.....	55
Key Driver Analysis	59
Objectives	59
Technical Approach	59
Industry Key Driver Model.....	60
Opportunities for Health Plan Quality Improvement.....	61
Health Plan Quality Improvement Resources	63
Appendix A. Scoring Methodology and Glossary	71
NCQA Calculation Guidelines for Rating and Composite Global Proportions	71
NCQA Health Plan Ratings Methodology	73
Glossary of Terms	75
Appendix B. Survey Results at a Glance	80
Appendix C. Cross-Tabulations	82
Appendix D. Survey Materials	84

INTRODUCTION

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

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

EXECUTIVE SUMMARY

In 2024, Aetna Better Health contracted with the Center for the Study of Services (CSS), an NCQA-certified survey vendor, to administer the CAHPS® 5.1H Adult Medicaid Survey. The purpose of the survey is to assess members' experience with their health plan and health care. The overall goal of the survey is to provide actionable performance feedback to help the plan improve the member experience.

CSS administered the Adult Medicaid version of the CAHPS Health Plan Survey on behalf of Mercy Care between February 11 and May 12, 2025.

The final survey sample for Mercy Care included 2,700 members. During the survey fielding period, 415 sample members completed the survey. After the final survey eligibility criteria were applied, the resulting NCQA response rate was 15.86%. (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 2025 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 rating and composite measures (i.e., those that reached the minimum denominator of 100 or more valid responses required by NCQA). The comparisons are based on the rates of Mercy Care Adult sample members rating their experience favorably (i.e., 9 or 10 for the overall rating questions and *Usually* or *Always* for all other CAHPS measures).

Table 1. Mercy Care Adult Members: Statistically Significant Improvements or Declines in Performance Compared to 2024

Reportable* Rate IMPROVED	Reportable* Rate DECLINED
No statistically significant improvements compared to 2024	No statistically significant declines compared to 2024

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

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



Reportable* Rate ABOVE Benchmark	Reportable* Rate BELOW Benchmark
Benchmark: 2025 CSS Adult Medicaid Average	
Rating of Doctor (73.25% vs. 68.02% [+5.23 points]) Rating of Health Plan (67.16% vs. 58.55% [+8.61 points])	No statistically significant differences compared to benchmark
Benchmark: 2024 (MY 2023) NCQA Quality Compass National Average (All Lines of Business)	
Rating of Health Plan (67.16% vs. 61.47% [+5.69 points])	No statistically significant differences compared to benchmark

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

ESTIMATED NCQA 2025 HEALTH PLAN RATINGS

Estimated 2025 Health Plan Ratings are provided in Table 3 below. Since the most recent NCQA benchmarks available to date are the prior-year (2024, or MY 2023) Quality Compass benchmarks, the official HPR ratings scheduled to be released in the fall of 2025 will likely diverge from these preliminary estimates.

Table 3. Mercy Care Adult Members: Estimated 2025 NCQA Health Plan Ratings

Estimated* 2025 NCQA Health Plan Rating	
	Rating of Doctor, Rating of Health Plan
	Getting Needed Care, Getting Care Quickly, Rating of Health Care

* Unofficial Health Plan Ratings were estimated by CSS based on the prior-year (2024, or MY 2023) NCQA Quality Compass national benchmarks. The official 2025 Health Plan Ratings, based on the current-year (2025, or MY 2024) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2025. Note: estimated star ratings are provided for all applicable CAHPS measures regardless of measure denominator.

QUALITY IMPROVEMENT PRIORITIES

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

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

Top Priorities for Quality Improvement
1. Improving member access to care (ease of getting needed care, tests, or treatment)
2. Improving health plan provider network (highly-rated personal doctors)
3. Improving member access to care (having a personal doctor)
4. 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 2025

NCQA POLICY UPDATES

- NCQA removed the Adult Medicaid *Medical Assistance With Smoking and Tobacco Use Cessation (MSC)* measure from the 2025 (MY 2024) Health Plan Ratings due to limited data reported in previous years.
- NCQA updated the standard internet cover letter and postcard text. CSS received approval to further modify these materials to accommodate the use of QR codes.

CSS REPORT UPDATES

CSS made the following updates to the 2025 CAHPS Report of Results:

- The *Key Driver Model* has been refreshed using the most recent industry data (see *Key Driver Analysis* section on page 59).
- The *Health Plan Quality Improvement Resources* section has been updated and expanded (see page 63).

ABOUT THIS REPORT

The key features of this 2025 CAHPS Report of Results are highlighted below.

- CSS calculated survey results following the NCQA scoring guidelines outlined in *HEDIS 2025, Volume 3: Specifications for Survey Measures*. All measure results adhere to these scoring guidelines but are presented regardless of denominator.
- Estimated NCQA 2025 Health Plan Ratings (HPR stars) are provided for reference. The CSS-calculated HPR stars are based on the 2024 (MY 2023) 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 (2024, or MY 2023) Quality Compass benchmarks, the official HPR ratings scheduled to be released in the fall of 2025 will likely diverge from these preliminary estimates.
- Throughout the report, the 2025 Mercy Care survey results are compared to national multi-plan benchmark rates, represented by the 2025 CSS Adult Medicaid Average and the 2024 (MY 2023) NCQA Quality Compass Adult Medicaid National Average (for All Lines of Business). The 2025 CSS Adult Medicaid Average was calculated by pooling survey responses across 18 Adult Medicaid plans surveyed and selected by CSS to represent the industry average. The 2024 (MY 2023) NCQA Quality Compass Adult Medicaid National Average (All LOBs) is made up of the Adult Medicaid plans that submitted data to NCQA in 2024.
- *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 21) presents the 2025 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 23) are provided for the overall rating questions, composite measures, and individual survey items representing the various CAHPS domains of care. The 2025 Mercy Care results are compared to the 2025 CSS Adult Medicaid Average on all measures. Where appropriate, the 2025 results are also compared to the 2024 (MY 2023) NCQA Quality Compass Adult Medicaid National Average (All LOBs) and performance percentiles. Where available, a three-year trend in scores is also shown.

- A section on the *Effectiveness of Care* measures (page 47) includes comparisons to prior-year results (if available) as well as to the 2025 CSS Adult Medicaid Average rates.
- *Membership Profile and Analysis of Plan Ratings by Member Segment* (page 49) compares the 2025 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 59) 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 2025 Mercy Care results on each key driver are compared to the best result among the 18 plans contributing to the 2025 CSS Adult Medicaid Average, yielding a measure of available room for improvement on each touch point. The result is weighted by the key driver's contribution to the overall *Rating of Health Plan*. Opportunities for improvement are prioritized based on the incremental gain in the Mercy Care *Rating of Health Plan* measure expected due to improved performance on the individual key drivers. A separate section of the report, *Health Plan Quality Improvement Resources* (page 63), provides some helpful resources for health plan quality managers.
- *Appendices* (starting on page 71) include:
 - Score calculation guidelines and methodology
 - A glossary of terms
 - A one-page *Survey Results at a Glance* summary
 - Detailed cross-tabulations of survey responses for every survey question, with additional tables summarizing performance on key survey measures
 - A copy of the survey instrument and supporting materials

SURVEY METHODOLOGY

SURVEY PROTOCOL AND TIMELINE

CSS administered the Adult Medicaid version of the 2025 CAHPS Health Plan Survey on behalf of Mercy Care in accordance with the NCQA methodology detailed in *HEDIS 2025, Volume 3: Specifications for Survey Measures and Quality Assurance Plan for HEDIS 2025 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 11. Email invitations with a link to the online survey were sent to eligible members on February 14, February 24, and March 21. 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 14.
- An initial reminder/thank-you postcard was mailed on February 25.
- A replacement survey package was mailed on March 21.
- A second reminder/thank-you postcard was mailed on March 31.
- 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 March 28.
- Data collection closed on May 12.

Survey results were submitted to NCQA on May 23, 2025.

SURVEY MATERIALS

CSS designed all member-facing materials (see *Appendix D. Survey Materials*) in accordance with the NCQA guidelines detailed in *HEDIS 2025, Volume 3: Specifications for Survey Measures and Quality Assurance Plan for HEDIS 2025 Survey Measures*. The NCQA-approved text was used for all materials. Prior to being customized with the health plan name, logo, and other branding elements, all CSS-designed survey materials templates were approved by NCQA.

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

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

SAMPLE SELECTION

For the Adult Medicaid survey, sample-eligible members were those who were 18 years old or older as of December 31, 2024; 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, or survey disposition, throughout the data collection process.

The standard NCQA-prescribed sample size for Adult Medicaid plans is 1,350 members. NCQA’s sampling methodology does not allow disenrolled members to be removed from the sample after the start of survey administration. Health plans that were unable to identify disenrolled members prior to December 31, 2024, were advised to oversample (i.e., increase their sample size to compensate for members expected to leave their plan by the time the survey was fielded). Oversampling could also be used to obtain more completed surveys. Mercy Care requested to oversample by 100%. The final survey sample for Mercy Care included 2,700 members.

DATA CAPTURE

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

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

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

SURVEY RESPONSE RATE

During the survey fielding period, 415 sample members completed the survey. After the final survey eligibility criteria were applied, the resulting NCQA response rate was 15.86%. Additional detail on sample member status (disposition) at the end of data collection is provided in Table 5 below.

Table 5. 2025 Mercy Care Adult Medicaid CAHPS Survey: Sample Member Dispositions and Response Rate

Sample Member Disposition	2025 Your Organization		2025 CSS Adult Medicaid Average
	Number and Percent of Initial Sample		Percent of Total Initial Sample
Initial Sample	2,700	100.00%	100.00%
Complete and Eligible – Mail	174	6.44%	6.94%
Complete and Eligible – Phone*	161	5.96%	6.83%
Complete and Eligible – Internet**	80	2.96%	2.47%
Complete and Eligible – Total	415	15.37%	16.24%
Eligible Population criteria not met	42	1.56%	1.48%
Incomplete (but Eligible)	75	2.78%	3.83%
Language barrier	10	0.37%	0.47%
Mentally or physically incapacitated	25	0.93%	0.57%
Deceased	6	0.22%	0.10%
Refusal	97	3.59%	3.74%
Nonresponse after maximum attempts	1,976	73.19%	72.29%
Added to Do Not Call (DNC) list	54	2.00%	1.29%
NCQA Response Rate***		15.86%	16.68%

* Applies to plans following mixed methodology.

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

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

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

Table 6. 2025 Mercy Care Adult Medicaid CAHPS Survey: Completed Surveys by Language

Complete and Eligible Surveys by Language	2025 Your Organization	
	Number	Percent
Complete and Eligible – English	355	85.5%
Complete and Eligible – Spanish	60	14.5%
Complete and Eligible – Total	415	100.0%

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SATISFACTION WITH THE EXPERIENCE OF CARE

PATIENT EXPERIENCE OF CARE MEASURES

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

GLOBAL RATING QUESTIONS

CAHPS Health Plan Survey (version 5.1H) includes four global rating questions that utilize a scale of 0 to 10, representing the lowest and highest possible ratings. Results are based on the proportion of members selecting one of the top two ratings (9 or 10) to align with NCQA's 2025 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) is included in HPR as part of the *Satisfaction With Plan Physicians* sub-composite.
- **Rating of Specialist Seen Most Often** (0 = worst specialist possible; 10 = best specialist possible) was retired from HPR in 2023 for the Medicaid product line.
- ★ **Rating of All Health Care** (0 = worst health care possible; 10 = best health care possible) is included in HPR as part of the *Satisfaction With Plan and Plan Services* sub-composite.
- ★ **Rating of Health Plan** (0 = worst health plan possible; 10 = best health plan possible) is included in HPR as part of the *Satisfaction With Plan and Plan Services* sub-composite.

CAHPS COMPOSITE MEASURES

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

- ★ **Getting Needed Care** combines two survey questions that address member access to care. Both questions use a *Never, Sometimes, Usually, or Always* response scale, with *Always* being the most favorable response. This measure is reported in HPR as part of the *Getting Care* HPR sub-composite. Results are based on the proportion of members answering the following questions as *Usually* or *Always*:
 - In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?
 - In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?

- ★ **Getting Care Quickly** combines responses to two survey questions that address the timely availability of both urgent and check-up/routine care. The questions use a *Never, Sometimes, Usually, or Always* scale, with *Always* being the most favorable response. This measure is reported in HPR as part of the *Getting Care* HPR sub-composite. Results are based on the proportion of members selecting *Usually* or *Always* in response to the following questions:
 - In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?
 - In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?

- **Coordination of Care** is based on a single survey question, which uses a *Never, Sometimes, Usually, or Always* scale, with *Always* being the most favorable response. This measure was retired from HPR in 2023 for the Medicaid product line. Results are based on the proportion of members selecting *Usually* or *Always* in response to the question below:
 - In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

- **How Well Doctors Communicate** combines responses to four survey questions that address physician communication. The questions use a *Never, Sometimes, Usually, or Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members answering the following questions as *Usually* or *Always*:
 - In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?
 - In the last 6 months, how often did your personal doctor listen carefully to you?

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

CALCULATION AND REPORTING OF RESULTS

QUESTION SUMMARY RATES AND COMPOSITE GLOBAL PROPORTIONS

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

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

Throughout the report, all question summary rates and composite global proportions are rounded to two decimal places for display purposes (e.g., 0.23456 is displayed as 23.46%). However, all calculations involving rates and proportions, including statistical significance testing, are carried out prior to rounding. For more details on the calculations, please refer to *HEDIS 2025, 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 (415), the survey-wide 95% margin of error for Mercy Care is estimated to be $\pm 4.81\%$.

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 95 of those times.

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 2025 Health Plan Ratings:

Table 7. Measures Reported in NCQA’s 2025 Health Plan Ratings

HPR Patient Experience Measure	Individual Measures Included in HPR (Assigned a Star Rating)
Getting Care	Getting Needed Care (percent <i>Usually</i> or <i>Always</i>) Getting Care Quickly (percent <i>Usually</i> or <i>Always</i>)
Satisfaction With Plan Physicians	Rating of Personal Doctor (percent <i>9</i> or <i>10</i>) Rating of Specialist Seen Most Often (percent <i>9</i> or <i>10</i>) – Commercial ONLY Coordination of Care (percent <i>Usually</i> or <i>Always</i>) – Commercial ONLY

HPR Patient Experience Measure	Individual Measures Included in HPR (Assigned a Star Rating)
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 2025 HPR methodology, star ratings are assigned by comparing health plan performance on each reported measure to the current-year (2025, or MY 2024) 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 (2024, or MY 2023) Quality Compass benchmarks, the official HPR ratings scheduled to be released in the fall of 2025 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 2025 Mercy Care results are compared to the 2025 CSS Adult Medicaid Average as well as to the 2024 (MY 2023) NCQA Quality Compass Adult Medicaid National Average (All LOBs). The 2025 CSS Adult Medicaid Average was calculated by pooling survey responses across 18 Adult Medicaid plans surveyed and selected by CSS to represent the industry average. The 2024 (MY 2023) NCQA Quality Compass Adult Medicaid National Average (All LOBs) is made up of the Adult Medicaid plans that submitted data to NCQA in 2024.

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. 2025 Mercy Care Adult Medicaid CAHPS Survey: Patient Experience Measures

Abbreviated Measure Name and Reported Rate	Your Organization							Benchmark Comparisons				Your Organization's Estimated 2025 NCQA Health Plan (Star) Rating
	2025			2024		2023		2025 CSS Adult Medicaid Average		2024 (MY 2023) NCQA Quality Compass National Average (All LOBs)		
	Rate	95% CI	(n)	Rate	Change	Rate	Change	Rate	Difference	Rate	Difference	
PATIENT EXPERIENCE											★★★★★	
Getting Care											★★★★☆	
Getting Needed Care (% A+U)	83.65%	(±4.57)	(252)	86.04%	[-2.40]	no data		80.21%	[+3.43]	81.45%	[+2.20]	★★★★☆
Getting Care Quickly (% A+U)	80.93%	(±5.24)	(216)	84.14%	[-3.21]	no data		77.77%	[+3.16]	80.39%	[+0.54]	★★★★☆
Satisfaction With Plan Physicians											★★★★★	
Rating of Doctor (% 9+10)	73.25%	(±4.78)	(329)	73.80%	[-0.54]	no data		68.02%	[+5.23] ✓	69.18%	[+4.07]	★★★★★
Satisfaction With Plan and Plan Services											★★★★☆	
Rating of Health Plan (% 9+10)	67.16%	(±4.57)	(405)	69.25%	[-2.09]	no data		58.55%	[+8.61] ✓	61.47%	[+5.69] ✓	★★★★★
Rating of Health Care (% 9+10)	59.36%	(±5.72)	(283)	63.45%	[-4.08]	no data		55.84%	[+3.52]	56.80%	[+2.56]	★★★★☆
ADDITIONAL MEASURES											Not reported in NCQA Health Plan Ratings	
Coordination of Care (% A+U)	85.13%	(±4.99)	(195)	80.65%	[+4.48]	no data		82.71%	[+2.42]	85.64%		[-0.51]
Doctor Communication (% A+U)	94.92%	(±2.57)	(281)	93.94%	[+0.98]	no data		92.56%	[+2.36]	92.95%		[+1.97]
Customer Service (% A+U)	88.77%	(±4.71)	(173)	88.83%	[-0.06]	no data		87.70%	[+1.07]	89.12%		[-0.35]
Rating of Health Care (% 8+9+10)	77.03%	(±4.90)	(283)	82.41%	[-5.38]	no data		75.79%	[+1.24]	75.75%		[+1.28]
Rating of Doctor (% 8+9+10)	89.06%	(±3.37)	(329)	85.84%	[+3.21]	no data		82.79%	[+6.27] ✓	83.33%		[+5.73] ✓
Rating of Specialist (% 8+9+10)	85.85%	(±4.69)	(212)	83.71%	[+2.14]	no data		82.50%	[+3.35]	82.52%		[+3.33]
Rating of Specialist (% 9+10)	70.75%	(±6.12)	(212)	71.95%	[-1.19]	no data		66.55%	[+4.21]	67.69%	[+3.06]	
Rating of Health Plan (% 8+9+10)	81.23%	(±3.80)	(405)	82.08%	[-0.85]	no data		75.65%	[+5.59] ✓	77.65%	[+3.58]	

4993000

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 were estimated by CSS based on the prior-year (2024, or MY 2023) NCQA Quality Compass national benchmarks. The official 2025 Health Plan Ratings, based on the current-year (2025, or MY 2024) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2025.

"No data" indicates that the survey was not conducted or the result is not available for comparison.

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 2024 rate denotes a statistically significant difference between the 2025 and 2024 rates.

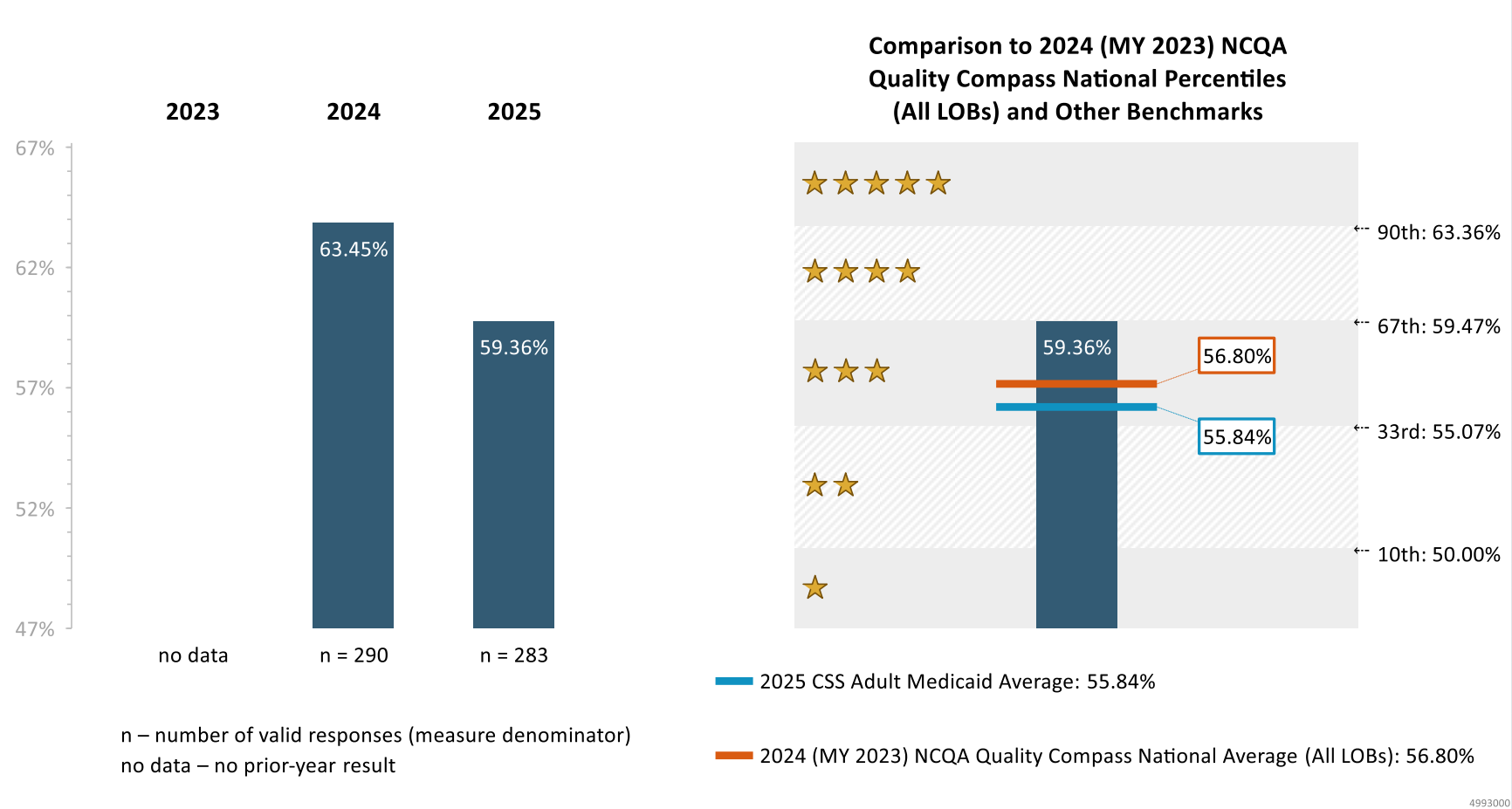
COMPARISON TO NATIONAL MULTI-PLAN BENCHMARKS AND 2024 (MY 2023) NCQA QUALITY COMPASS PERCENTILES

To help health plans evaluate their competitive performance on key CAHPS measures, CSS licensed the 2024 (MY 2023) *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 2025 measure result is juxtaposed against the 2024 (MY 2023) 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 2025 CSS Adult Medicaid Average as well as the 2024 (MY 2023) NCQA Quality Compass Adult Medicaid National Average (All LOBs). While all reported rates are rounded for display, all comparisons are carried out prior to rounding. If the 2025 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

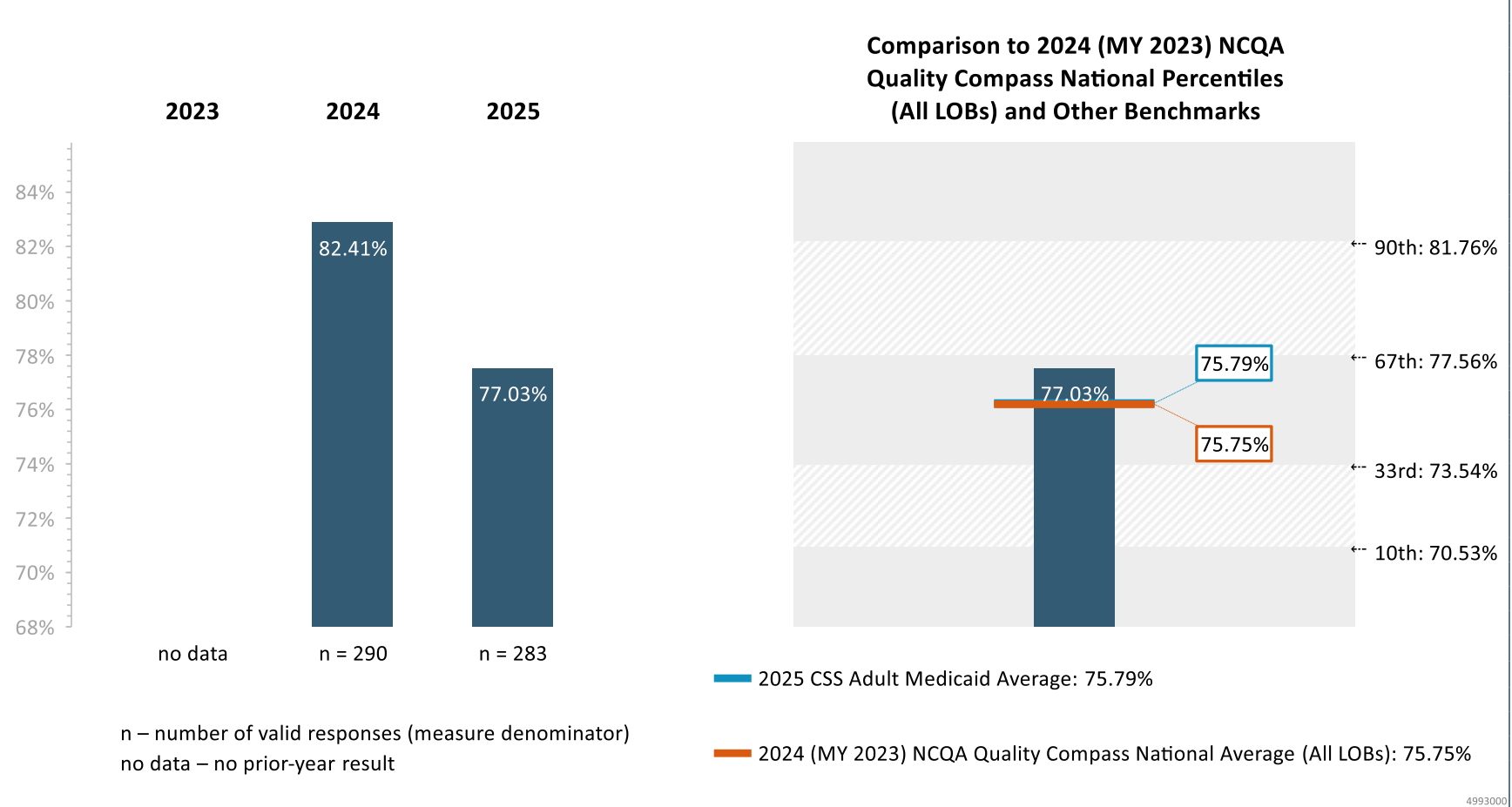
Percent Responding 9 or 10 (Reported in HPR)



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 were estimated by CSS based on the prior-year (2024, or MY 2023) NCQA Quality Compass national benchmarks. The official 2025 Health Plan Ratings, based on the current-year (2025, or MY 2024) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2025.

Rating of All Health Care

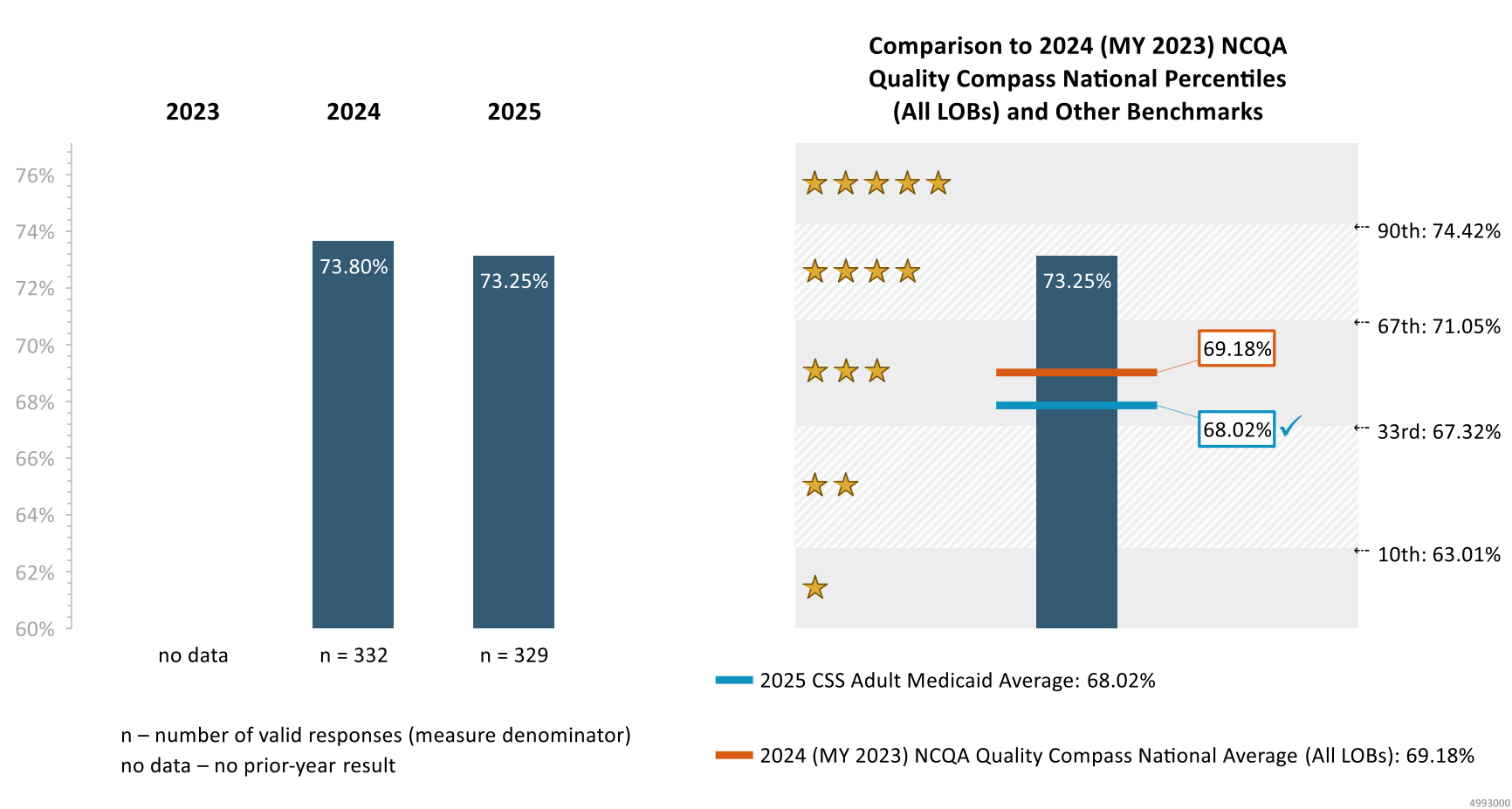
Percent Responding 8, 9 or 10 (Not Reported in HPR)



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 (Reported in HPR)

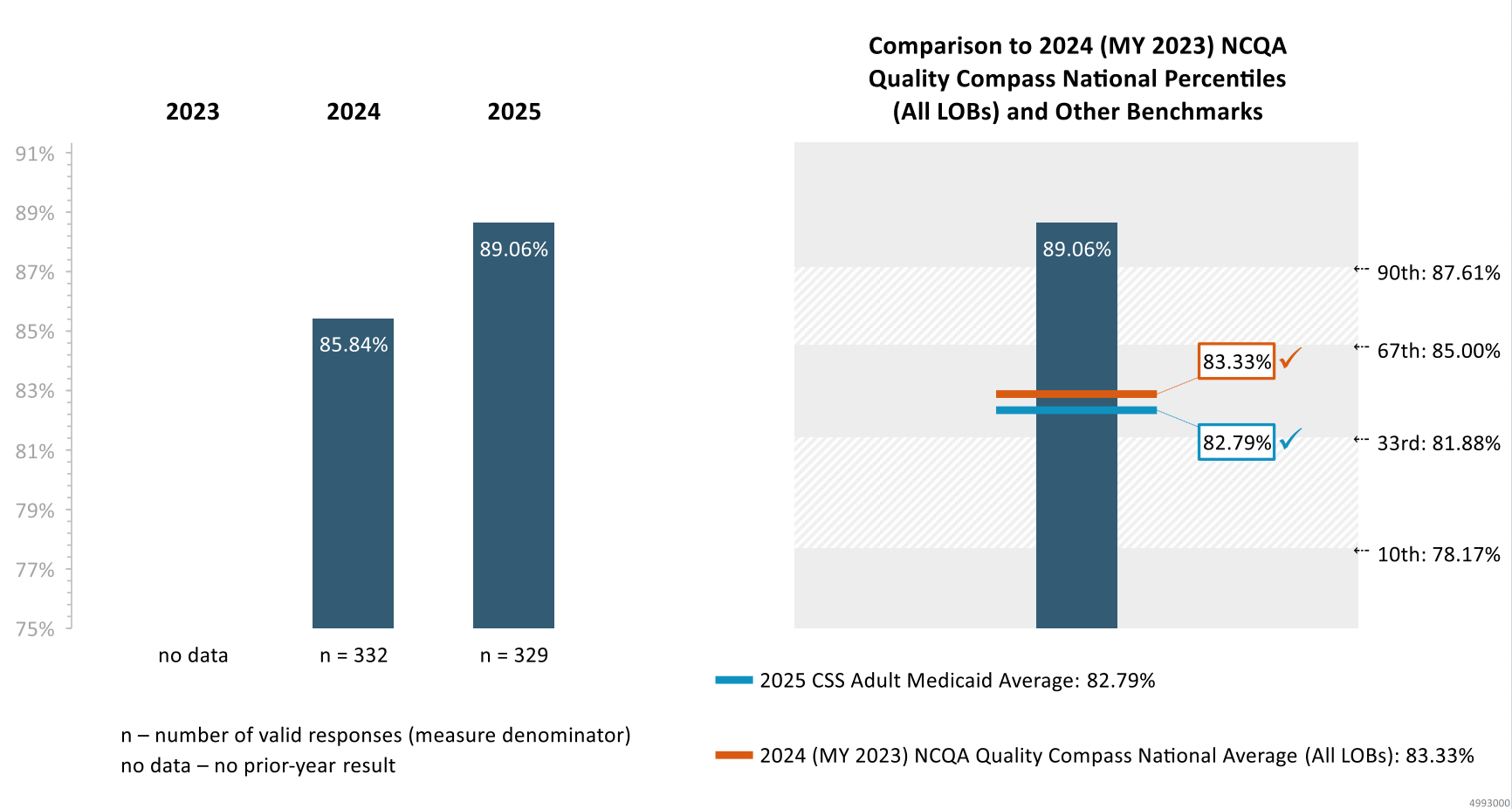


Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically 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 were estimated by CSS based on the prior-year (2024, or MY 2023) NCQA Quality Compass national benchmarks. The official 2025 Health Plan Ratings, based on the current-year (2025, or MY 2024) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2025.

Rating of Personal Doctor

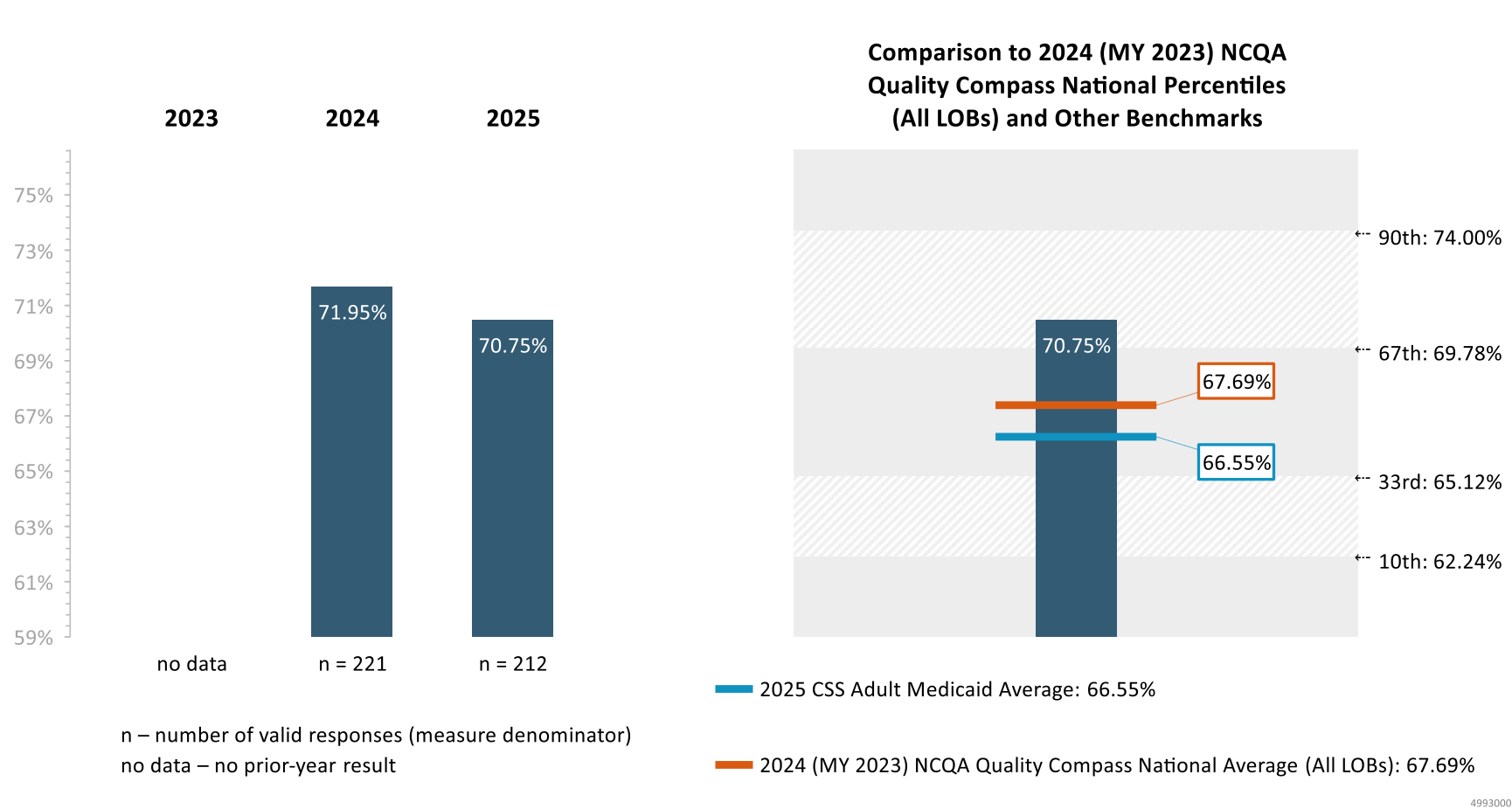
Percent Responding 8, 9 or 10 (Not Reported in HPR)



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

Rating of Specialist Seen Most Often

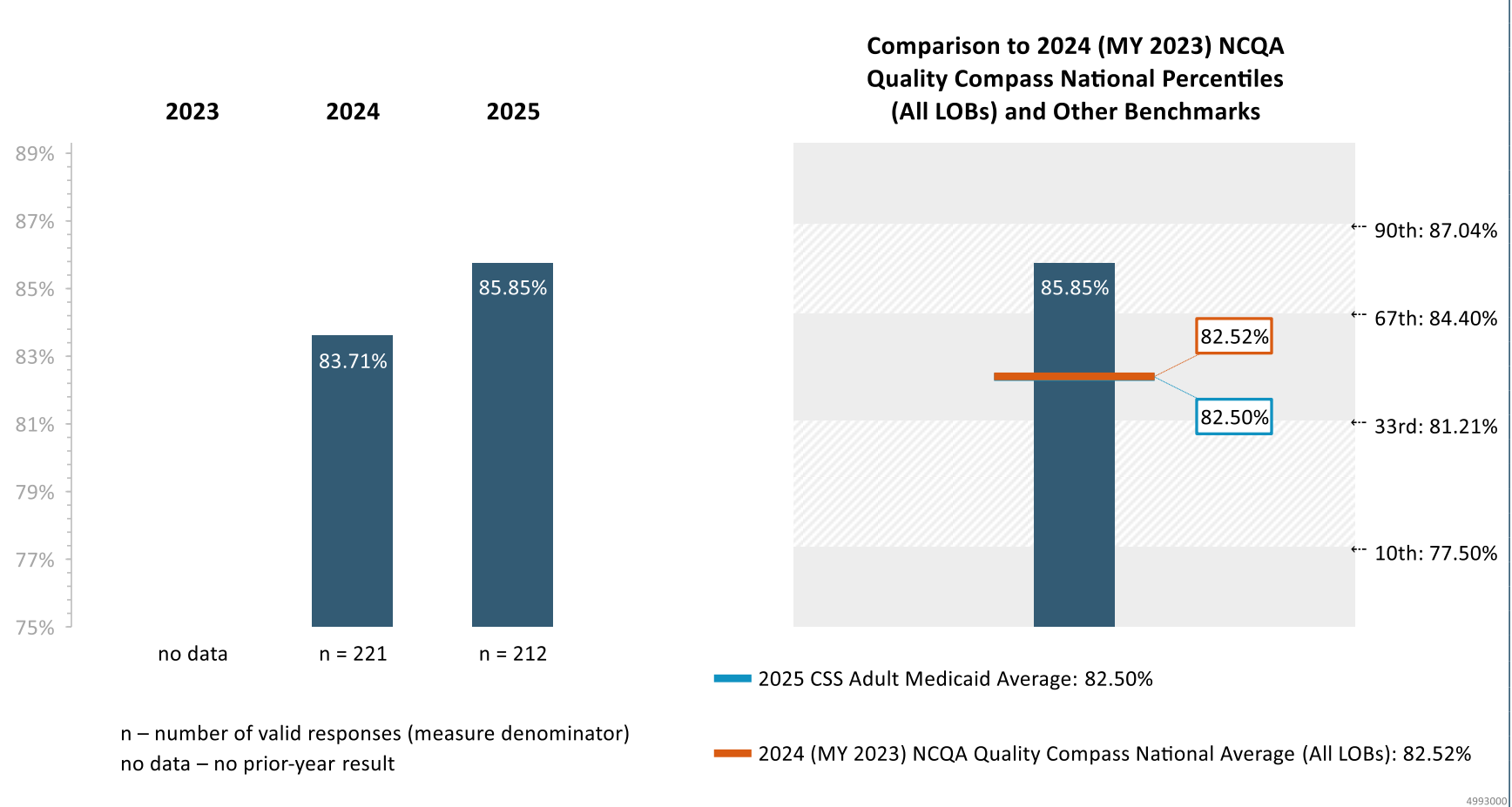
Percent Responding 9 or 10 (Not Reported in HPR)



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

Rating of Specialist Seen Most Often

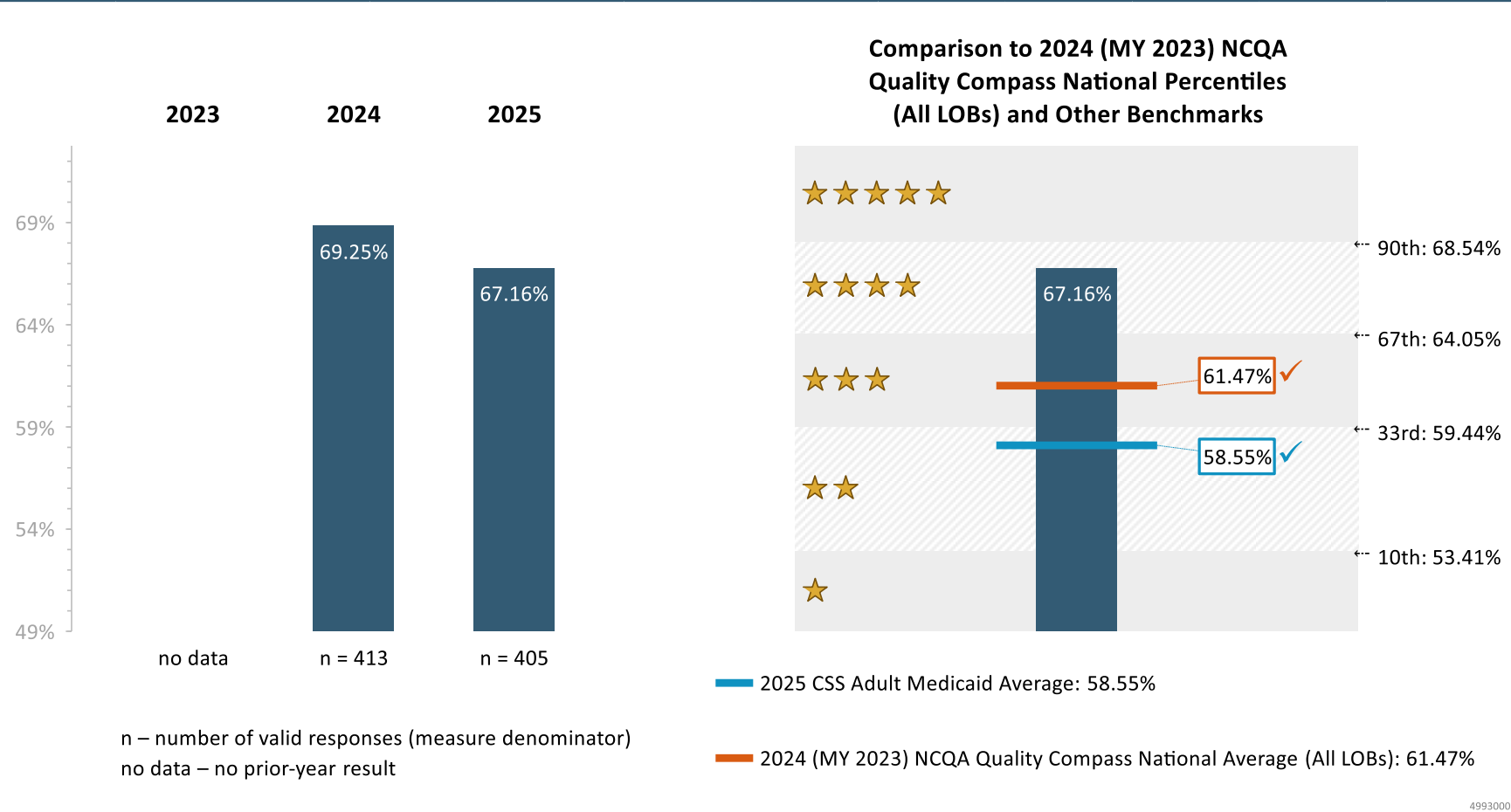
Percent Responding 8, 9 or 10 (Not Reported in HPR)



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

Rating of Health Plan

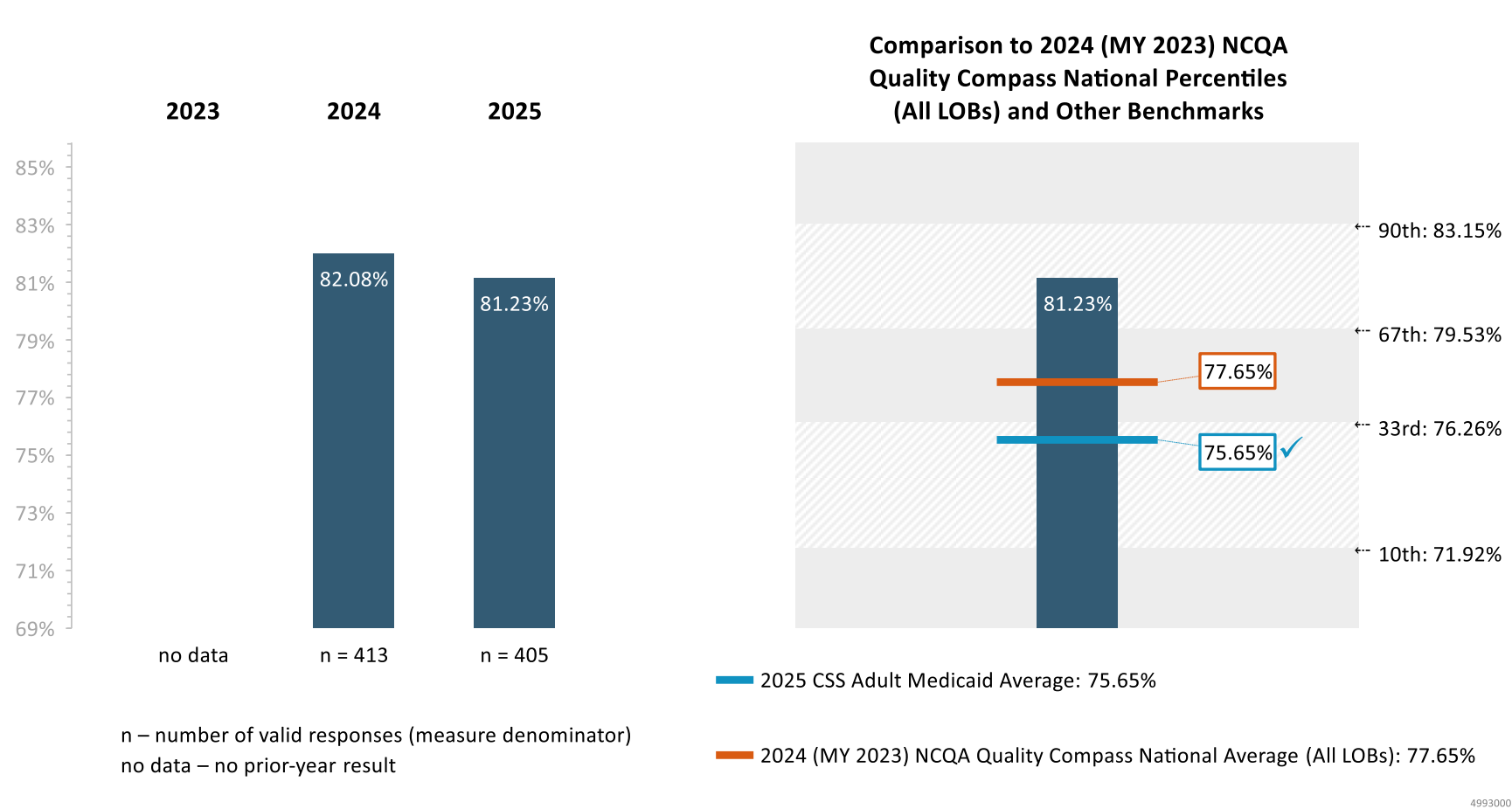
Percent Responding 9 or 10 (Reported in HPR)



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 were estimated by CSS based on the prior-year (2024, or MY 2023) NCQA Quality Compass national benchmarks. The official 2025 Health Plan Ratings, based on the current-year (2025, or MY 2024) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2025.

Rating of Health Plan

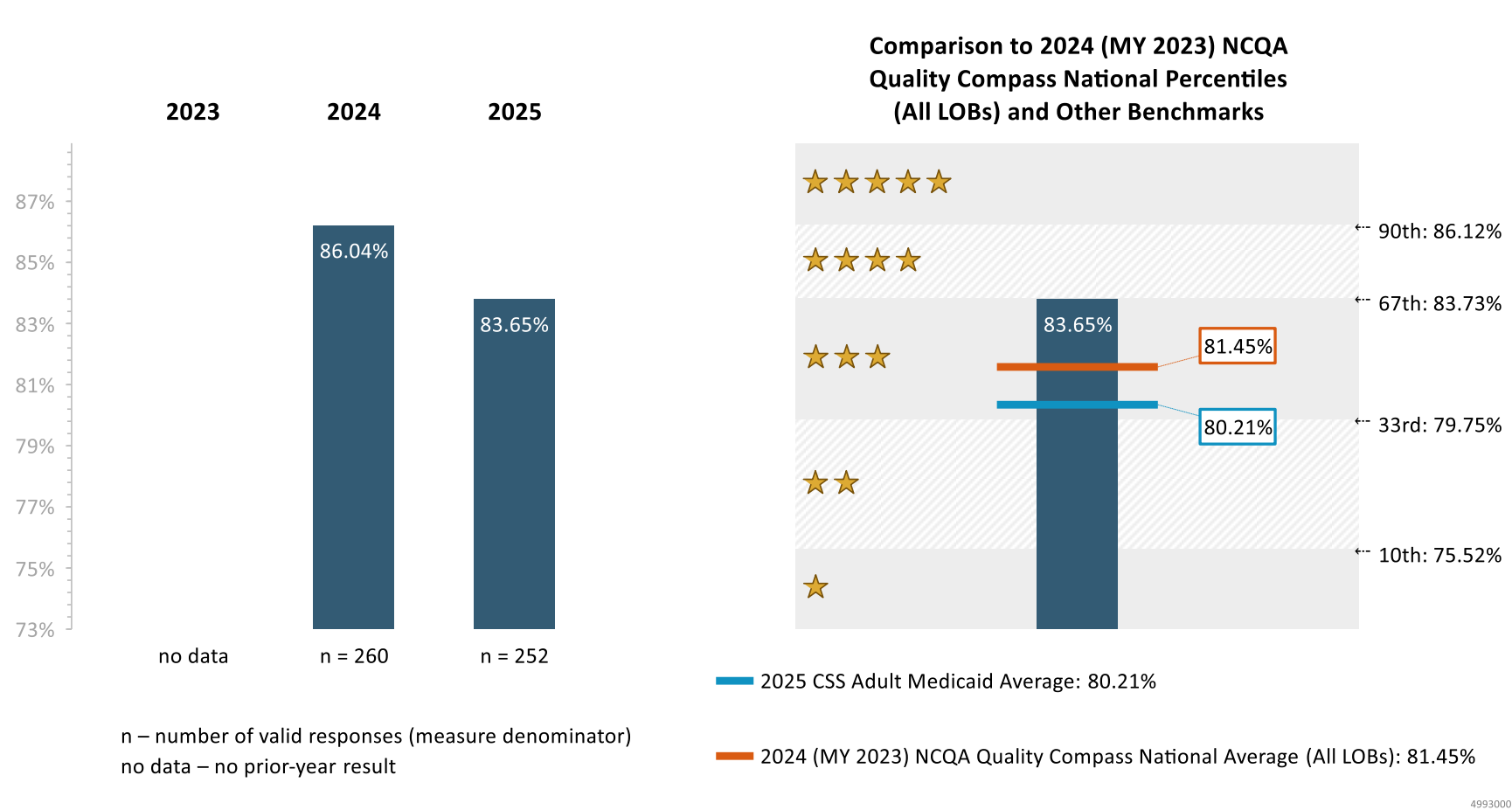
Percent Responding 8, 9 or 10 (Not Reported in HPR)



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 were estimated by CSS based on the prior-year (2024, or MY 2023) NCQA Quality Compass national benchmarks. The official 2025 Health Plan Ratings, based on the current-year (2025, or MY 2024) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2025.

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

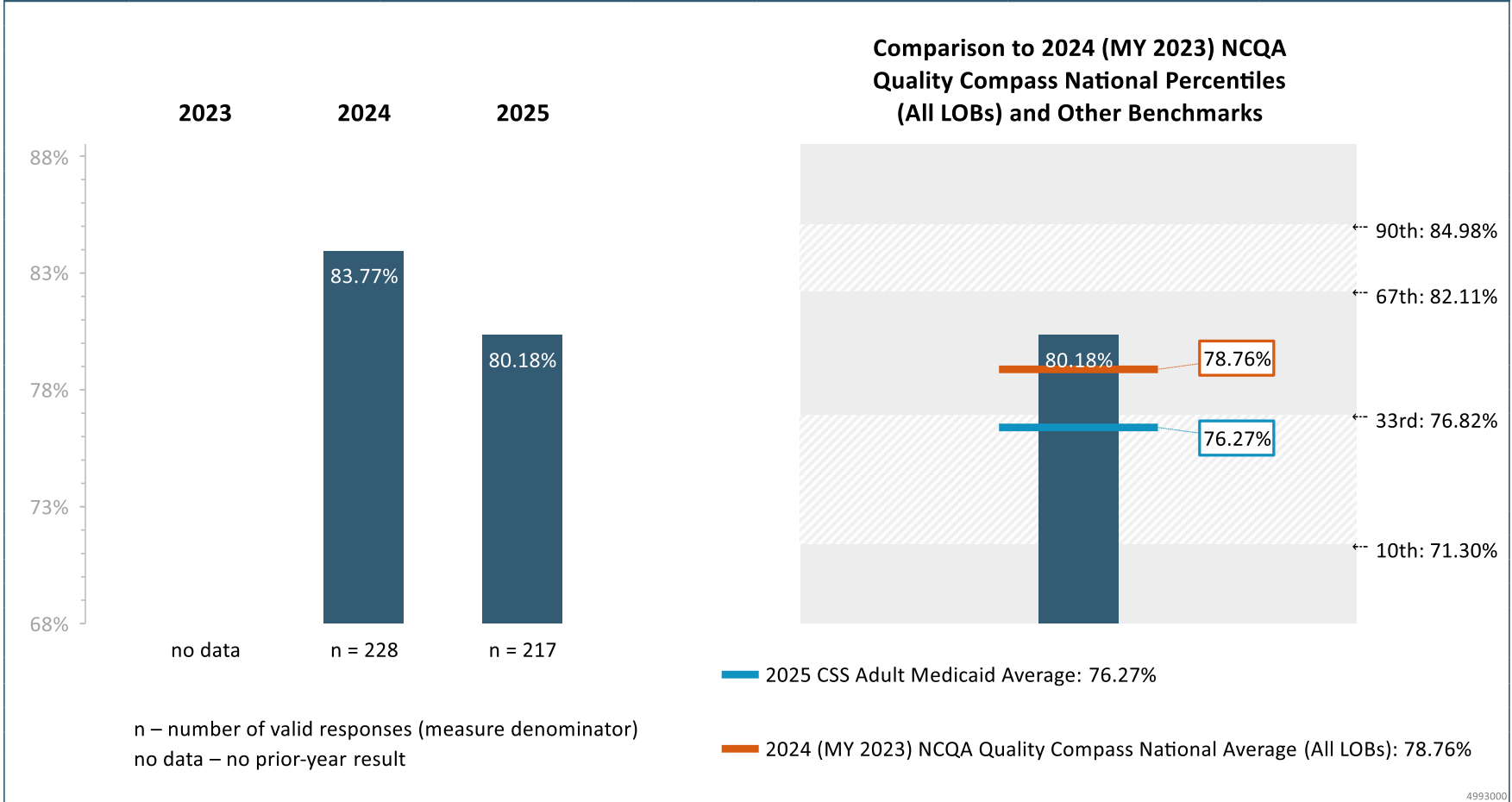
Percent Responding Always or Usually (Not Reported in HPR)



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

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

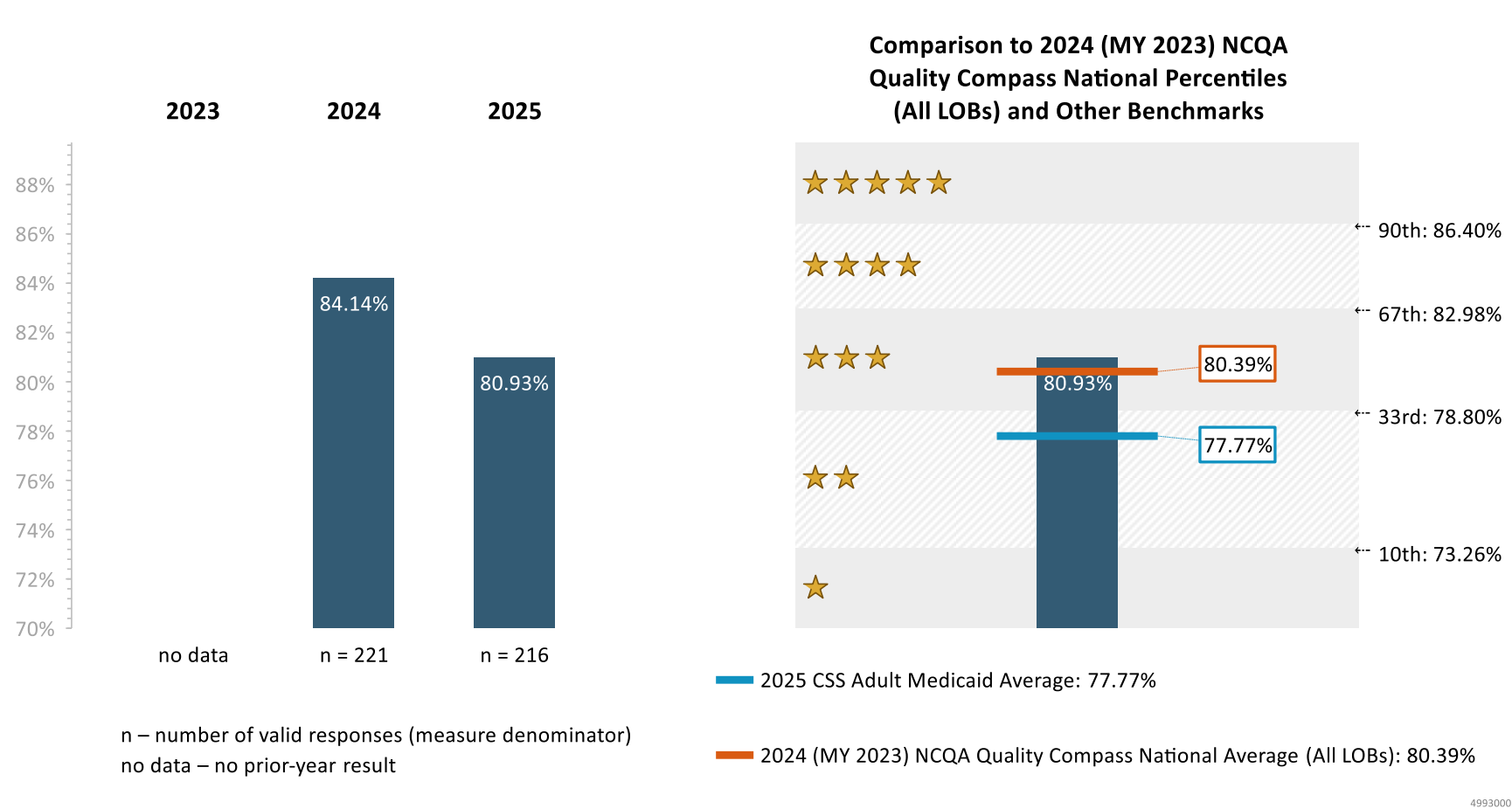
Percent Responding Always or Usually (Not Reported in HPR)



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

Getting Care Quickly

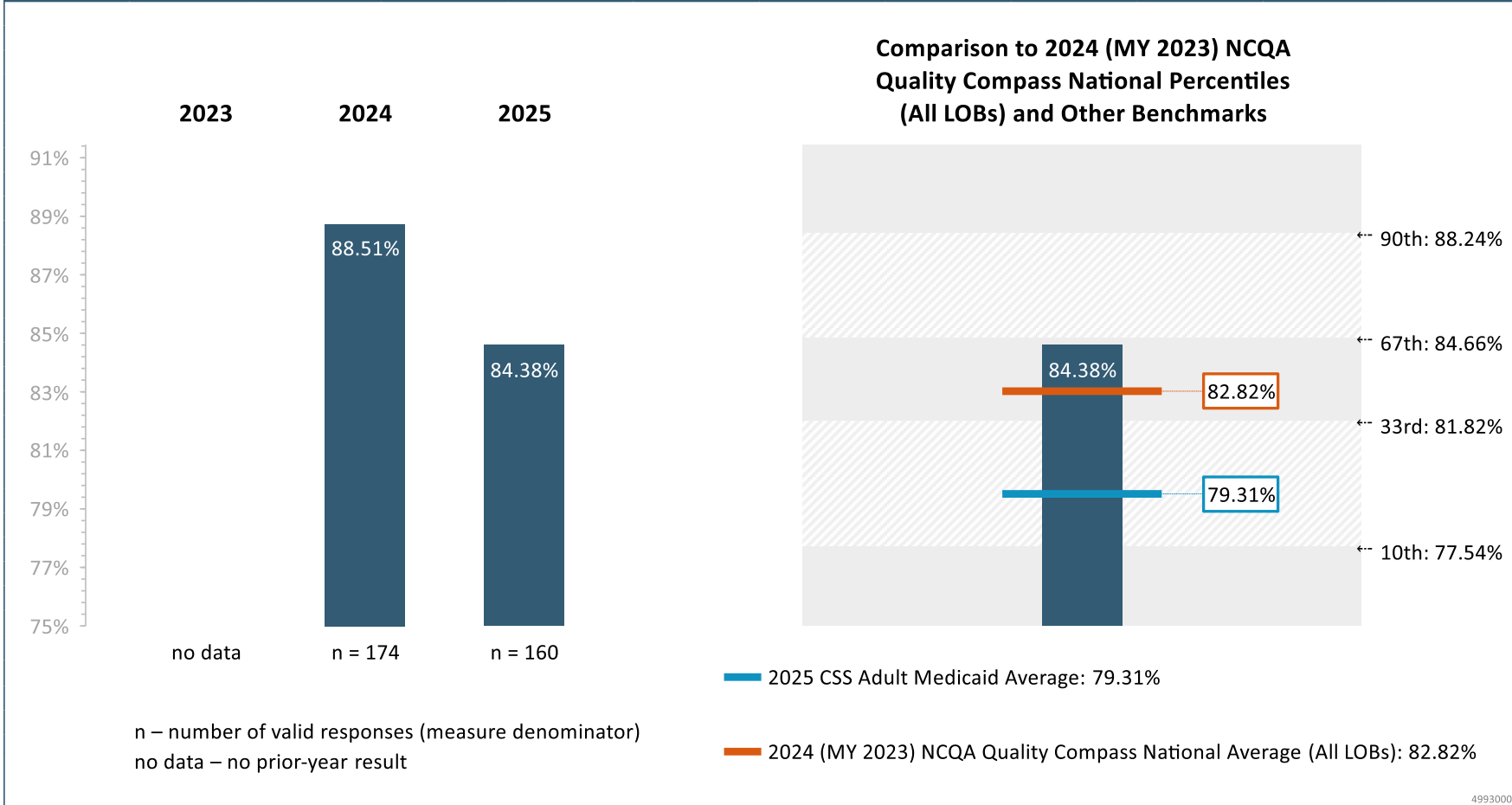
Percent Responding Always or Usually (Reported in HPR)



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 were estimated by CSS based on the prior-year (2024, or MY 2023) NCQA Quality Compass national benchmarks. The official 2025 Health Plan Ratings, based on the current-year (2025, or MY 2024) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2025.

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

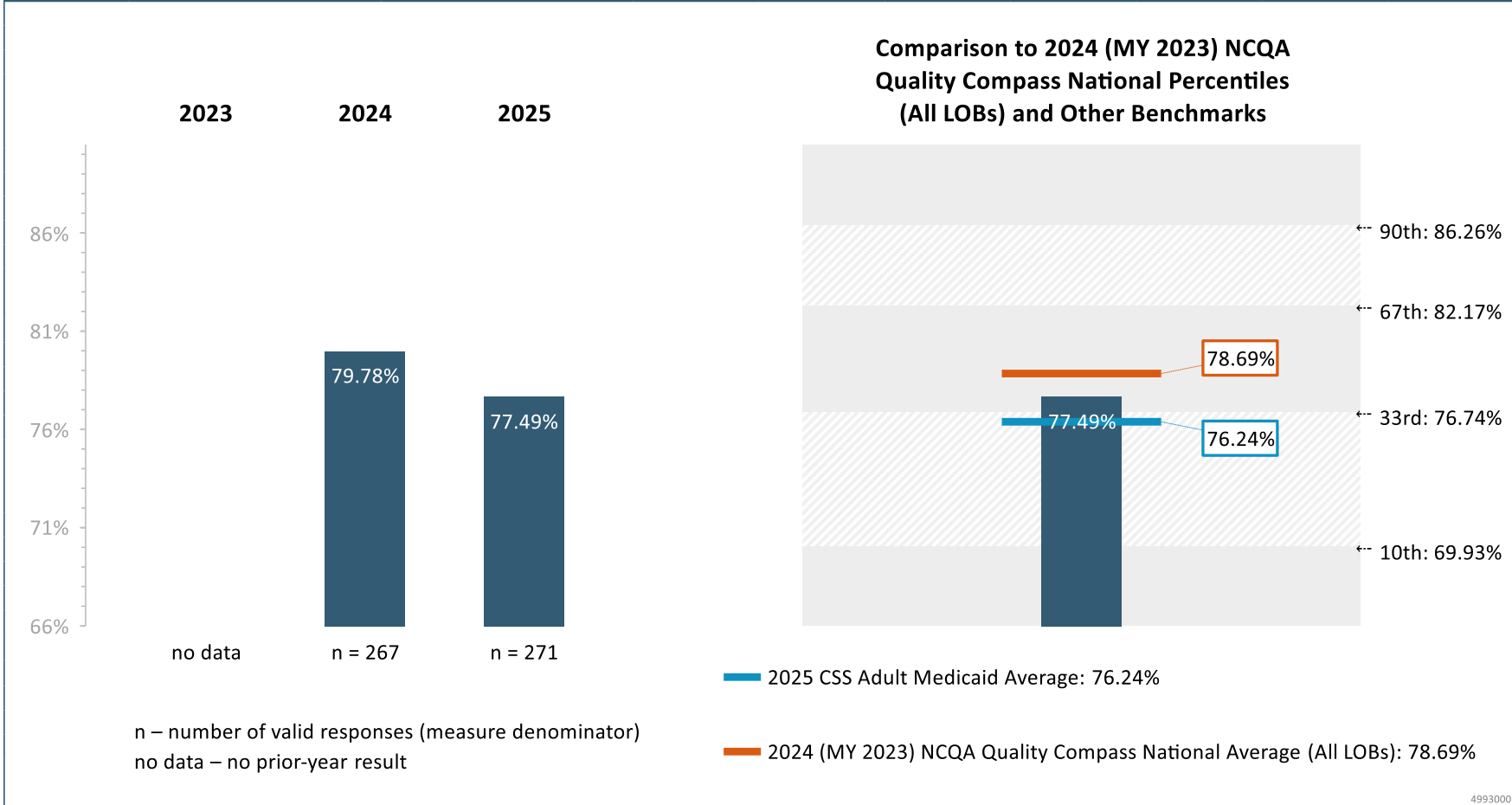
Percent Responding Always or Usually (Not Reported in HPR)



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)

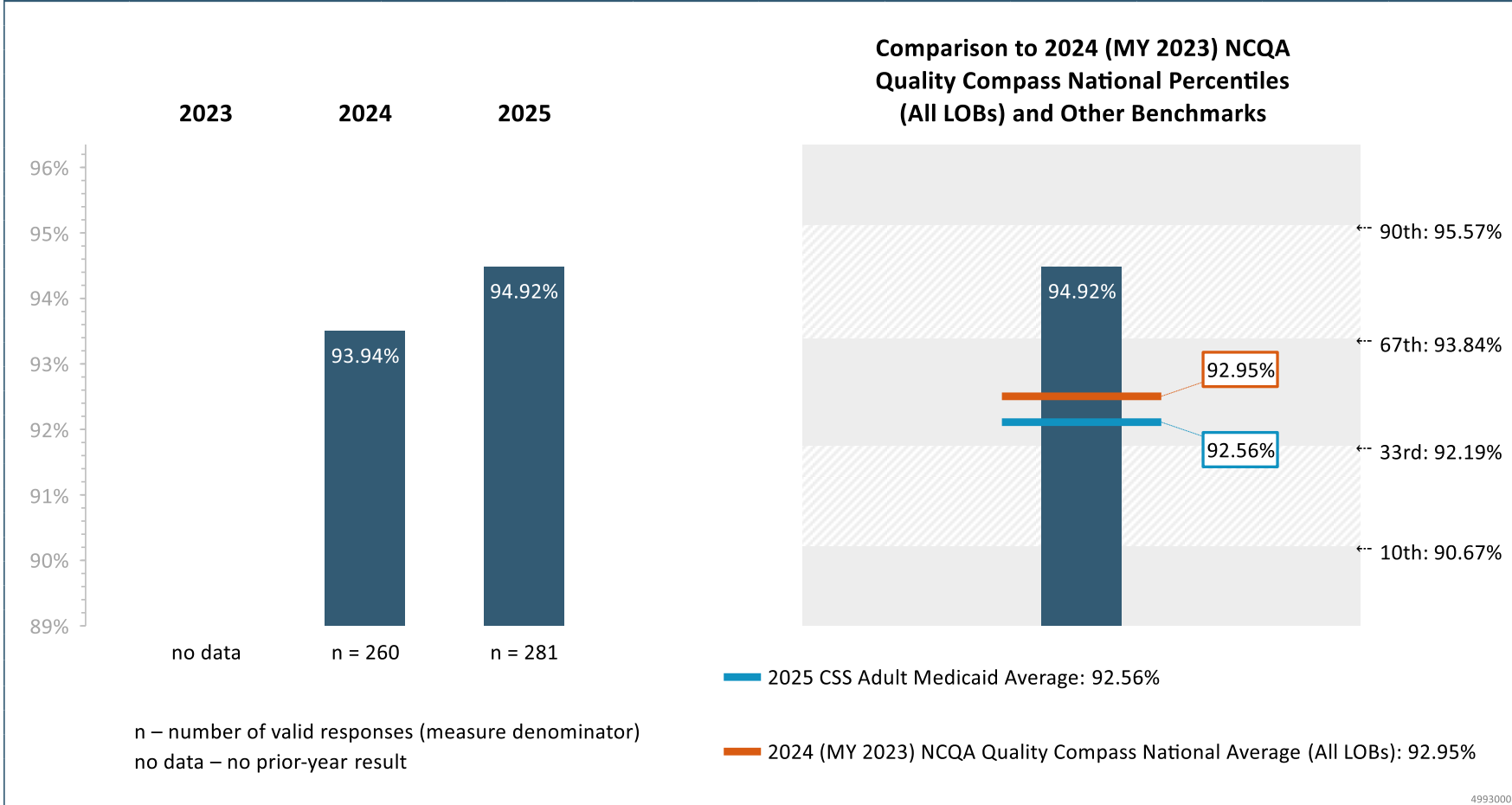
Percent Responding Always or Usually (Not Reported in HPR)



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

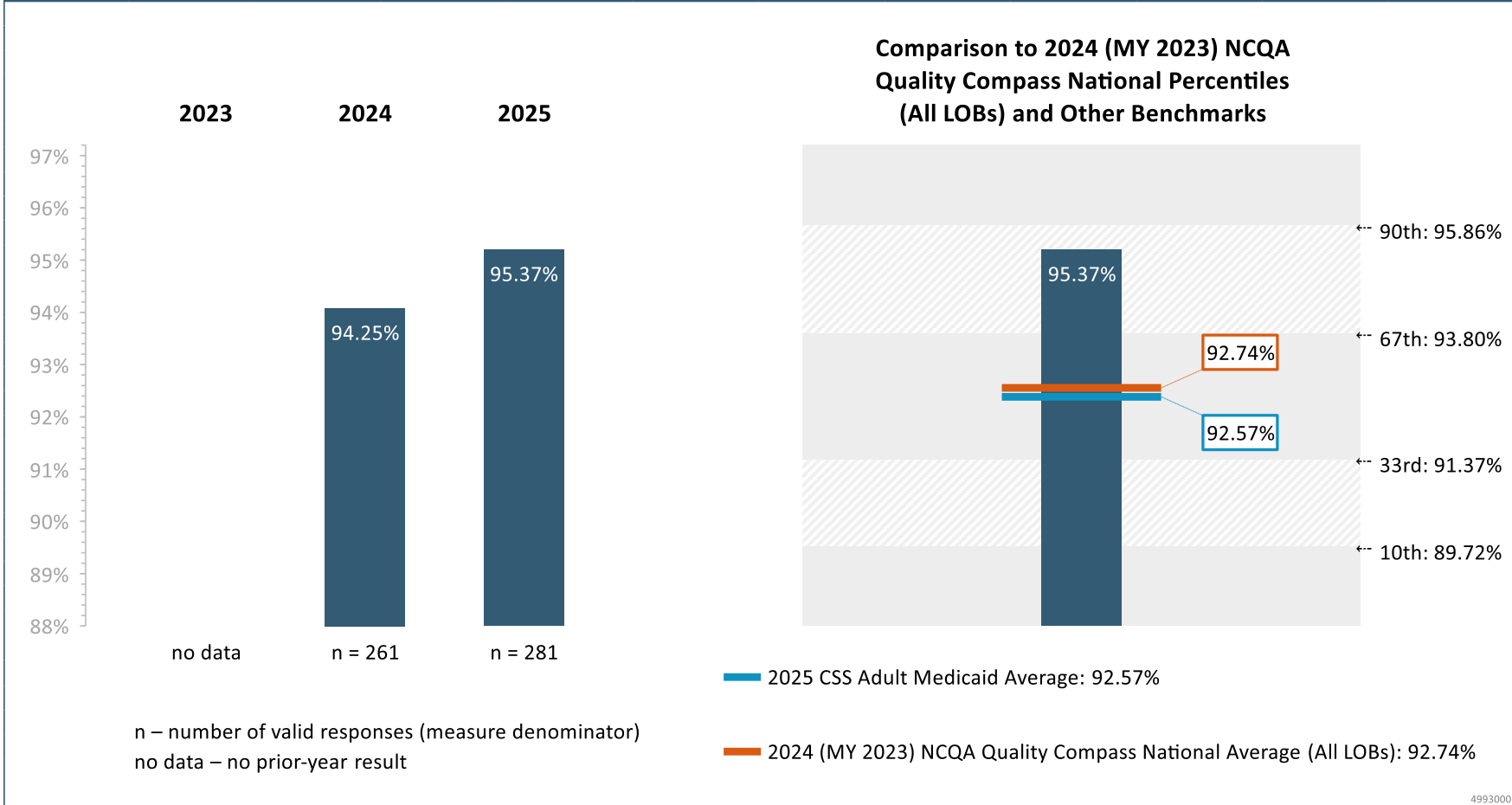
Percent Responding Always or Usually (Not Reported in HPR)



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)

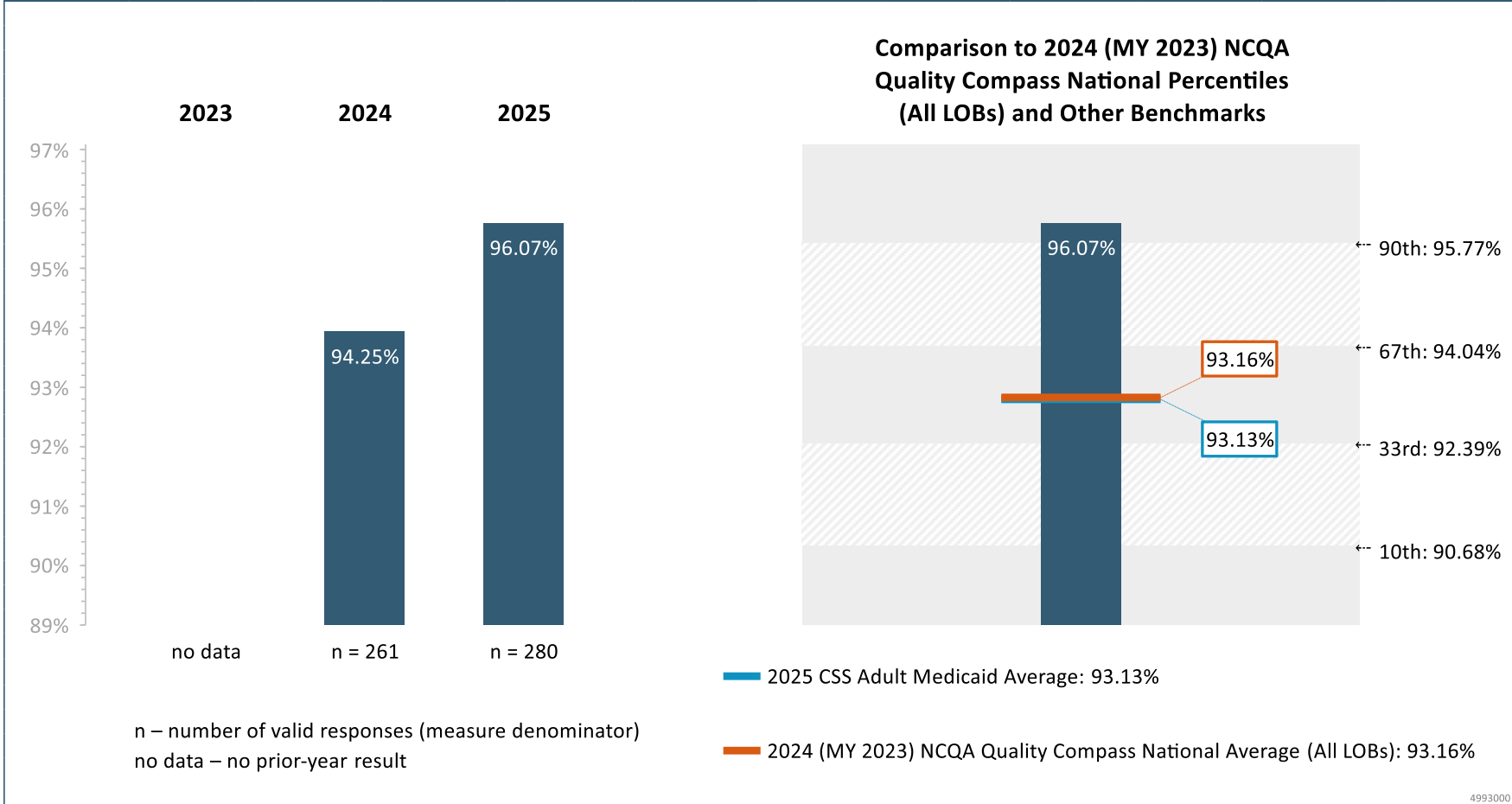
Percent Responding Always or Usually (Not Reported in HPR)



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)

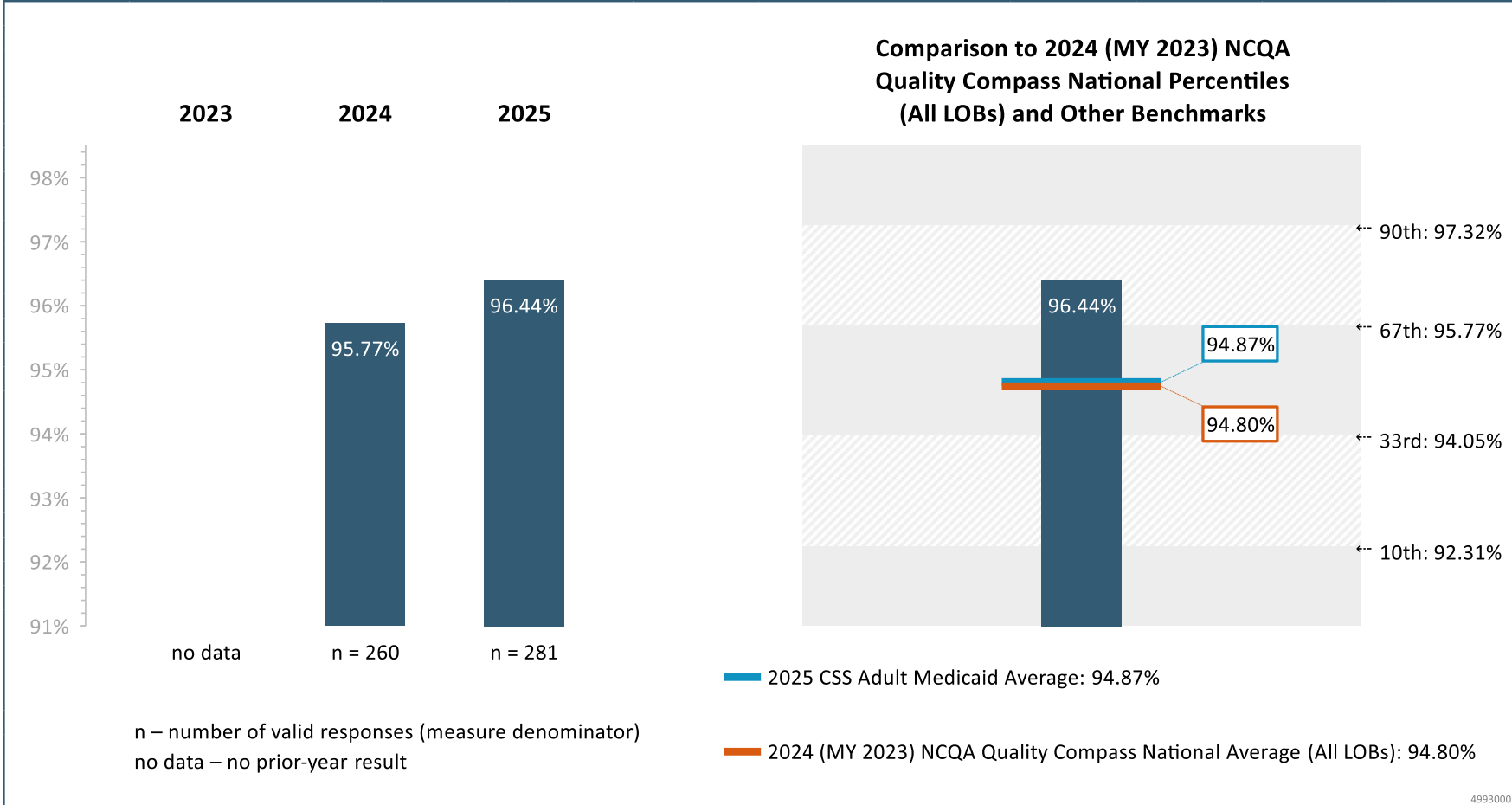
Percent Responding Always or Usually (Not Reported in HPR)



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)

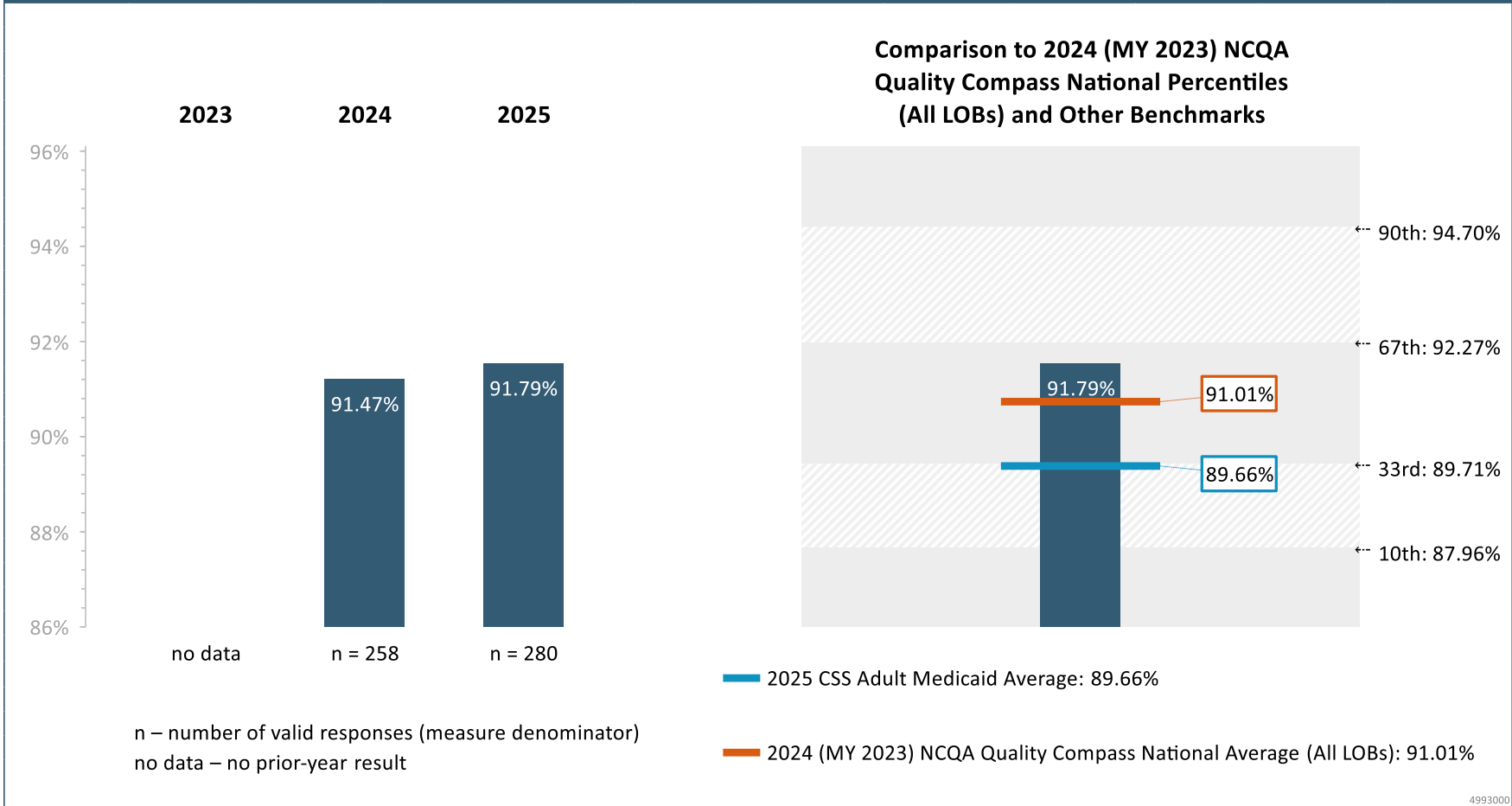
Percent Responding Always or Usually (Not Reported in HPR)



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 (Q15)

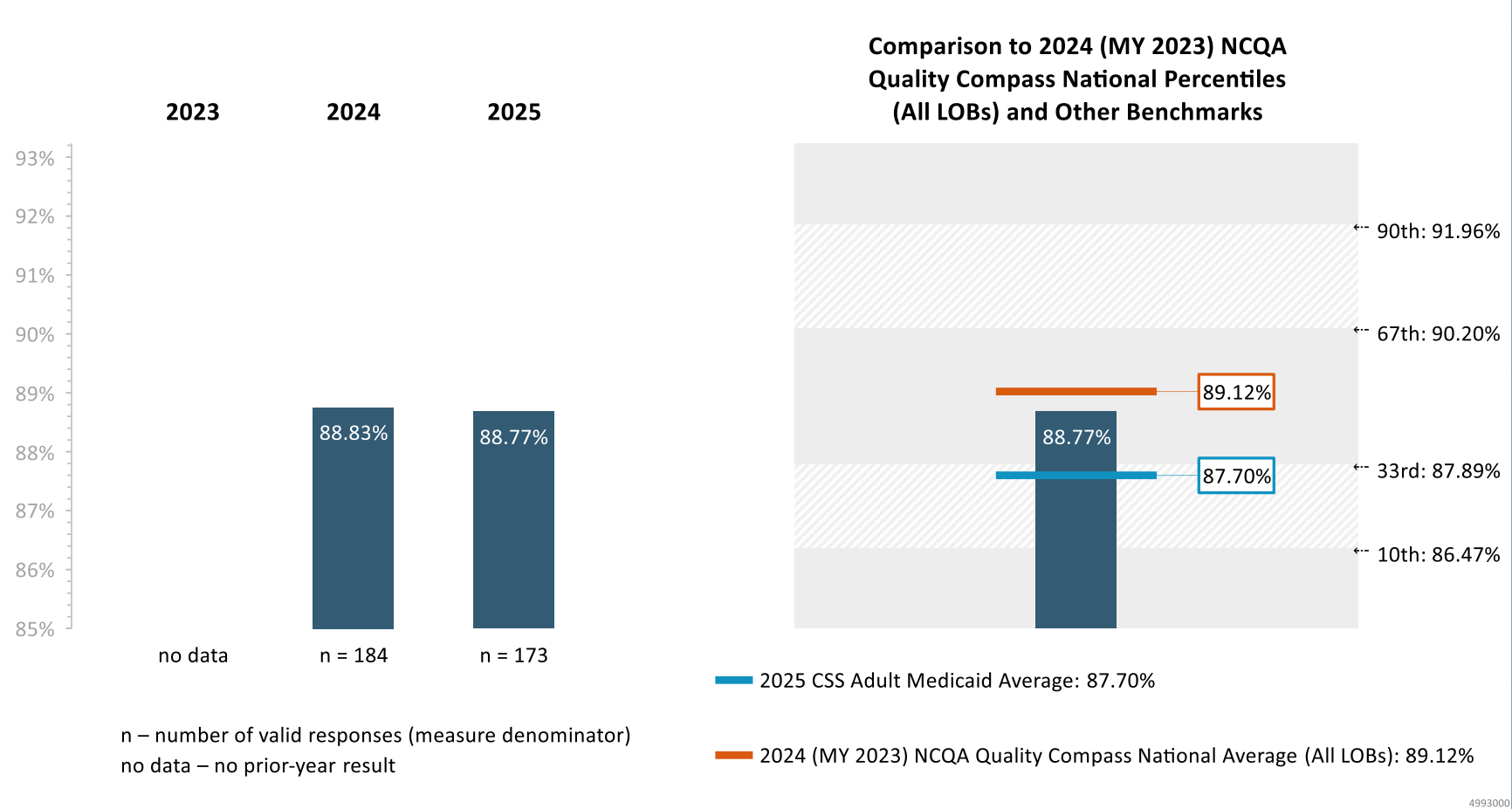
Percent Responding Always or Usually (Not Reported in HPR)



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

Customer Service

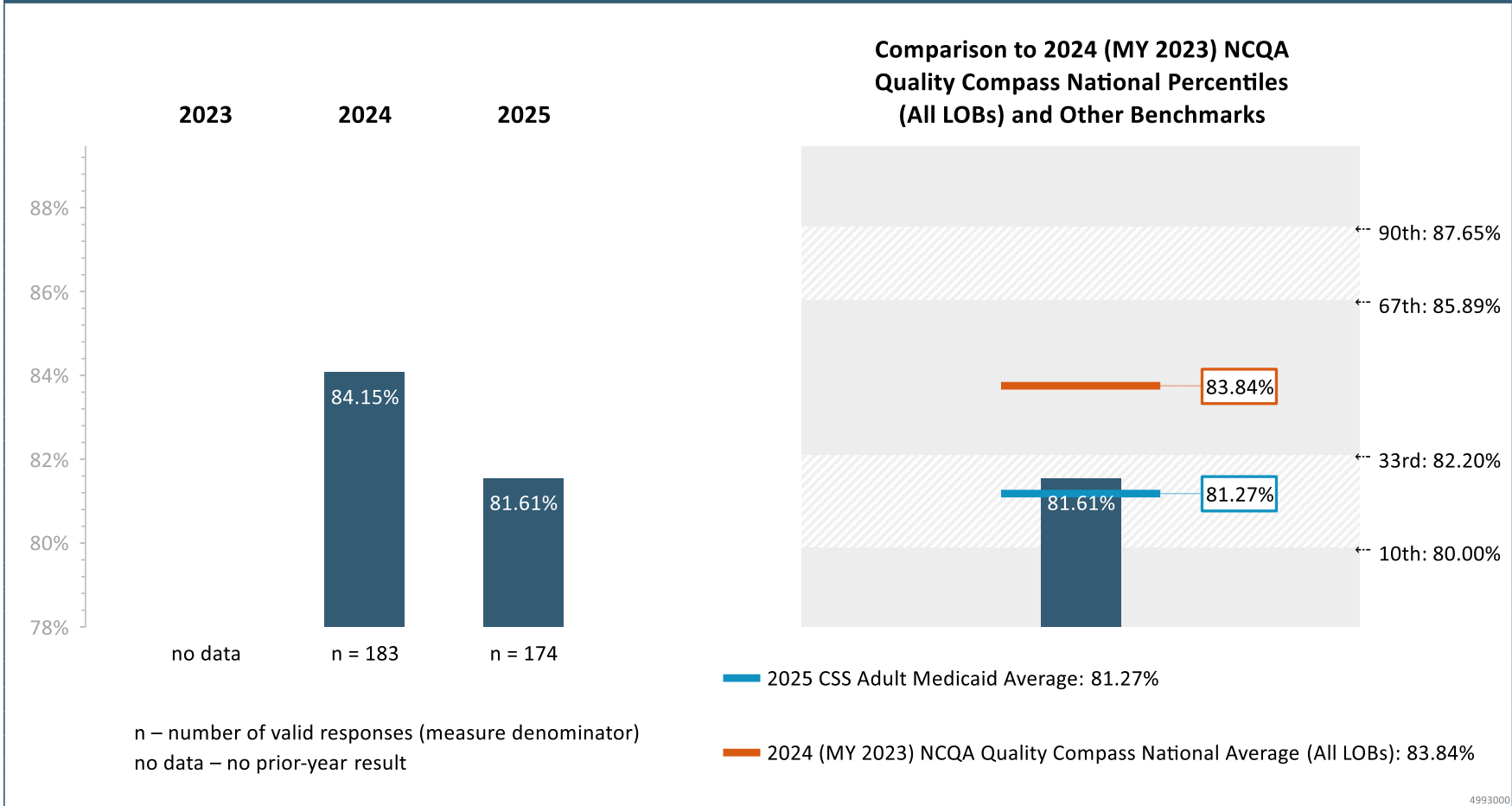
Percent Responding Always or Usually (Not Reported in HPR)



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

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

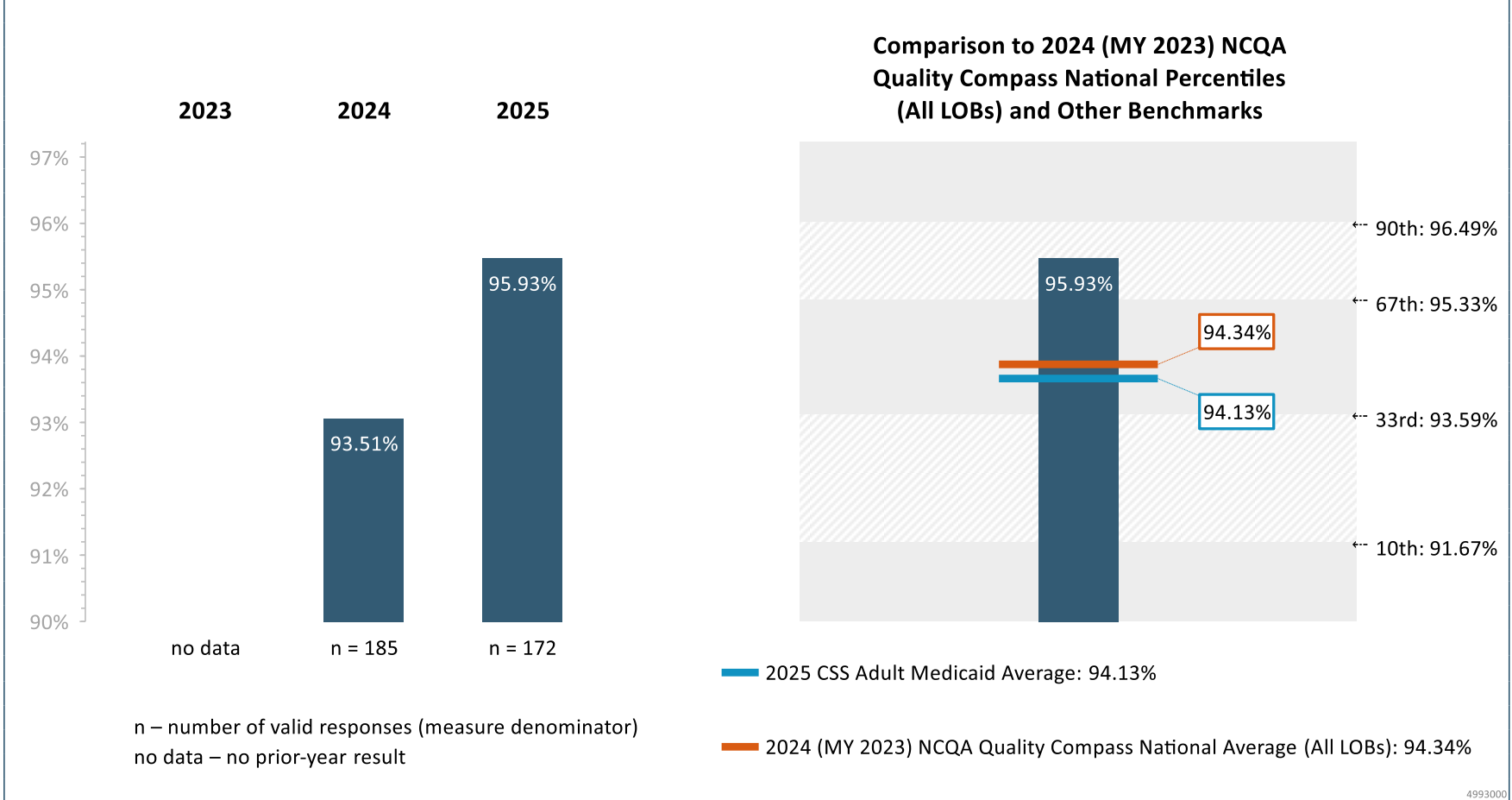
Percent Responding Always or Usually (Not Reported in HPR)



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

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

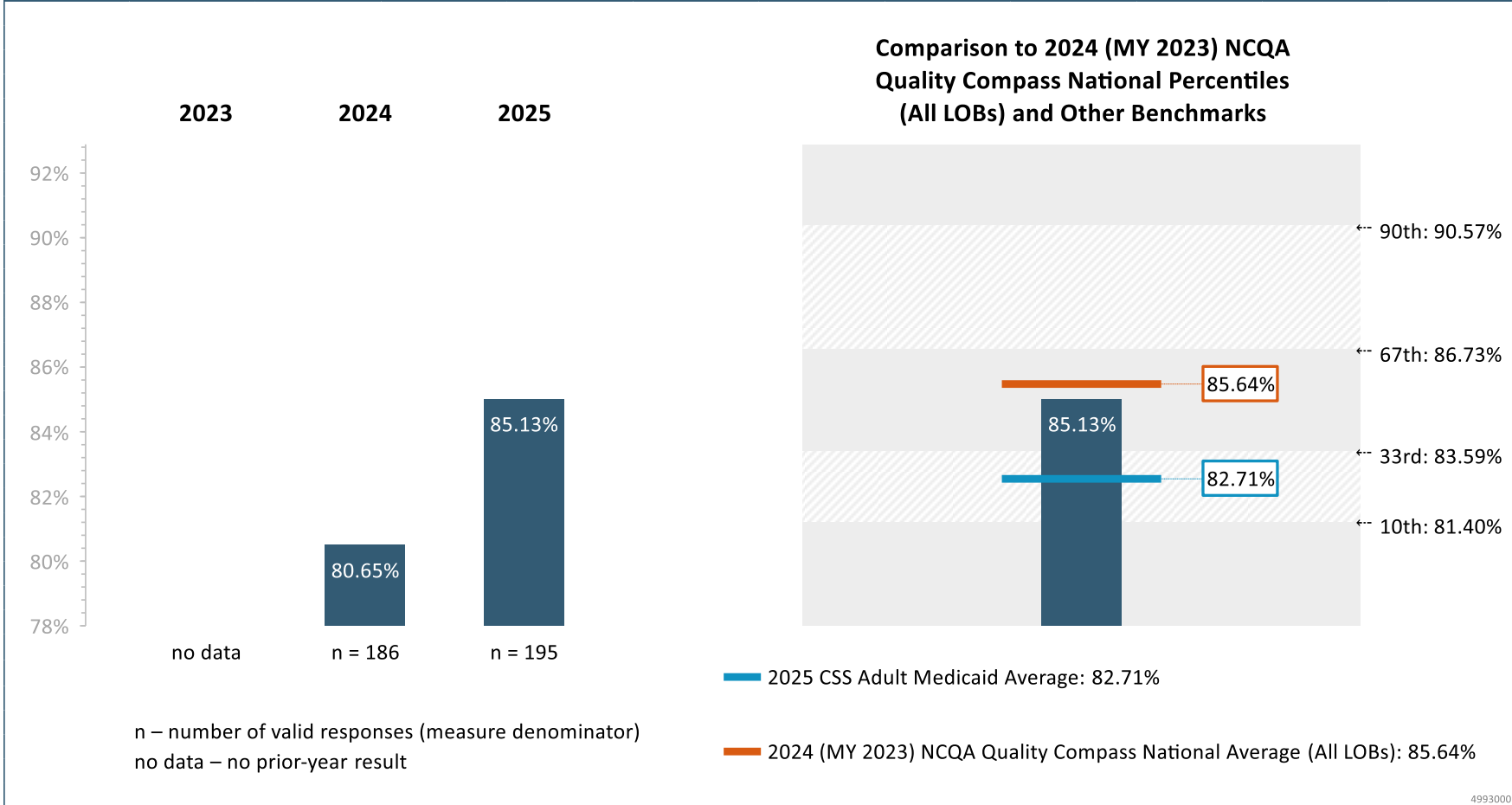
Percent Responding Always or Usually (Not Reported in HPR)



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

Coordination of Care

Percent Responding Always or Usually (Not Reported in HPR)



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

EFFECTIVENESS OF CARE

The *Effectiveness of Care* domain applies to adult health plan members only and includes the *Medical Assistance With Smoking and Tobacco Use Cessation (MSC)* measure. Measure results are calculated based on two years of data collection using a rolling average methodology. A brief description of each component of the *MSC* measure, as it appears in *HEDIS 2025, Volume 3: Specifications for Survey Measures*, is provided below. Please refer to *Volume 3* for additional information.

MEDICAL ASSISTANCE WITH SMOKING AND TOBACCO USE CESSATION (MSC)

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

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

CALCULATION AND REPORTING OF RESULTS

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

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

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

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

Table 9. 2025 Mercy Care Adult Medicaid CAHPS Survey: Medical Assistance With Smoking Cessation Measure Results

Medical Assistance With Smoking and Tobacco Use Cessation (MSC) (% A+U+S)	Your Organization						Benchmark Comparisons				Your Organization's Estimated 2025 NCQA Health Plan (Star) Rating	
	2025			2024		2023		2025 CSS Adult Medicaid Average		2024 (MY 2023) NCQA Quality Compass National Average (All LOBs)		
	Rate	95% CI	(n)	Rate	Change	Rate	Change	Rate	Difference	Rate		Difference
Advising Smokers to Quit	70.54%	(±7.87)	(129)	72.60%	[-2.06]	no data		70.09%	[+0.45]	73.50%	[-2.96]	Not reported in NCQA Health Plan Ratings
Discussing Cessation Meds	45.74%	(±8.60)	(129)	43.84%	[+1.90]	no data		48.92%	[-3.18]	52.75%	[-7.01]	
Discussing Cessation Strategies	38.76%	(±8.41)	(129)	39.73%	[-0.97]	no data		44.38%	[-5.62]	46.61%	[-7.85]	

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 were estimated by CSS based on the prior-year (2024, or MY 2023) NCQA Quality Compass national benchmarks. The official 2025 Health Plan Ratings, based on the current-year (2025, or MY 2024) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2025.

"No data" indicates that the survey was not conducted or the result is not available for comparison.

MEMBERSHIP PROFILE AND ANALYSIS OF PLAN RATINGS BY MEMBER SEGMENT

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

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

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

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

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

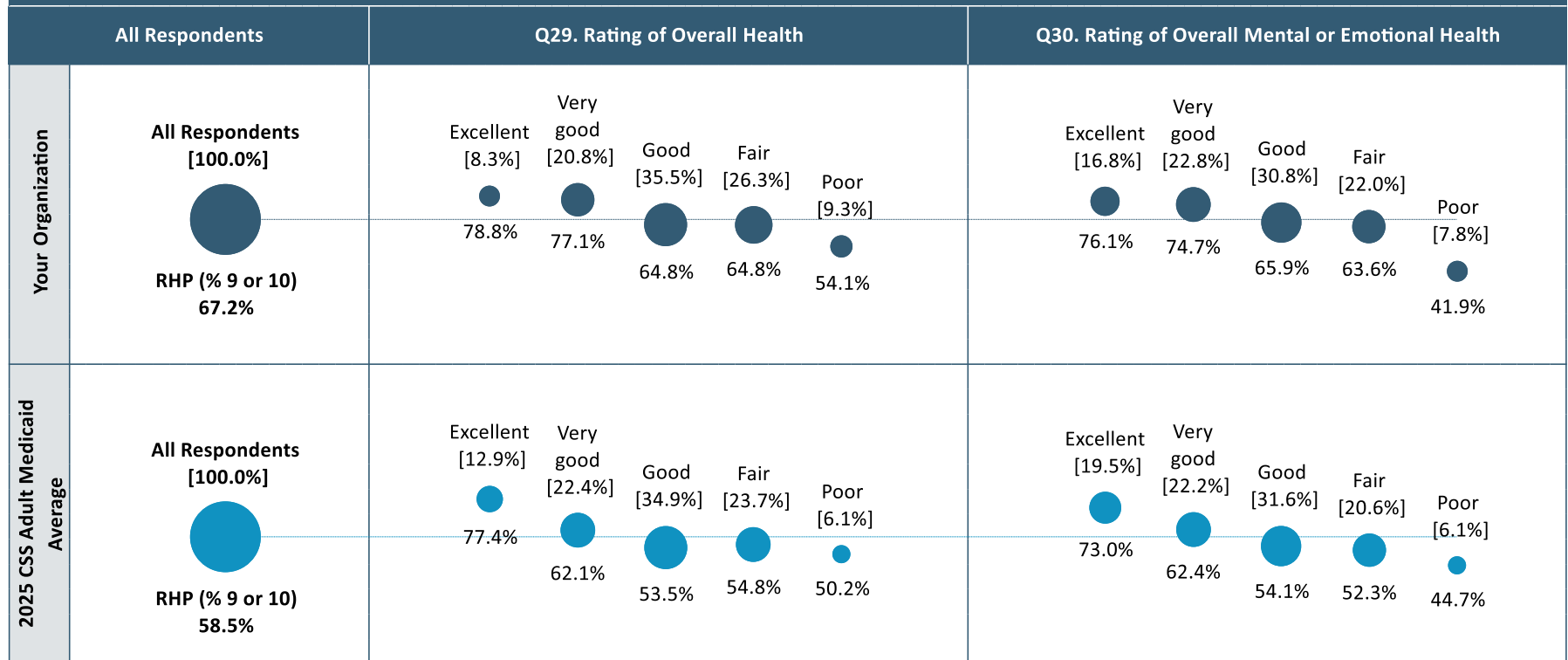
The charts on the following pages show how the *Rating of Health Plan (RHP)* measure, reported as percent responding 9 or 10, varies by the member subgroup of Mercy Care compared to the relevant benchmark distribution(s). Each demographic or utilization subgroup is represented by a "bubble" on the chart.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

HEALTH STATUS AND DEMOGRAPHICS

The following characteristics are profiled in this section:

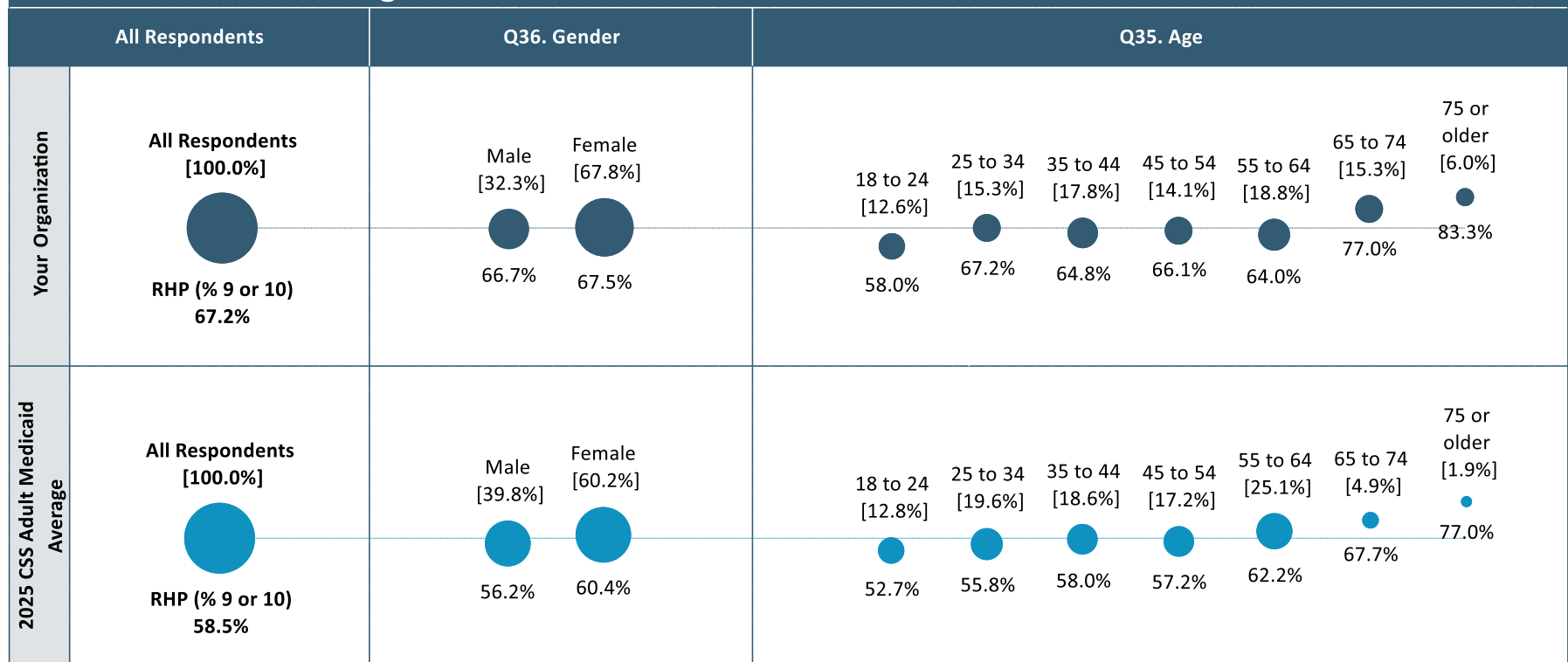
- Health status
- Gender
- Age
- Race
- Ethnicity (Hispanic or Latino)
- Education level

Member Health Status



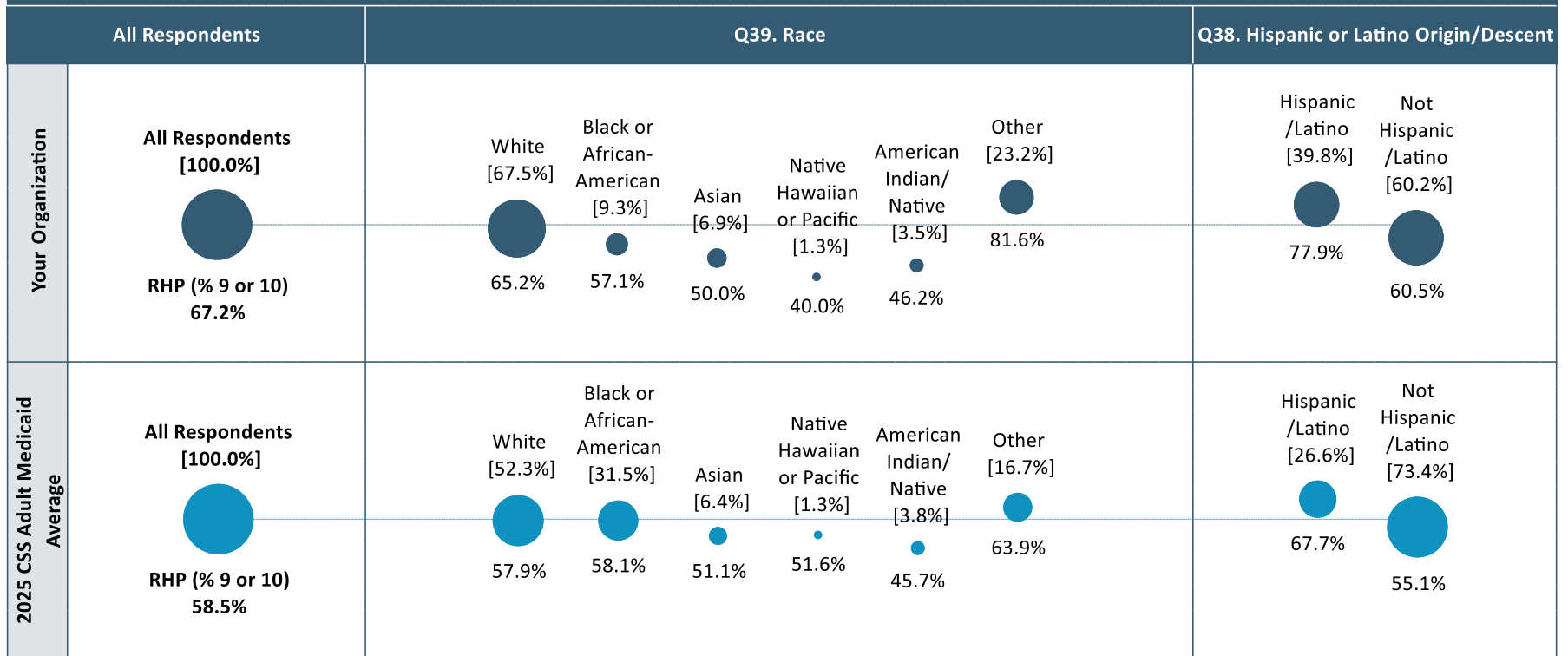
"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories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

Member Gender and Age



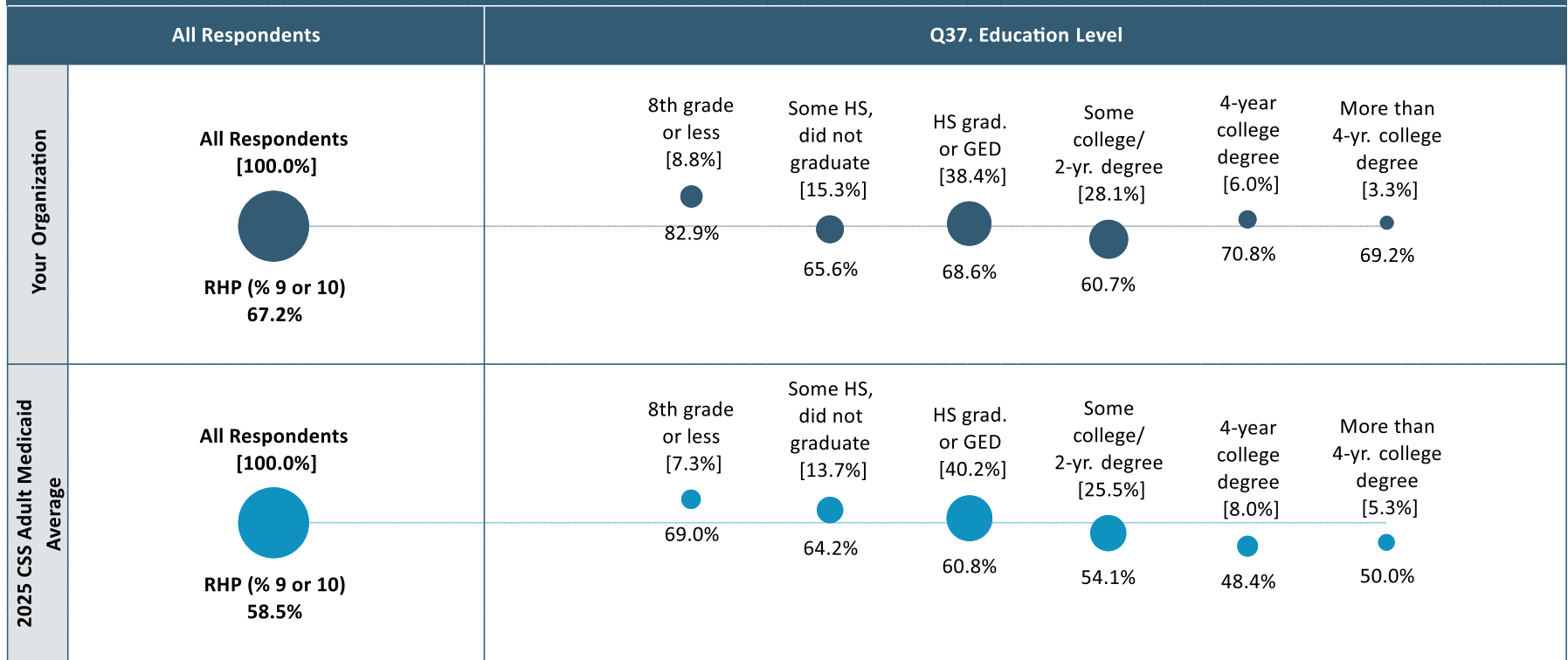
"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories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

Member Race and Ethnicity



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

Member Education Level



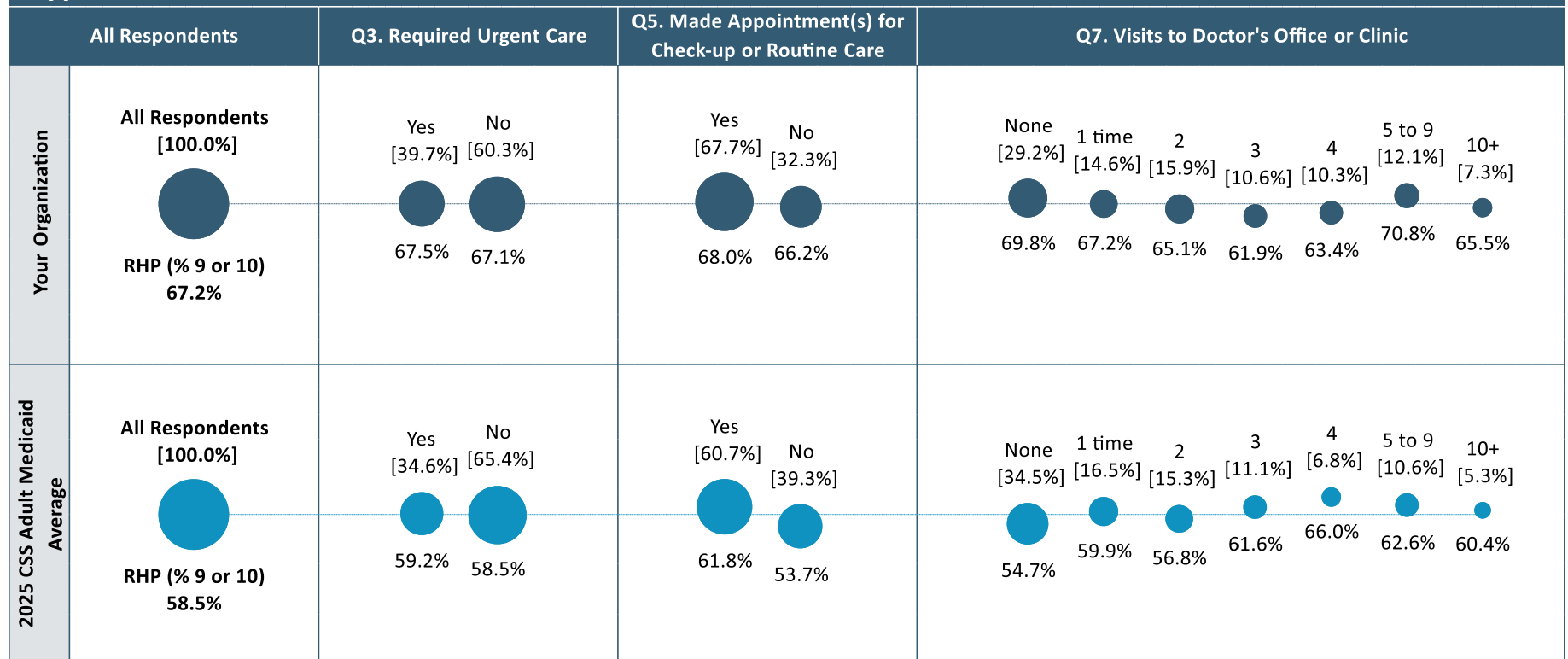
"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories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



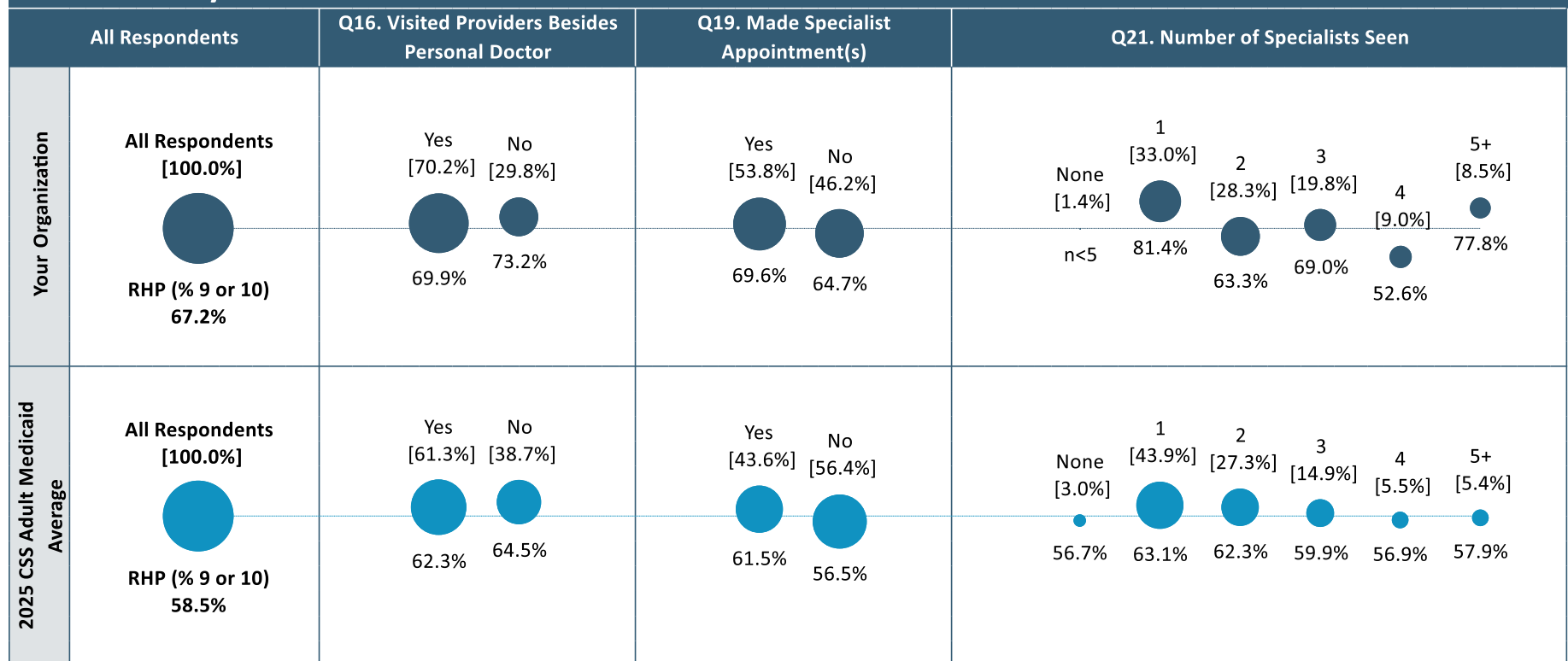
"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories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

Personal Doctor Care

All Respondents		Q10. Has Personal Doctor	Q11. Visits to Personal Doctor						
Your Organization	<p>All Respondents [100.0%]</p> <p>RHP (% 9 or 10) 67.2%</p>	<p>Yes [82.2%]</p> <p>70.9%</p> <p>No [17.8%]</p> <p>53.5%</p>	<p>None [14.3%]</p> <p>73.9%</p> <p>1 time [23.0%]</p> <p>77.0%</p> <p>2 [26.7%]</p> <p>64.0%</p> <p>3 [17.1%]</p> <p>76.4%</p> <p>4 [9.3%]</p> <p>66.7%</p> <p>5 to 9 [8.1%]</p> <p>69.2%</p> <p>10+ [1.6%]</p> <p>60.0%</p>						
	<p>All Respondents [100.0%]</p> <p>RHP (% 9 or 10) 58.5%</p>	<p>Yes [80.2%]</p> <p>61.6%</p> <p>No [19.8%]</p> <p>47.3%</p>	<p>None [23.0%]</p> <p>57.4%</p> <p>1 time [27.4%]</p> <p>61.2%</p> <p>2 [22.0%]</p> <p>61.6%</p> <p>3 [11.3%]</p> <p>66.2%</p> <p>4 [6.4%]</p> <p>64.6%</p> <p>5 to 9 [7.7%]</p> <p>67.9%</p> <p>10+ [2.1%]</p> <p>64.0%</p>						

"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 2025 CSS *Key Driver Model* was developed based on survey results of 278 Medicaid plans surveyed by CSS in 2024 and 2025. 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 five 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 73% of the variation in the *Rating of Health Plan* results among Medicaid plans. Note that this ordering reflects the strength of the overall relationship between each key driver and the *Rating of Health Plan* measure *at the industry level*. It does not consider how Mercy Care is currently performing on these measures. Improvement targets identified specifically for Mercy Care, which consider both the strength of each key driver and the current level of performance, are presented graphically in the next section.

Medicaid member ratings of the plan are strongly related to having access to highly rated providers (Q18 and Q22). More generally, access to needed care, tests, and treatment (Q9), including primary (Q10) and specialty (Q19) care, are all significant drivers of member experience.









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

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

OPPORTUNITIES FOR HEALTH PLAN QUALITY IMPROVEMENT

Specific improvement opportunities for Mercy Care are presented in Table 11. The ordering of the key drivers reflects both the strength of each key driver at the industry level and how well Mercy Care is currently performing on each measure. The middle column compares how Mercy Care is performing relative to the “best practice” rate on each key driver. CSS defined the best practice rate as the best result among the 18 plans contributing to the 2025 CSS Adult Medicaid Average. Room for improvement, represented by the length of the blue arrows, is the difference between the current level of Mercy Care performance and the best practice rate. The bar on the right displays the incremental gain in the overall *Rating of Health Plan* measure that Mercy Care could achieve if it performed on par with the best practice plan on each of the key driver measures. Each bar represents room for improvement on the key driver weighted by its contribution to the *Rating of Health Plan* measure.

Table 11. 2025 Mercy Care Adult Medicaid CAHPS Survey: Key Areas and Priorities for Improvement

Current Key Driver Performance		Room for Improvement on Key Driver	Overall Improvement Opportunity
Your Organization's 2025 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
Q9. Ease of getting needed care, tests, or treatment (percent <i>Usually</i> or <i>Always</i>)	87.11%	+3.55%  90.65%	 +1.65%
Q18. Rating of Personal Doctor (percent 9 or 10)	73.25%	+3.56%  76.81%	 +1.00%
Q10. Has a personal doctor (percent <i>Yes</i>)	81.86%	+4.72%  86.58%	 +0.71%
Q22. Rating of Specialist Seen Most Often (percent 9 or 10)	70.75%	+4.25%  75.00%	 +0.53%
Q19. Made specialist appointments (percent <i>Yes</i>)	53.68%	Performing at or above Best Practice Rate level 53.68%	None

* Best result among all plans included in the 2025 CSS Adult Medicaid Average

4993000

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](#).
- An article from *Healthcare Dive*, "[Same-day Scheduling Can Improve Patient Satisfaction and Your Bottom Line](#)," describes the benefits and challenges of implementing same-day scheduling as well as some short case studies.
- 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.
- An article in *Patient Engagement HIT* titled "[Exploring Open Access Scheduling in Patient Access to Care](#)" explains that the greatest challenge to implementing same-day appointments is clearing the backlog.

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](#)" 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](#)."
- Telehealth can be implemented to solve deferral of care issues brought about by the pandemic (see "[Consumer Reported Care Deferrals Due to the COVID-19 Pandemic, and the Role and Potential of Telemedicine: Cross-Sectional Analysis](#)").
- 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](#)").
- **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** "[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 Department of Health and Human Services 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](#).
- An article in *Physicians Practice* shares “[Nine Ways to Improve Your Patient Communications](#).” Click through the slides at the top of the page to read information on each strategy.
- 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.
- **TOOL** AHRQ provides [tips for patients to become more engaged in their health care](#) before, during, and after the appointment. A two-page PDF file can be downloaded from the linked page.

- **TOOL** AHRQ also provides a list of [“The 10 Questions You Should Know,”](#) as well as 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** The Robert Wood Johnson Foundation provides a [sample discharge preparation/care transition document](#) that health care providers can distribute to patients before or during visits.

Build Physician-Patient Relationships

- A positive physician-patient relationship may correlate with better health care outcomes. [“3 Key Traits of a Positive Patient-Provider Relationship”](#) describes three essential elements: empathy, communication, and shared decision-making.
- 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, the Agency for Healthcare Research and Quality 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** 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 in your practice.
- **VIDEO** [Service Recovery in Health Care](#), a four-part training series, was developed as part of a grant from the Health Resources & Services Administration (HRSA). 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 article “[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.
- The Centers for Medicare & Medicaid Services (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 American Medical Association offers “[What Doctors Wish Patients Knew](#),” 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 developed guidance on [evaluating an organization’s health literacy program](#), including recommended sources of communication and health literacy measures.
- “[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.

- 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.
- 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 updated 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 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 2025, Volume 3: Specifications for Survey Measures* contains detailed guidelines for calculating survey results. These guidelines include:

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

COMPOSITE GLOBAL PROPORTIONS

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

Step 1

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

Step 2

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

Table 12. Example of Calculating a Composite Global Proportion

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

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

NCQA HEALTH PLAN RATINGS METHODOLOGY

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

The list of measures included in NCQA's 2025 Health Plan Ratings is provided in the *Estimated NCQA Health Plan Ratings (Star Ratings)* section (see Table 7 on page 19). Below are the steps to assign star ratings to applicable measures.

ASSIGNMENT OF STAR RATINGS

Step 1

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

Step 2

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

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

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

Step 3

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

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

All CAHPS measures have a weight of 1.5.

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

SMALL DENOMINATORS

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

GLOSSARY OF TERMS

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

Confidence Level	A confidence level is associated with tests of statistical significance of observed differences in survey scores. It is expressed as a percentage and represents how often the observed difference (e.g., between the plan’s current-year rate and the relevant benchmark rate) is real and not simply due to chance. A 95% confidence level associated with a statistical test means that if repeated samples were surveyed, in 95 out of 100 samples the observed measure score would be truly different from the comparison score.
Correlation	A degree of association between two variables, or attributes, typically measured by the <i>Pearson correlation coefficient</i> . The coefficient value of 1 indicates a strong positive relationship; -1 indicates a strong negative relationship; zero indicates no relationship at all.
Denominator (<i>n</i> , or Usable Responses)	Number of valid (appropriately answered) responses available to calculate a measure result. Examples of inappropriately answered questions include ambiguously marked answers, multiple marks when a single answer choice is expected, and responses that violate survey skip patterns. The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in the composite. If the denominator is less than the NCQA-required minimum of 100 responses, NCQA assigns a measure result of “NA.”
Disposition	The final status given to a member record in the survey sample at the end of the study (e.g., completed survey, refusal, non-response, etc.).
Eligible Population	Members who are eligible to participate in the survey based on the following NCQA criteria: <ul style="list-style-type: none"> • 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).

	<ul style="list-style-type: none"> • Primary coverage (through Medicaid or a commercial product line for Medicaid and Commercial surveys, respectively).
Global Proportions	Applies to composite measures. The proportion of respondents selecting the favorable response(s) (e.g., <i>Usually</i> or <i>Always</i>) averaged across the questions that make up the composite.
Health Plan Ratings (HPR)	<p>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.</p> <p>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):</p> <ul style="list-style-type: none"> • Patient Experience: Patient-reported experience of care, including experience with doctors, services, and customer service (measures in the <i>Patient Experience</i> category). • Rates for Clinical Measures: The proportion of eligible members who received preventive services (prevention measures) and the proportion of eligible members who received recommended care for certain conditions (treatment measures). • NCQA Health Plan Accreditation: For a plan with an Accredited or Provisional status, 0.5 bonus points are added to the overall rating before being rounded to the nearest half point and displayed as stars. A plan with an Interim status receives 0.15 bonus points added to the overall rating before being rounded to the nearest half point and displayed as stars.
HEDIS	The Healthcare Effectiveness Data and Information Set (HEDIS) is a set of performance measures in the managed care industry, developed and maintained by NCQA. HEDIS was designed to allow consumers to compare health plan performance to other plans and to national or regional benchmarks as well as to track year-to-year performance. HEDIS is one component

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

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

APPENDIX B. SURVEY RESULTS AT A GLANCE

2025 (MY 2024) CAHPS® 5.1H Survey Results at a Glance



Mercy Care (Adult Medicaid Survey)

Abbreviated Measure Name and Reported Rate	Your Organization						Benchmark Comparisons				Your Organization's Estimated 2025 NCQA Health Plan Rating (HPR)	
	2025			2024		2023		2025 CSS Adult Medicaid Average		2024 (MY 2023) NCQA Quality Compass National Average (All LOBs)		
	Rate	95% CI	(n)	Rate	Change	Rate	Change	Rate	Difference	Rate		Difference
PATIENT EXPERIENCE											★★★★★	
Getting Care											★★★★☆	
Getting Needed Care (% A+U)	83.65%	(±4.57)	(252)	86.04%	[-2.40]	no data		80.21%	[+3.43]	81.45%	[+2.20]	★★★★☆
Ease of Getting Needed Care	87.11%	(±3.88)	(287)	88.32%	[-1.21]	no data		84.15%	[+2.96]	84.64%	[+2.47]	Not reported in HPR
Ease of Seeing a Specialist	80.18%	(±5.30)	(217)	83.77%	[-3.59]	no data		76.27%	[+3.91]	78.76%	[+1.42]	Not reported in HPR
Getting Care Quickly (% A+U)	80.93%	(±5.24)	(216)	84.14%	[-3.21]	no data		77.77%	[+3.16]	80.39%	[+0.54]	★★★★☆
Ease of Getting Urgent Care	84.38%	(±5.63)	(160)	88.51%	[-4.13]	no data		79.31%	[+5.06]	82.82%	[+1.56]	Not reported in HPR
Ease of Getting Routine Care	77.49%	(±4.97)	(271)	79.78%	[-2.28]	no data		76.24%	[+1.26]	78.69%	[-1.20]	Not reported in HPR
Satisfaction With Plan Physicians											★★★★★	
Rating of Doctor (% 9+10)	73.25%	(±4.78)	(329)	73.80%	[-0.54]	no data		68.02%	[+5.23] ✓	69.18%	[+4.07]	★★★★★
Satisfaction With Plan and Plan Services											★★★★★	
Rating of Health Plan (% 9+10)	67.16%	(±4.57)	(405)	69.25%	[-2.09]	no data		58.55%	[+8.61] ✓	61.47%	[+5.69] ✓	★★★★★
Rating of Health Care (% 9+10)	59.36%	(±5.72)	(283)	63.45%	[-4.08]	no data		55.84%	[+3.52]	56.80%	[+2.56]	★★★★☆
ADDITIONAL MEASURES AND RATES												
Coordination of Care (% A+U)	85.13%	(±4.99)	(195)	80.65%	[+4.48]	no data		82.71%	[+2.42]	85.64%	[-0.51]	Not reported in HPR
Doctor Communication (% A+U)	94.92%	(±2.57)	(281)	93.94%	[+0.98]	no data		92.56%	[+2.36]	92.95%	[+1.97]	
Doctor Explained Things	95.37%	(±2.46)	(281)	94.25%	[+1.12]	no data		92.57%	[+2.81]	92.74%	[+2.63]	
Doctor Listened Carefully	96.07%	(±2.28)	(280)	94.25%	[+1.82]	no data		93.13%	[+2.94]	93.16%	[+2.91]	
Doctor Showed Respect	96.44%	(±2.17)	(281)	95.77%	[+0.67]	no data		94.87%	[+1.57]	94.80%	[+1.64]	
Doctor Spent Enough Time	91.79%	(±3.22)	(280)	91.47%	[+0.31]	no data		89.66%	[+2.13]	91.01%	[+0.78]	
Customer Service (% A+U)	88.77%	(±4.71)	(173)	88.83%	[-0.06]	no data		87.70%	[+1.07]	89.12%	[-0.35]	
Customer Service Provided Info/Help	81.61%	(±5.76)	(174)	84.15%	[-2.54]	no data		81.27%	[+0.34]	83.84%	[-2.23]	
Customer Service Courteous/Respectful	95.93%	(±2.95)	(172)	93.51%	[+2.42]	no data		94.13%	[+1.80]	94.34%	[+1.59]	
Rating of Health Care (% 8+9+10)	77.03%	(±4.90)	(283)	82.41%	[-5.38]	no data		75.79%	[+1.24]	75.75%	[+1.28]	
Rating of Doctor (% 8+9+10)	89.06%	(±3.37)	(329)	85.84%	[+3.21]	no data		82.79%	[+6.27] ✓	83.33%	[+5.73] ✓	
Rating of Specialist (% 8+9+10)	85.85%	(±4.69)	(212)	83.71%	[+2.14]	no data		82.50%	[+3.35]	82.52%	[+3.33]	
Rating of Specialist (% 9+10)	70.75%	(±6.12)	(212)	71.95%	[-1.19]	no data		66.55%	[+4.21]	67.69%	[+3.06]	
Rating of Health Plan (% 8+9+10)	81.23%	(±3.80)	(405)	82.08%	[-0.85]	no data		75.65%	[+5.59] ✓	77.65%	[+3.58]	
MEDICAL ASSISTANCE WITH SMOKING CESSATION												
Advising Smokers to Quit (% A+U+S)	70.54%	(±7.87)	(129)	72.60%	[-2.06]	no data		70.09%	[+0.45]	73.50%	[-2.96]	Not reported in HPR
Discussing Cessation Meds (% A+U+S)	45.74%	(±8.60)	(129)	43.84%	[+1.90]	no data		48.92%	[-3.18]	52.75%	[-7.01]	
Discussing Cessation Strategies (% A+U+S)	38.76%	(±8.41)	(129)	39.73%	[-0.97]	no data		44.38%	[-5.62]	46.61%	[-7.85]	

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 were estimated by CSS based on the prior-year (2024, or MY 2023) NCQA Quality Compass national benchmarks. The official 2025 Health Plan Ratings, based on the current-year (2025, or MY 2024) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2025.

"No data" indicates that the survey was not conducted or the result is not available for comparison.

APPENDIX C. CROSS-TABULATIONS

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Patient Experience Measures

	Reportable Rates				Estimated Health Plan Rating (HPR)	
	2024 NCQA Quality Compass National Average, All LOBs	2025 CSS Average	Plan Rate		Percentile	Stars
			2025	2024		
Consumer Satisfaction						3.5
Getting Care						3.0
Getting Needed Care	81.45%	80.21%	83.65%	86.04%	33rd	3.0
Getting Care Quickly	80.39%	77.77%	80.93%	84.14%	33rd	3.0
Satisfaction with Plan Physicians						4.0
Rating of Personal Doctor	69.18%	68.02%	73.25%	73.80%	67th	4.0
Satisfaction with Plan and Plan Services						3.5
Rating of All Health Care	56.80%	55.84%	59.36%	63.45%	33rd	3.0
Rating of Health Plan	61.47%	58.55%	67.16%	69.25%	67th	4.0
Non-HPR Measures						
Rating of Specialist Seen Most Often	67.69%	66.55%	70.75%	71.95%		
Coordination of Care	85.64%	82.71%	85.13%	80.65%		
How Well Doctors Communicate	92.95%	92.56%	94.92%	93.94%		
Customer Service	89.12%	87.70%	88.77%	88.83%		

4993000

Note: The official Health Plan Ratings (HPR) scores will be released by NCQA in September 2025 using current year (2025 or MY 2024) benchmarks. The results presented in this report use the 2024 benchmarks (MY 2023) released by NCQA to estimate the MY 2024 HPR; therefore the HPR scores presented in this report should be treated as estimates. Results are presented for NCQA's top-box rates (% 9+10 or % Usually+Always). At least 100 valid responses must be collected for a measure to be reportable by NCQA. A lighter display is used to indicate that a result is not reportable by NCQA due to insufficient denominator (fewer than 100 responses). In such cases, CSS calculates measure results only for internal plan reporting.

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Effectiveness of Care Measures

		2025 Reported Rate	2025 Rate (Single Year)	2024 Rate (Single Year)
Medical Assistance with Smoking and Tobacco Use Cessation (MSC)				
<i>Base: All eligible respondents who smoke or use tobacco</i>				
Advising Smokers and Tobacco Users to Quit	Advised to quit	91	38	53
	Usable responses	129	56	73
	MSC Rate	70.5%	67.9%	72.6%
Discussing Cessation Medications	Discussed medications	59	27	32
	Usable responses	129	56	73
	MSC Rate	45.7%	48.2%	43.8%
Discussing Cessation Strategies	Discussed strategies	50	21	29
	Usable responses	129	56	73
	MSC Rate	38.8%	37.5%	39.7%

4993000

Note: Results are presented regardless of whether the plan is reporting the measure(s) to NCQA or meets the minimum reporting threshold of 100 valid responses. A lighter display is used to indicate that the measure does not meet the NCQA minimum denominator threshold. The 2025 Reported Rate for the MSC measures were calculated using NCQA's rolling average methodology. For more detail on the calculation of these rates, please refer to HEDIS® Measurement Year 2023, Volume 3: Specifications for Survey Measures, Section 2: Effectiveness of Care. CSS provides unofficial Effectiveness of Care results only for internal plan reporting.

Mercy Care

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 3

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

Base: All respondents

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	5,481	415	430	111	129	162	131	273	253	112	37	155	236	230	26	123	119	210	78	118	142	144
Number missing or multiple answer	59	3	4	0	3	0	3	0	2	1	0	0	3	2	1	0	1	1	0	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	NA	NA	NA
Usable responses	5,422 98.9%	412 99.3%	426 99.1%	111 100.0%	126 97.7%	162 100.0%	128 97.7%	273 100.0%	251 99.2%	111 99.1%	37 100.0%	155 100.0%	233 98.7%	228 99.1%	25 96.2%	123 100.0%	118 99.2%	209 99.5%	78 100.0%	116 98.3%	142 100.0%	143 99.3%
Yes	1,865 34.4%	163 39.6%	182 42.7%	35 31.5%	54 42.9%	69 42.6%	45 35.2%	116 42.5%	89 35.5%	53 47.7%	17 45.9%	56 36.1%	98 42.1%	100 43.9%	9 36.0%	38 30.9%	20 16.9%	97 46.4%	42 53.8%	37 31.9%	50 35.2%	74 51.7%
No	3,557 65.6%	249 60.4%	244 57.3%	76 68.5%	72 57.1%	93 57.4%	83 64.8%	157 57.5%	162 64.5%	58 52.3%	20 54.1%	99 63.9%	135 57.9%	128 56.1%	16 64.0%	85 69.1%	98 83.1%	112 53.6%	36 46.2%	79 68.1%	92 64.8%	69 48.3%
Significantly different from column:*		A							J	I				P		N	RS	Q	Q	V	V	TU

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

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 4

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

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

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,865	163	182	35	54	69	45	116	89	53	17	56	98	100	9	38	20	97	42	37	50	74
Number missing or multiple answer	38	3	8	1	0	2	2	1	1	2	0	1	2	0	1	2	0	2	1	1	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,827 98.0%	160 98.2%	174 95.6%	34 97.1%	54 100.0%	67 97.1%	43 95.6%	115 99.1%	88 98.9%	51 96.2%	17 100.0%	55 98.2%	96 98.0%	100 100.0%	8 88.9%	36 94.7%	20 100.0%	95 97.9%	41 97.6%	36 97.3%	49 98.0%	73 98.6%
Never	64 3.5%	4 2.5%	3 1.7%	0 0.0%	1 1.9%	2 3.0%	2 4.7%	2 1.7%	4 4.5%	0 0.0%	0 0.0%	0 0.0%	4 4.2%	2 2.0%	0 0.0%	1 2.8%	1 5.0%	3 3.2%	0 0.0%	0 0.0%	1 2.0%	3 4.1%
Sometimes	314 17.2%	21 13.1%	17 9.8%	6 17.6%	8 14.8%	7 10.4%	5 11.6%	16 13.9%	12 13.6%	6 11.8%	3 17.6%	5 9.1%	13 13.5%	13 13.0%	1 12.5%	6 16.7%	3 15.0%	13 13.7%	5 12.2%	1 2.8%	7 14.3%	13 17.8%
Usually	375 20.5%	34 21.3%	44 25.3%	8 23.5%	16 29.6%	9 13.4%	7 16.3%	27 23.5%	16 18.2%	15 29.4%	3 17.6%	8 14.5%	24 25.0%	26 26.0%	0 0.0%	4 11.1%	4 20.0%	12 12.6%	16 39.0%	8 22.2%	6 12.2%	20 27.4%
Always	1,074 58.8%	101 63.1%	110 63.2%	20 58.8%	29 53.7%	49 73.1%	29 67.4%	70 60.9%	56 63.6%	30 58.8%	11 64.7%	42 76.4%	55 57.3%	59 59.0%	7 87.5%	25 69.4%	12 60.0%	67 70.5%	20 48.8%	27 75.0%	35 71.4%	37 50.7%
Significantly different from column:*					F	E						M	L				S	R	V	V	TU	
Usually or Always	1,449 79.3%	135 84.4%	154 88.5%	28 82.4%	45 83.3%	58 86.6%	36 83.7%	97 84.3%	72 81.8%	45 88.2%	14 82.4%	50 90.9%	79 82.3%	85 85.0%	7 87.5%	29 80.6%	16 80.0%	79 83.2%	36 87.8%	35 97.2%	41 83.7%	57 78.1%
Significantly different from column:*																			V		T	

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

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 5

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

Base: All respondents

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,481	415	430	111	129	162	131	273	253	112	37	155	236	230	26	123	119	210	78	118	142	144
Number missing or multiple answer	76	3	10	1	1	1	2	1	3	0	0	1	1	1	0	0	0	2	0	1	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,405 98.6%	412 99.3%	420 97.7%	110 99.1%	128 99.2%	161 99.4%	129 98.5%	272 99.6%	250 98.8%	112 100.0%	37 100.0%	154 99.4%	235 99.6%	229 99.6%	25 96.2%	123 100.0%	119 100.0%	208 99.0%	78 100.0%	117 99.2%	141 99.3%	143 99.3%
Yes	3,256 60.2%	277 67.2%	278 66.2%	69 62.7%	94 73.4%	106 65.8%	84 65.1%	187 68.8%	162 64.8%	80 71.4%	27 73.0%	104 67.5%	161 68.5%	166 72.5%	14 56.0%	74 60.2%	35 29.4%	166 79.8%	70 89.7%	76 65.0%	91 64.5%	105 73.4%
No	2,149 39.8%	135 32.8%	142 33.8%	41 37.3%	34 26.6%	55 34.2%	45 34.9%	85 31.3%	88 35.2%	32 28.6%	10 27.0%	50 32.5%	74 31.5%	63 27.5%	11 44.0%	49 39.8%	84 70.6%	42 20.2%	8 10.3%	41 35.0%	50 35.5%	38 26.6%
Significantly different from column:*		A												P		N	RS	QS	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

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 6

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

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

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	3,256	277	278	69	94	106	84	187	162	80	27	104	161	166	14	74	35	166	70	76	91	105
Number missing or multiple answer	79	6	11	1	2	3	1	5	5	1	0	3	3	5	0	1	3	3	0	2	2	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,177 97.6%	271 97.8%	267 96.0%	68 98.6%	92 97.9%	103 97.2%	83 98.8%	182 97.3%	157 96.9%	79 98.8%	27 100.0%	101 97.1%	158 98.1%	161 97.0%	14 100.0%	73 98.6%	32 91.4%	163 98.2%	70 100.0%	74 97.4%	89 97.8%	103 98.1%
Never	110 3.5%	7 2.6%	5 1.9%	0 0.0%	4 4.3%	2 1.9%	5 6.0%	2 1.1%	5 3.2%	2 2.5%	0 0.0%	5 5.0%	2 1.3%	5 3.1%	0 0.0%	2 2.7%	3 9.4%	3 1.8%	1 1.4%	2 2.7%	2 2.2%	3 2.9%
Sometimes	645 20.3%	54 19.9%	49 18.4%	21 30.9%	13 14.1%	18 17.5%	20 24.1%	32 17.6%	33 21.0%	15 19.0%	4 14.8%	21 20.8%	30 19.0%	29 18.0%	4 28.6%	17 23.3%	12 37.5%	34 20.9%	6 8.6%	15 20.3%	16 18.0%	21 20.4%
Usually	840 26.4%	82 30.3%	83 31.1%	17 25.0%	33 35.9%	30 29.1%	19 22.9%	62 34.1%	37 23.6%	33 41.8%	10 37.0%	31 30.7%	48 30.4%	54 33.5%	2 14.3%	19 26.0%	4 12.5%	48 29.4%	30 42.9%	18 24.3%	28 31.5%	36 35.0%
Always	1,582 49.8%	128 47.2%	130 48.7%	30 44.1%	42 45.7%	53 51.5%	39 47.0%	86 47.3%	82 52.2%	29 36.7%	13 48.1%	44 43.6%	78 49.4%	73 45.3%	8 57.1%	35 47.9%	13 40.6%	78 47.9%	33 47.1%	39 52.7%	43 48.3%	43 41.7%
Significantly different from column:*									J	I												
Usually or Always	2,422 76.2%	210 77.5%	213 79.8%	47 69.1%	75 81.5%	83 80.6%	58 69.9%	148 81.3%	119 75.8%	62 78.5%	23 85.2%	75 74.3%	126 79.7%	127 78.9%	10 71.4%	54 74.0%	17 53.1%	126 77.3%	63 90.0%	57 77.0%	71 79.8%	79 76.7%
Significantly different from column:*							H	G									RS	QS	QR			

NA - Not applicable

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Mercy Care

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 7

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

Base: All respondents

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,481	415	430	111	129	162	131	273	253	112	37	155	236	230	26	123	119	210	78	118	142	144
Number missing or multiple answer	168	8	14	2	2	4	4	3	4	3	0	3	3	4	1	2	0	0	0	1	3	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,313 96.9%	407 98.1%	416 96.7%	109 98.2%	127 98.4%	158 97.5%	127 96.9%	270 98.9%	249 98.4%	109 97.3%	37 100.0%	152 98.1%	233 98.7%	226 98.3%	25 96.2%	121 98.4%	119 100.0%	210 100.0%	78 100.0%	117 99.2%	139 97.9%	141 97.9%
None	1,854 34.9%	119 29.2%	123 29.6%	32 29.4%	38 29.9%	47 29.7%	41 32.3%	76 28.1%	86 34.5%	27 24.8%	4 10.8%	54 35.5%	59 25.3%	59 26.1%	7 28.0%	46 38.0%	119 100.0%	0 0.0%	0 0.0%	37 31.6%	46 33.1%	33 23.4%
1 time	873 16.4%	59 14.5%	51 12.3%	22 20.2%	15 11.8%	19 12.0%	20 15.7%	37 13.7%	40 16.1%	11 10.1%	6 16.2%	22 14.5%	33 14.2%	25 11.1%	10 40.0%	16 13.2%	0 0.0%	59 28.1%	0 0.0%	22 18.8%	20 14.4%	16 11.3%
2	810 15.2%	66 16.2%	65 15.6%	13 11.9%	25 19.7%	24 15.2%	19 15.0%	45 16.7%	38 15.3%	17 15.6%	7 18.9%	17 11.2%	46 19.7%	38 16.8%	2 8.0%	19 15.7%	0 0.0%	66 31.4%	0 0.0%	22 18.8%	20 14.4%	22 15.6%
3	589 11.1%	43 10.6%	40 9.6%	9 8.3%	12 9.4%	21 13.3%	12 9.4%	30 11.1%	30 12.0%	8 7.3%	4 10.8%	19 12.5%	20 8.6%	22 9.7%	3 12.0%	14 11.6%	0 0.0%	43 20.5%	0 0.0%	11 9.4%	14 10.1%	16 11.3%
4	353 6.6%	42 10.3%	52 12.5%	10 9.2%	14 11.0%	17 10.8%	9 7.1%	32 11.9%	22 8.8%	11 10.1%	8 21.6%	18 11.8%	21 9.0%	23 10.2%	1 4.0%	13 10.7%	0 0.0%	42 20.0%	0 0.0%	10 8.5%	17 12.2%	14 9.9%
5 to 9	560 10.5%	49 12.0%	50 12.0%	11 10.1%	15 11.8%	21 13.3%	18 14.2%	29 10.7%	22 8.8%	20 18.3%	5 13.5%	14 9.2%	33 14.2%	36 15.9%	2 8.0%	7 5.8%	0 0.0%	0 0.0%	49 62.8%	9 7.7%	17 12.2%	22 15.6%
10 or more times	274 5.2%	29 7.1%	35 8.4%	12 11.0%	8 6.3%	9 5.7%	8 6.3%	21 7.8%	11 4.4%	15 13.8%	3 8.1%	8 5.3%	21 9.0%	23 10.2%	0 0.0%	6 5.0%	0 0.0%	0 0.0%	29 37.2%	6 5.1%	5 3.6%	18 12.8%
5 or more times	834 15.7%	78 19.2%	85 20.4%	23 21.1%	23 18.1%	30 19.0%	26 20.5%	50 18.5%	33 13.3%	35 32.1%	8 21.6%	22 14.5%	54 23.2%	59 26.1%	2 8.0%	13 10.7%	0 0.0%	0 0.0%	78 100.0%	15 12.8%	22 15.8%	40 28.4%
Significantly different from column:*									J	I		M	L	OP	N	N	S	S	QR	V	V	TU

NA - Not applicable

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Mercy Care

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 8

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

Base: All respondents who went to a doctor's office/clinic to get care (Q7)

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	3,459	288	293	77	89	111	86	194	163	82	33	98	174	167	18	75	0	210	78	80	93	108
Number missing or multiple answer	26	5	3	1	2	1	2	2	2	1	1	2	2	2	0	2	0	4	1	2	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,433 99.2%	283 98.3%	290 99.0%	76 98.7%	87 97.8%	110 99.1%	84 97.7%	192 99.0%	161 98.8%	81 98.8%	32 97.0%	96 98.0%	172 98.9%	165 98.8%	18 100.0%	73 97.3%	0 ---	206 98.1%	77 98.7%	78 97.5%	92 98.9%	107 99.1%
0 Worst health care possible	18 0.5%	1 0.4%	1 0.3%	0 0.0%	1 1.1%	0 0.0%	0 0.0%	1 0.5%	0 0.0%	1 1.2%	0 0.0%	0 0.0%	1 0.6%	1 0.6%	0 0.0%	0 0.0%	0 ---	1 0.5%	0 0.0%	0 0.0%	0 0.0%	1 0.9%
1	14 0.4%	0 0.0%	1 0.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
2	27 0.8%	2 0.7%	0 0.0%	0 0.0%	1 1.1%	1 0.9%	1 1.2%	1 0.5%	1 0.6%	0 0.0%	1 3.1%	0 0.0%	2 1.2%	1 0.6%	0 0.0%	1 1.4%	0 ---	2 1.0%	0 0.0%	0 0.0%	0 0.0%	2 1.9%
3	42 1.2%	4 1.4%	1 0.3%	0 0.0%	0 0.0%	3 2.7%	3 3.6%	1 0.5%	2 1.2%	0 0.0%	2 6.3%	0 0.0%	4 2.3%	2 1.2%	1 5.6%	1 1.4%	0 ---	3 1.5%	1 1.3%	1 1.3%	0 0.0%	3 2.8%
4	48 1.4%	2 0.7%	3 1.0%	0 0.0%	1 1.1%	0 0.0%	1 1.2%	0 0.0%	1 0.6%	0 0.0%	0 0.0%	0 0.0%	1 0.6%	0 0.0%	0 0.0%	0 0.0%	0 ---	2 1.0%	0 0.0%	0 0.0%	0 0.0%	1 0.9%
5	151 4.4%	8 2.8%	15 5.2%	3 3.9%	0 0.0%	5 4.5%	4 4.8%	4 2.1%	2 1.2%	5 6.2%	1 3.1%	2 2.1%	6 3.5%	7 4.2%	0 0.0%	1 1.4%	0 ---	8 3.9%	0 0.0%	0 0.0%	2 2.2%	6 5.6%
6	173 5.0%	14 4.9%	6 2.1%	8 10.5%	3 3.4%	2 1.8%	6 7.1%	7 3.6%	6 3.7%	5 6.2%	2 6.3%	1 1.0%	11 6.4%	6 3.6%	1 5.6%	6 8.2%	0 ---	9 4.4%	5 6.5%	1 1.3%	5 5.4%	6 5.6%
7	358 10.4%	34 12.0%	24 8.3%	7 9.2%	9 10.3%	17 15.5%	9 10.7%	25 13.0%	20 12.4%	12 14.8%	1 3.1%	10 10.4%	24 14.0%	17 10.3%	2 11.1%	12 16.4%	0 ---	27 13.1%	7 9.1%	4 5.1%	14 15.2%	16 15.0%
8	685 20.0%	50 17.7%	55 19.0%	10 13.2%	23 26.4%	17 15.5%	15 17.9%	35 18.2%	26 16.1%	14 17.3%	10 31.3%	9 9.4%	39 22.7%	32 19.4%	4 22.2%	13 17.8%	0 ---	35 17.0%	15 19.5%	13 16.7%	16 17.4%	21 19.6%
9	510 14.9%	42 14.8%	40 13.8%	14 18.4%	14 16.1%	13 11.8%	8 9.5%	33 17.2%	20 12.4%	12 14.8%	8 25.0%	17 17.7%	24 14.0%	26 15.8%	2 11.1%	11 15.1%	0 ---	31 15.0%	11 14.3%	21 26.9%	14 15.2%	6 5.6%
10 Best health care possible	1,407 41.0%	126 44.5%	144 49.7%	34 44.7%	35 40.2%	52 47.3%	37 44.0%	85 44.3%	83 51.6%	32 39.5%	7 21.9%	57 59.4%	60 34.9%	73 44.2%	8 44.4%	28 38.4%	0 ---	88 42.7%	38 49.4%	38 48.7%	41 44.6%	45 42.1%

NA - Not applicable

Mercy Care

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 8

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

Base: All respondents who went to a doctor's office/clinic to get care (Q7)

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	3,459	288	293	77	89	111	86	194	163	82	33	98	174	167	18	75	0	210	78	80	93	108
Number missing or multiple answer	26	5	3	1	2	1	2	2	2	1	1	2	2	2	0	2	0	4	1	2	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,433	283	290	76	87	110	84	192	161	81	32	96	172	165	18	73	0	206	77	78	92	107
	99.2%	98.3%	99.0%	98.7%	97.8%	99.1%	97.7%	99.0%	98.8%	98.8%	97.0%	98.0%	98.9%	98.8%	100.0%	97.3%	---	98.1%	98.7%	97.5%	98.9%	99.1%
0 to 4	149	9	6	0	3	4	5	3	4	1	3	0	8	4	1	2	0	8	1	1	0	7
	4.3%	3.2%	2.1%	0.0%	3.4%	3.6%	6.0%	1.6%	2.5%	1.2%	9.4%	0.0%	4.7%	2.4%	5.6%	2.7%	---	3.9%	1.3%	1.3%	0.0%	6.5%
5	151	8	15	3	0	5	4	4	2	5	1	2	6	7	0	1	0	8	0	0	2	6
	4.4%	2.8%	5.2%	3.9%	0.0%	4.5%	4.8%	2.1%	1.2%	6.2%	3.1%	2.1%	3.5%	4.2%	0.0%	1.4%	---	3.9%	0.0%	0.0%	2.2%	5.6%
6 to 7	531	48	30	15	12	19	15	32	26	17	3	11	35	23	3	18	0	36	12	5	19	22
	15.5%	17.0%	10.3%	19.7%	13.8%	17.3%	17.9%	16.7%	16.1%	21.0%	9.4%	11.5%	20.3%	13.9%	16.7%	24.7%	---	17.5%	15.6%	6.4%	20.7%	20.6%
8 to 10	2,602	218	239	58	72	82	60	153	129	58	25	83	123	131	14	52	0	154	64	72	71	72
	75.8%	77.0%	82.4%	76.3%	82.8%	74.5%	71.4%	79.7%	80.1%	71.6%	78.1%	86.5%	71.5%	79.4%	77.8%	71.2%	---	74.8%	83.1%	92.3%	77.2%	67.3%
Significantly different from column:*												M	L							UV	T	T
0 to 6	473	31	27	11	6	11	15	14	12	11	6	3	25	17	2	9	0	25	6	2	7	19
	13.8%	11.0%	9.3%	14.5%	6.9%	10.0%	17.9%	7.3%	7.5%	13.6%	18.8%	3.1%	14.5%	10.3%	11.1%	12.3%	---	12.1%	7.8%	2.6%	7.6%	17.8%
7 to 8	1,043	84	79	17	32	34	24	60	46	26	11	19	63	49	6	25	0	62	22	17	30	37
	30.4%	29.7%	27.2%	22.4%	36.8%	30.9%	28.6%	31.3%	28.6%	32.1%	34.4%	19.8%	36.6%	29.7%	33.3%	34.2%	---	30.1%	28.6%	21.8%	32.6%	34.6%
9 to 10	1,917	168	184	48	49	65	45	118	103	44	15	74	84	99	10	39	0	119	49	59	55	51
	55.8%	59.4%	63.4%	63.2%	56.3%	59.1%	53.6%	61.5%	64.0%	54.3%	46.9%	77.1%	48.8%	60.0%	55.6%	53.4%	---	57.8%	63.6%	75.6%	59.8%	47.7%
Significantly different from column:*												M	L							UV	T	T

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

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 9

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

Base: All respondents who went to a doctor's office/clinic to get care (Q7)

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	3,459	288	293	77	89	111	86	194	163	82	33	98	174	167	18	75	0	210	78	80	93	108
Number missing or multiple answer	33	1	2	0	0	1	1	0	1	0	0	0	1	0	0	1	0	1	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,426 99.0%	287 99.7%	291 99.3%	77 100.0%	89 100.0%	110 99.1%	85 98.8%	194 100.0%	162 99.4%	82 100.0%	33 100.0%	98 100.0%	173 99.4%	167 100.0%	18 100.0%	74 98.7%	0 ---	209 99.5%	78 100.0%	80 100.0%	93 100.0%	107 99.1%
Never	73 2.1%	4 1.4%	3 1.0%	0 0.0%	1 1.1%	1 0.9%	2 2.4%	1 0.5%	2 1.2%	1 1.2%	0 0.0%	0 0.0%	3 1.7%	1 0.6%	0 0.0%	1 1.4%	0 ---	4 1.9%	0 0.0%	1 1.3%	0 0.0%	2 1.9%
Sometimes	470 13.7%	33 11.5%	31 10.7%	7 9.1%	9 10.1%	16 14.5%	14 16.5%	18 9.3%	15 9.3%	15 18.3%	2 6.1%	6 6.1%	25 14.5%	15 9.0%	3 16.7%	11 14.9%	0 ---	23 11.0%	10 12.8%	4 5.0%	10 10.8%	18 16.8%
Usually	988 28.8%	86 30.0%	88 30.2%	23 29.9%	34 38.2%	27 24.5%	23 27.1%	62 32.0%	41 25.3%	31 37.8%	13 39.4%	29 29.6%	54 31.2%	59 35.3%	3 16.7%	19 25.7%	0 ---	60 28.7%	26 33.3%	21 26.3%	29 31.2%	35 32.7%
Always	1,895 55.3%	164 57.1%	169 58.1%	47 61.0%	45 50.6%	66 60.0%	46 54.1%	113 58.2%	104 64.2%	35 42.7%	18 54.5%	63 64.3%	91 52.6%	92 55.1%	12 66.7%	43 58.1%	0 ---	122 58.4%	42 53.8%	54 67.5%	54 58.1%	52 48.6%
Significantly different from column:*									J	I										V		T
Usually or Always	2,883 84.2%	250 87.1%	257 88.3%	70 90.9%	79 88.8%	93 84.5%	69 81.2%	175 90.2%	145 89.5%	66 80.5%	31 93.9%	92 93.9%	145 83.8%	151 90.4%	15 83.3%	62 83.8%	0 ---	182 87.1%	68 87.2%	75 93.8%	83 89.2%	87 81.3%
Significantly different from column:*							H	G				M	L							V		T

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 10

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

Base: All respondents

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,481	415	430	111	129	162	131	273	253	112	37	155	236	230	26	123	119	210	78	118	142	144
Number missing or multiple answer	74	7	3	1	2	4	3	4	5	1	1	2	4	3	0	4	3	4	0	0	5	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,407 98.6%	408 98.3%	427 99.3%	110 99.1%	127 98.4%	158 97.5%	128 97.7%	269 98.5%	248 98.0%	111 99.1%	36 97.3%	153 98.7%	232 98.3%	227 98.7%	26 100.0%	119 96.7%	116 97.5%	206 98.1%	78 100.0%	118 100.0%	137 96.5%	142 98.6%
Yes	4,312 79.7%	334 81.9%	341 79.9%	79 71.8%	106 83.5%	140 88.6%	105 82.0%	222 82.5%	205 82.7%	89 80.2%	31 86.1%	123 80.4%	193 83.2%	198 87.2%	19 73.1%	93 78.2%	77 66.4%	180 87.4%	70 89.7%	92 78.0%	114 83.2%	122 85.9%
No	1,095 20.3%	74 18.1%	86 20.1%	31 28.2%	21 16.5%	18 11.4%	23 18.0%	47 17.5%	43 17.3%	22 19.8%	5 13.9%	30 19.6%	39 16.8%	29 12.8%	7 26.9%	26 21.8%	39 33.6%	26 12.6%	8 10.3%	26 22.0%	23 16.8%	20 14.1%
Significantly different from column:*				EF	D	D								P		N	RS	Q	Q			

NA - Not applicable

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Mercy Care

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 11

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

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

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,312	334	341	79	106	140	105	222	205	89	31	123	193	198	19	93	77	180	70	92	114	122
Number missing or multiple answer	109	5	15	2	0	3	2	2	4	1	0	3	2	5	0	0	3	1	0	2	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,203 97.5%	329 98.5%	326 95.6%	77 97.5%	106 100.0%	137 97.9%	103 98.1%	220 99.1%	201 98.0%	88 98.9%	31 100.0%	120 97.6%	191 99.0%	193 97.5%	19 100.0%	93 100.0%	74 96.1%	179 99.4%	70 100.0%	90 97.8%	111 97.4%	122 100.0%
None	977 23.2%	48 14.6%	64 19.6%	17 22.1%	12 11.3%	18 13.1%	13 12.6%	34 15.5%	25 12.4%	15 17.0%	7 22.6%	17 14.2%	29 15.2%	28 14.5%	3 15.8%	13 14.0%	27 36.5%	16 8.9%	5 7.1%	18 20.0%	12 10.8%	17 13.9%
1 time	1,140 27.1%	75 22.8%	79 24.2%	25 32.5%	27 25.5%	21 15.3%	25 24.3%	49 22.3%	49 24.4%	21 23.9%	3 9.7%	28 23.3%	45 23.6%	43 22.3%	6 31.6%	22 23.7%	16 21.6%	50 27.9%	9 12.9%	30 33.3%	27 24.3%	17 13.9%
2	934 22.2%	89 27.1%	67 20.6%	15 19.5%	30 28.3%	39 28.5%	28 27.2%	58 26.4%	58 28.9%	17 19.3%	10 32.3%	28 23.3%	56 29.3%	52 26.9%	7 36.8%	23 24.7%	17 23.0%	54 30.2%	16 22.9%	19 21.1%	35 31.5%	32 26.2%
3	473 11.3%	56 17.0%	54 16.6%	8 10.4%	18 17.0%	30 21.9%	20 19.4%	36 16.4%	36 17.9%	14 15.9%	5 16.1%	24 20.0%	26 13.6%	32 16.6%	3 15.8%	17 18.3%	7 9.5%	33 18.4%	13 18.6%	11 12.2%	19 17.1%	25 20.5%
4	269 6.4%	30 9.1%	24 7.4%	6 7.8%	9 8.5%	15 10.9%	8 7.8%	22 10.0%	15 7.5%	9 10.2%	6 19.4%	12 10.0%	16 8.4%	20 10.4%	0 0.0%	8 8.6%	2 2.7%	21 11.7%	7 10.0%	4 4.4%	13 11.7%	13 10.7%
5 to 9	323 7.7%	26 7.9%	33 10.1%	5 6.5%	7 6.6%	13 9.5%	7 6.8%	18 8.2%	15 7.5%	10 11.4%	0 0.0%	7 5.8%	18 9.4%	16 8.3%	0 0.0%	7 7.5%	4 5.4%	5 2.8%	17 24.3%	6 6.7%	5 4.5%	15 12.3%
10 or more times	87 2.1%	5 1.5%	5 1.5%	1 1.3%	3 2.8%	1 0.7%	2 1.9%	3 1.4%	3 1.5%	2 2.3%	0 0.0%	4 3.3%	1 0.5%	2 1.0%	0 0.0%	3 3.2%	1 1.4%	0 0.0%	3 4.3%	2 2.2%	0 0.0%	3 2.5%
5 or more times	410 9.8%	31 9.4%	38 11.7%	6 7.8%	10 9.4%	14 10.2%	9 8.7%	21 9.5%	18 9.0%	12 13.6%	0 0.0%	11 9.2%	19 9.9%	18 9.3%	0 0.0%	10 10.8%	5 6.8%	5 2.8%	20 28.6%	8 8.9%	5 4.5%	18 14.8%
Significantly different from column:*																	S	S	QR		V	U

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 12

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

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

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	3,226	281	262	60	94	119	90	186	176	73	24	103	162	165	16	80	47	163	65	72	99	105
Number missing or multiple answer	10	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,216 99.7%	281 100.0%	261 99.6%	60 100.0%	94 100.0%	119 100.0%	90 100.0%	186 100.0%	176 100.0%	73 100.0%	24 100.0%	103 100.0%	162 100.0%	165 100.0%	16 100.0%	80 100.0%	47 100.0%	163 100.0%	65 100.0%	72 100.0%	99 100.0%	105 100.0%
Never	49 1.5%	3 1.1%	2 0.8%	0 0.0%	0 0.0%	1 0.8%	2 2.2%	0 0.0%	1 0.6%	1 1.4%	0 0.0%	0 0.0%	2 1.2%	2 1.2%	0 0.0%	0 0.0%	0 0.0%	3 1.8%	0 0.0%	0 0.0%	0 0.0%	2 1.9%
Sometimes	190 5.9%	10 3.6%	13 5.0%	1 1.7%	7 7.4%	2 1.7%	7 7.8%	3 1.6%	6 3.4%	4 5.5%	0 0.0%	3 2.9%	7 4.3%	6 3.6%	0 0.0%	4 5.0%	3 6.4%	6 3.7%	1 1.5%	2 2.8%	2 2.0%	6 5.7%
Usually	560 17.4%	55 19.6%	57 21.8%	11 18.3%	23 24.5%	20 16.8%	20 22.2%	34 18.3%	32 18.2%	17 23.3%	4 16.7%	24 23.3%	29 17.9%	32 19.4%	3 18.8%	18 22.5%	12 25.5%	32 19.6%	11 16.9%	14 19.4%	20 20.2%	21 20.0%
Always	2,417 75.2%	213 75.8%	189 72.4%	48 80.0%	64 68.1%	96 80.7%	61 67.8%	149 80.1%	137 77.8%	51 69.9%	20 83.3%	76 73.8%	124 76.5%	125 75.8%	13 81.3%	58 72.5%	32 68.1%	122 74.8%	53 81.5%	56 77.8%	77 77.8%	76 72.4%
Significantly different from column:*					F	E	H	G														
Usually or Always	2,977 92.6%	268 95.4%	246 94.3%	59 98.3%	87 92.6%	116 97.5%	81 90.0%	183 98.4%	169 96.0%	68 93.2%	24 100.0%	100 97.1%	153 94.4%	157 95.2%	16 100.0%	76 95.0%	44 93.6%	154 94.5%	64 98.5%	70 97.2%	97 98.0%	97 92.4%
Significantly different from column:*																						

NA - Not applicable

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Mercy Care

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 13

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

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

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	3,226	281	262	60	94	119	90	186	176	73	24	103	162	165	16	80	47	163	65	72	99	105
Number missing or multiple answer	10	1	1	0	1	0	1	0	1	0	0	1	0	1	0	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,216 99.7%	280 99.6%	261 99.6%	60 100.0%	93 98.9%	119 100.0%	89 98.9%	186 100.0%	175 99.4%	73 100.0%	24 100.0%	102 99.0%	162 100.0%	164 99.4%	16 100.0%	80 100.0%	46 97.9%	163 100.0%	65 100.0%	72 100.0%	98 99.0%	105 100.0%
Never	40 1.2%	3 1.1%	0 0.0%	0 0.0%	1 1.1%	1 0.8%	2 2.2%	1 0.5%	1 0.6%	2 2.7%	0 0.0%	0 0.0%	3 1.9%	2 1.2%	1 6.3%	0 0.0%	0 0.0%	3 1.8%	0 0.0%	0 0.0%	0 0.0%	3 2.9%
Sometimes	181 5.6%	8 2.9%	15 5.7%	1 1.7%	4 4.3%	2 1.7%	3 3.4%	4 2.2%	4 2.3%	3 4.1%	0 0.0%	2 2.0%	5 3.1%	5 3.0%	0 0.0%	1 1.3%	0 0.0%	7 4.3%	1 1.5%	0 0.0%	2 2.0%	5 4.8%
Usually	507 15.8%	53 18.9%	46 17.6%	13 21.7%	19 20.4%	21 17.6%	22 24.7%	31 16.7%	30 17.1%	19 26.0%	4 16.7%	21 20.6%	32 19.8%	29 17.7%	3 18.8%	20 25.0%	9 19.6%	30 18.4%	13 20.0%	16 22.2%	17 17.3%	20 19.0%
Always	2,488 77.4%	216 77.1%	200 76.6%	46 76.7%	69 74.2%	95 79.8%	62 69.7%	150 80.6%	140 80.0%	49 67.1%	20 83.3%	79 77.5%	122 75.3%	128 78.0%	12 75.0%	59 73.8%	37 80.4%	123 75.5%	51 78.5%	56 77.8%	79 80.6%	77 73.3%
Significantly different from column:*							H	G	J	I												
Usually or Always	2,995 93.1%	269 96.1%	246 94.3%	59 98.3%	88 94.6%	116 97.5%	84 94.4%	181 97.3%	170 97.1%	68 93.2%	24 100.0%	100 98.0%	154 95.1%	157 95.7%	15 93.8%	79 98.8%	46 100.0%	153 93.9%	64 98.5%	72 100.0%	96 98.0%	97 92.4%
Significantly different from column:*																						

NA - Not applicable

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Mercy Care

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 14

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

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

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	3,226	281	262	60	94	119	90	186	176	73	24	103	162	165	16	80	47	163	65	72	99	105
Number missing or multiple answer	11	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,215 99.7%	281 100.0%	260 99.2%	60 100.0%	94 100.0%	119 100.0%	90 100.0%	186 100.0%	176 100.0%	73 100.0%	24 100.0%	103 100.0%	162 100.0%	165 100.0%	16 100.0%	80 100.0%	47 100.0%	163 100.0%	65 100.0%	72 100.0%	99 100.0%	105 100.0%
Never	27 0.8%	2 0.7%	1 0.4%	0 0.0%	0 0.0%	1 0.8%	2 2.2%	0 0.0%	1 0.6%	1 1.4%	0 0.0%	0 0.0%	2 1.2%	2 1.2%	0 0.0%	0 0.0%	0 0.0%	2 1.2%	0 0.0%	0 0.0%	0 0.0%	2 1.9%
Sometimes	138 4.3%	8 2.8%	10 3.8%	0 0.0%	5 5.3%	2 1.7%	3 3.3%	4 2.2%	4 2.3%	3 4.1%	0 0.0%	1 1.0%	6 3.7%	4 2.4%	0 0.0%	3 3.8%	2 4.3%	6 3.7%	0 0.0%	2 2.8%	2 2.0%	3 2.9%
Usually	388 12.1%	35 12.5%	25 9.6%	10 16.7%	12 12.8%	13 10.9%	17 18.9%	18 9.7%	22 12.5%	10 13.7%	3 12.5%	12 11.7%	23 14.2%	19 11.5%	2 12.5%	13 16.3%	6 12.8%	23 14.1%	6 9.2%	8 11.1%	10 10.1%	17 16.2%
Always	2,662 82.8%	236 84.0%	224 86.2%	50 83.3%	77 81.9%	103 86.6%	68 75.6%	164 88.2%	149 84.7%	59 80.8%	21 87.5%	90 87.4%	131 80.9%	140 84.8%	14 87.5%	64 80.0%	39 83.0%	132 81.0%	59 90.8%	62 86.1%	87 87.9%	83 79.0%
Significantly different from column:*							H	G														
Usually or Always	3,050 94.9%	271 96.4%	249 95.8%	60 100.0%	89 94.7%	116 97.5%	85 94.4%	182 97.8%	171 97.2%	69 94.5%	24 100.0%	102 99.0%	154 95.1%	159 96.4%	16 100.0%	77 96.3%	45 95.7%	155 95.1%	65 100.0%	70 97.2%	97 98.0%	100 95.2%
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

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 15

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

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

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	3,226	281	262	60	94	119	90	186	176	73	24	103	162	165	16	80	47	163	65	72	99	105
Number missing or multiple answer	16	1	4	0	0	1	0	1	1	0	0	0	1	0	0	1	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,210 99.5%	280 99.6%	258 98.5%	60 100.0%	94 100.0%	118 99.2%	90 100.0%	185 99.5%	175 99.4%	73 100.0%	24 100.0%	103 100.0%	161 99.4%	165 100.0%	16 100.0%	79 98.8%	46 97.9%	163 100.0%	65 100.0%	72 100.0%	98 99.0%	105 100.0%
Never	64 2.0%	4 1.4%	4 1.6%	0 0.0%	1 1.1%	1 0.8%	2 2.2%	1 0.5%	1 0.6%	2 2.7%	0 0.0%	0 0.0%	3 1.9%	2 1.2%	1 6.3%	0 0.0%	0 0.0%	4 2.5%	0 0.0%	0 0.0%	0 0.0%	3 2.9%
Sometimes	268 8.3%	19 6.8%	18 7.0%	6 10.0%	8 8.5%	5 4.2%	12 13.3%	7 3.8%	14 8.0%	5 6.8%	0 0.0%	5 4.9%	14 8.7%	14 8.5%	1 6.3%	2 2.5%	3 6.5%	13 8.0%	3 4.6%	4 5.6%	7 7.1%	8 7.6%
Usually	632 19.7%	62 22.1%	53 20.5%	13 21.7%	24 25.5%	24 20.3%	20 22.2%	42 22.7%	33 18.9%	25 34.2%	4 16.7%	32 31.1%	30 18.6%	32 19.4%	3 18.8%	25 31.6%	9 19.6%	33 20.2%	19 29.2%	16 22.2%	18 18.4%	28 26.7%
Always	2,246 70.0%	195 69.6%	183 70.9%	41 68.3%	61 64.9%	88 74.6%	56 62.2%	135 73.0%	127 72.6%	41 56.2%	20 83.3%	66 64.1%	114 70.8%	117 70.9%	11 68.8%	52 65.8%	34 73.9%	113 69.3%	43 66.2%	52 72.2%	73 74.5%	66 62.9%
Significantly different from column:*									J	IK	J											
Usually or Always	2,878 89.7%	257 91.8%	236 91.5%	54 90.0%	85 90.4%	112 94.9%	76 84.4%	177 95.7%	160 91.4%	66 90.4%	24 100.0%	98 95.1%	144 89.4%	149 90.3%	14 87.5%	77 97.5%	43 93.5%	146 89.6%	62 95.4%	68 94.4%	91 92.9%	94 89.5%
Significantly different from column:*							H	G						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

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 16

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

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

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	3,226	281	262	60	94	119	90	186	176	73	24	103	162	165	16	80	47	163	65	72	99	105
Number missing or multiple answer	44	1	7	0	0	1	1	0	1	0	0	0	0	0	1	0	0	1	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,182 98.6%	280 99.6%	255 97.3%	60 100.0%	94 100.0%	118 99.2%	89 98.9%	186 100.0%	175 99.4%	73 100.0%	24 100.0%	103 100.0%	162 100.0%	165 100.0%	15 93.8%	80 100.0%	47 100.0%	162 99.4%	65 100.0%	72 100.0%	98 99.0%	105 100.0%
Yes	1,947 61.2%	196 70.0%	188 73.7%	36 60.0%	69 73.4%	85 72.0%	55 61.8%	137 73.7%	107 61.1%	62 84.9%	20 83.3%	66 64.1%	120 74.1%	120 72.7%	9 60.0%	51 63.8%	22 46.8%	112 69.1%	57 87.7%	51 70.8%	63 64.3%	78 74.3%
No	1,235 38.8%	84 30.0%	67 26.3%	24 40.0%	25 26.6%	33 28.0%	34 38.2%	49 26.3%	68 38.9%	11 15.1%	4 16.7%	37 35.9%	42 25.9%	45 27.3%	6 40.0%	29 36.3%	25 53.2%	50 30.9%	8 12.3%	21 29.2%	35 35.7%	27 25.7%
Significantly different from column:*		A					H	G	JK	I	I						RS	QS	QR			

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 17

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

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

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,947	196	188	36	69	85	55	137	107	62	20	66	120	120	9	51	22	112	57	51	63	78
Number missing or multiple answer	27	1	2	0	0	1	0	1	0	1	0	0	1	1	0	0	0	0	1	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,920 98.6%	195 99.5%	186 98.9%	36 100.0%	69 100.0%	84 98.8%	55 100.0%	136 99.3%	107 100.0%	61 98.4%	20 100.0%	66 100.0%	119 99.2%	119 99.2%	9 100.0%	51 100.0%	22 100.0%	112 100.0%	56 98.2%	51 100.0%	63 100.0%	77 98.7%
Never	93 4.8%	5 2.6%	10 5.4%	2 5.6%	2 2.9%	1 1.2%	2 3.6%	3 2.2%	3 2.8%	2 3.3%	0 0.0%	1 1.5%	4 3.4%	3 2.5%	2 22.2%	0 0.0%	0 0.0%	4 3.6%	1 1.8%	3 5.9%	1 1.6%	1 1.3%
Sometimes	239 12.4%	24 12.3%	26 14.0%	7 19.4%	8 11.6%	9 10.7%	7 12.7%	17 12.5%	16 15.0%	6 9.8%	1 5.0%	9 13.6%	14 11.8%	14 11.8%	1 11.1%	7 13.7%	3 13.6%	13 11.6%	7 12.5%	3 5.9%	7 11.1%	14 18.2%
Usually	525 27.3%	70 35.9%	63 33.9%	7 19.4%	28 40.6%	33 39.3%	22 40.0%	47 34.6%	32 29.9%	28 45.9%	9 45.0%	25 37.9%	43 36.1%	48 40.3%	2 22.2%	15 29.4%	7 31.8%	42 37.5%	20 35.7%	17 33.3%	30 47.6%	22 28.6%
Always	1,063 55.4%	96 49.2%	87 46.8%	20 55.6%	31 44.9%	41 48.8%	24 43.6%	69 50.7%	56 52.3%	25 41.0%	10 50.0%	31 47.0%	58 48.7%	54 45.4%	4 44.4%	29 56.9%	12 54.5%	53 47.3%	28 50.0%	28 54.9%	25 39.7%	40 51.9%
Significantly different from column:*																						
Usually or Always	1,588 82.7%	166 85.1%	150 80.6%	27 75.0%	59 85.5%	74 88.1%	46 83.6%	116 85.3%	88 82.2%	53 86.9%	19 95.0%	56 84.8%	101 84.9%	102 85.7%	6 66.7%	44 86.3%	19 86.4%	95 84.8%	48 85.7%	45 88.2%	55 87.3%	62 80.5%
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

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 18

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

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

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,312	334	341	79	106	140	105	222	205	89	31	123	193	198	19	93	77	180	70	92	114	122
Number missing or multiple answer	100	5	9	2	0	3	1	4	3	2	0	2	2	3	0	2	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	NA	NA	NA	NA	NA	NA
Usable responses	4,212 97.7%	329 98.5%	332 97.4%	77 97.5%	106 100.0%	137 97.9%	104 99.0%	218 98.2%	202 98.5%	87 97.8%	31 100.0%	121 98.4%	191 99.0%	195 98.5%	19 100.0%	91 97.8%	74 96.1%	179 99.4%	69 98.6%	89 96.7%	113 99.1%	121 99.2%
0 Worst personal doctor possible	29 0.7%	0 0.0%	3 0.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	25 0.6%	2 0.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.0%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	0 0.0%	1 0.5%	1 0.5%	0 0.0%	0 0.0%	0 0.0%	2 1.1%	0 0.0%	0 0.0%	0 0.0%	1 0.8%
2	22 0.5%	3 0.9%	1 0.3%	0 0.0%	2 1.9%	0 0.0%	1 1.0%	1 0.5%	1 0.5%	1 1.1%	0 0.0%	0 0.0%	1 0.5%	1 0.5%	0 0.0%	1 1.1%	1 1.4%	2 1.1%	0 0.0%	0 0.0%	1 0.9%	1 0.8%
3	32 0.8%	1 0.3%	2 0.6%	0 0.0%	0 0.0%	1 0.7%	0 0.0%	1 0.5%	0 0.0%	1 1.1%	0 0.0%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	1 1.1%	1 1.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.8%
4	42 1.0%	1 0.3%	3 0.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 0.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
5	138 3.3%	8 2.4%	7 2.1%	1 1.3%	4 3.8%	3 2.2%	2 1.9%	6 2.8%	2 1.0%	3 3.4%	3 9.7%	3 2.5%	5 2.6%	7 3.6%	0 0.0%	0 0.0%	2 2.7%	5 2.8%	1 1.4%	3 3.4%	2 1.8%	3 2.5%
6	142 3.4%	8 2.4%	6 1.8%	2 2.6%	3 2.8%	3 2.2%	2 1.9%	6 2.8%	4 2.0%	3 3.4%	1 3.2%	2 1.7%	6 3.1%	6 3.1%	0 0.0%	1 1.1%	1 1.4%	5 2.8%	2 2.9%	2 2.2%	3 2.7%	3 2.5%
7	295 7.0%	13 4.0%	25 7.5%	3 3.9%	4 3.8%	6 4.4%	4 3.8%	9 4.1%	10 5.0%	3 3.4%	0 0.0%	3 2.5%	10 5.2%	5 2.6%	3 15.8%	5 5.5%	2 2.7%	8 4.5%	2 2.9%	4 4.5%	2 1.8%	7 5.8%
8	622 14.8%	52 15.8%	40 12.0%	15 19.5%	23 21.7%	13 9.5%	19 18.3%	33 15.1%	30 14.9%	14 16.1%	8 25.8%	19 15.7%	33 17.3%	33 16.9%	1 5.3%	17 18.7%	10 13.5%	28 15.6%	14 20.3%	16 18.0%	19 16.8%	17 14.0%
9	677 16.1%	65 19.8%	51 15.4%	17 22.1%	22 20.8%	25 18.2%	23 22.1%	41 18.8%	31 15.3%	26 29.9%	7 22.6%	17 14.0%	45 23.6%	40 20.5%	4 21.1%	16 17.6%	12 16.2%	35 19.6%	18 26.1%	21 23.6%	25 22.1%	18 14.9%
10 Best personal doctor possible	2,188 51.9%	176 53.5%	194 58.4%	39 50.6%	48 45.3%	86 62.8%	52 50.0%	121 55.5%	123 60.9%	36 41.4%	12 38.7%	77 63.6%	89 46.6%	102 52.3%	11 57.9%	50 54.9%	45 60.8%	93 52.0%	32 46.4%	43 48.3%	61 54.0%	70 57.9%

NA - Not applicable

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 18

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

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

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	4,312	334	341	79	106	140	105	222	205	89	31	123	193	198	19	93	77	180	70	92	114	122
Number missing or multiple answer	100	5	9	2	0	3	1	4	3	2	0	2	2	3	0	2	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	NA	NA	NA	NA	NA	NA
Usable responses	4,212 97.7%	329 98.5%	332 97.4%	77 97.5%	106 100.0%	137 97.9%	104 99.0%	218 98.2%	202 98.5%	87 97.8%	31 100.0%	121 98.4%	191 99.0%	195 98.5%	19 100.0%	91 97.8%	74 96.1%	179 99.4%	69 98.6%	89 96.7%	113 99.1%	121 99.2%
0 to 4	150 3.6%	7 2.1%	9 2.7%	0 0.0%	2 1.9%	1 0.7%	2 1.9%	2 0.9%	2 1.0%	2 2.3%	0 0.0%	0 0.0%	3 1.6%	2 1.0%	0 0.0%	2 2.2%	2 2.7%	5 2.8%	0 0.0%	0 0.0%	1 0.9%	3 2.5%
5	138 3.3%	8 2.4%	7 2.1%	1 1.3%	4 3.8%	3 2.2%	2 1.9%	6 2.8%	2 1.0%	3 3.4%	3 9.7%	3 2.5%	5 2.6%	7 3.6%	0 0.0%	0 0.0%	2 2.7%	5 2.8%	1 1.4%	3 3.4%	2 1.8%	3 2.5%
6 to 7	437 10.4%	21 6.4%	31 9.3%	5 6.5%	7 6.6%	9 6.6%	6 5.8%	15 6.9%	14 6.9%	6 6.9%	1 3.2%	5 4.1%	16 8.4%	11 5.6%	3 15.8%	6 6.6%	3 4.1%	13 7.3%	4 5.8%	6 6.7%	5 4.4%	10 8.3%
8 to 10	3,487 82.8%	293 89.1%	285 85.8%	71 92.2%	93 87.7%	124 90.5%	94 90.4%	195 89.4%	184 91.1%	76 87.4%	27 87.1%	113 93.4%	167 87.4%	175 89.7%	16 84.2%	83 91.2%	67 90.5%	156 87.2%	64 92.8%	80 89.9%	105 92.9%	105 86.8%
Significantly different from column:*		A																				
0 to 6	430 10.2%	23 7.0%	22 6.6%	3 3.9%	9 8.5%	7 5.1%	6 5.8%	14 6.4%	8 4.0%	8 9.2%	4 12.9%	5 4.1%	14 7.3%	15 7.7%	0 0.0%	3 3.3%	5 6.8%	15 8.4%	3 4.3%	5 5.6%	6 5.3%	9 7.4%
7 to 8	917 21.8%	65 19.8%	65 19.6%	18 23.4%	27 25.5%	19 13.9%	23 22.1%	42 19.3%	40 19.8%	17 19.5%	8 25.8%	22 18.2%	43 22.5%	38 19.5%	4 21.1%	22 24.2%	12 16.2%	36 20.1%	16 23.2%	20 22.5%	21 18.6%	24 19.8%
9 to 10	2,865 68.0%	241 73.3%	245 73.8%	56 72.7%	70 66.0%	111 81.0%	75 72.1%	162 74.3%	154 76.2%	62 71.3%	19 61.3%	94 77.7%	134 70.2%	142 72.8%	15 78.9%	66 72.5%	57 77.0%	128 71.5%	50 72.5%	64 71.9%	86 76.1%	88 72.7%
Significantly different from column:*		A		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

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 19

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

Base: All respondents

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	5,481	415	430	111	129	162	131	273	253	112	37	155	236	230	26	123	119	210	78	118	142	144
Number missing or multiple answer	77	7	4	3	0	4	1	5	5	2	0	4	0	4	1	1	2	3	0	1	6	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,404 98.6%	408 98.3%	426 99.1%	108 97.3%	129 100.0%	158 97.5%	130 99.2%	268 98.2%	248 98.0%	110 98.2%	37 100.0%	151 97.4%	236 100.0%	226 98.3%	25 96.2%	122 99.2%	117 98.3%	207 98.6%	78 100.0%	117 99.2%	136 95.8%	144 100.0%
Yes	2,340 43.3%	219 53.7%	230 54.0%	40 37.0%	73 56.6%	99 62.7%	66 50.8%	148 55.2%	117 47.2%	70 63.6%	24 64.9%	76 50.3%	132 55.9%	136 60.2%	10 40.0%	55 45.1%	28 23.9%	122 58.9%	64 82.1%	52 44.4%	66 48.5%	96 66.7%
No	3,064 56.7%	189 46.3%	196 46.0%	68 63.0%	56 43.4%	59 37.3%	64 49.2%	120 44.8%	131 52.8%	40 36.4%	13 35.1%	75 49.7%	104 44.1%	90 39.8%	15 60.0%	67 54.9%	89 76.1%	85 41.1%	14 17.9%	65 55.6%	70 51.5%	48 33.3%
Significantly different from column:*		A		EF	D	D			JK	I	I			P		N	RS	QS	QR	V	V	TU

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

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 20

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

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

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,340	219	230	40	73	99	66	148	117	70	24	76	132	136	10	55	28	122	64	52	66	96
Number missing or multiple answer	43	2	2	1	0	0	0	1	1	0	0	1	0	1	0	0	0	2	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,297 98.2%	217 99.1%	228 99.1%	39 97.5%	73 100.0%	99 100.0%	66 100.0%	147 99.3%	116 99.1%	70 100.0%	24 100.0%	75 98.7%	132 100.0%	135 99.3%	10 100.0%	55 100.0%	28 100.0%	120 98.4%	64 100.0%	51 98.1%	66 100.0%	96 100.0%
Never	103 4.5%	6 2.8%	3 1.3%	1 2.6%	1 1.4%	3 3.0%	3 4.5%	2 1.4%	2 1.7%	3 4.3%	0 0.0%	1 1.3%	4 3.0%	4 3.0%	0 0.0%	1 1.8%	0 0.0%	5 4.2%	1 1.6%	1 2.0%	0 0.0%	4 4.2%
Sometimes	442 19.2%	37 17.1%	34 14.9%	9 23.1%	11 15.1%	17 17.2%	14 21.2%	23 15.6%	16 13.8%	14 20.0%	6 25.0%	8 10.7%	28 21.2%	26 19.3%	2 20.0%	7 12.7%	5 17.9%	19 15.8%	13 20.3%	5 9.8%	12 18.2%	20 20.8%
Usually	669 29.1%	65 30.0%	82 36.0%	13 33.3%	22 30.1%	29 29.3%	17 25.8%	48 32.7%	35 30.2%	23 32.9%	6 25.0%	23 30.7%	39 29.5%	39 28.9%	4 40.0%	18 32.7%	8 28.6%	35 29.2%	20 31.3%	15 29.4%	22 33.3%	28 29.2%
Always	1,083 47.1%	109 50.2%	109 47.8%	16 41.0%	39 53.4%	50 50.5%	32 48.5%	74 50.3%	63 54.3%	30 42.9%	12 50.0%	43 57.3%	61 46.2%	66 48.9%	4 40.0%	29 52.7%	15 53.6%	61 50.8%	30 46.9%	30 58.8%	32 48.5%	44 45.8%
Significantly different from column:*																						
Usually or Always	1,752 76.3%	174 80.2%	191 83.8%	29 74.4%	61 83.6%	79 79.8%	49 74.2%	122 83.0%	98 84.5%	53 75.7%	18 75.0%	66 88.0%	100 75.8%	105 77.8%	8 80.0%	47 85.5%	23 82.1%	96 80.0%	50 78.1%	45 88.2%	54 81.8%	72 75.0%
Significantly different from column:*												M	L									

NA - Not applicable

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Mercy Care

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 21

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

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

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,340	219	230	40	73	99	66	148	117	70	24	76	132	136	10	55	28	122	64	52	66	96
Number missing or multiple answer	41	3	1	1	0	1	0	2	2	0	0	1	1	2	0	0	0	3	0	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,299	216	229	39	73	98	66	146	115	70	24	75	131	134	10	55	28	119	64	50	66	96
	98.2%	98.6%	99.6%	97.5%	100.0%	99.0%	100.0%	98.6%	98.3%	100.0%	100.0%	98.7%	99.2%	98.5%	100.0%	100.0%	100.0%	97.5%	100.0%	96.2%	100.0%	100.0%
None	69	3	4	0	1	2	1	2	1	2	0	0	2	2	0	1	0	3	0	0	2	1
	3.0%	1.4%	1.7%	0.0%	1.4%	2.0%	1.5%	1.4%	0.9%	2.9%	0.0%	0.0%	1.5%	1.5%	0.0%	1.8%	0.0%	2.5%	0.0%	3.0%	1.0%	
1 specialist	1,014	73	88	19	23	28	20	51	46	17	8	32	39	46	2	20	15	49	8	26	24	21
	44.1%	33.8%	38.4%	48.7%	31.5%	28.6%	30.3%	34.9%	40.0%	24.3%	33.3%	42.7%	29.8%	34.3%	20.0%	36.4%	53.6%	41.2%	12.5%	52.0%	36.4%	21.9%
2	624	61	65	10	24	25	19	41	30	24	4	20	38	37	6	13	7	38	15	13	19	28
	27.1%	28.2%	28.4%	25.6%	32.9%	25.5%	28.8%	28.1%	26.1%	34.3%	16.7%	26.7%	29.0%	27.6%	60.0%	23.6%	25.0%	31.9%	23.4%	26.0%	28.8%	29.2%
3	343	42	37	8	12	22	16	26	27	10	5	16	25	23	1	13	5	22	14	6	13	23
	14.9%	19.4%	16.2%	20.5%	16.4%	22.4%	24.2%	17.8%	23.5%	14.3%	20.8%	21.3%	19.1%	17.2%	10.0%	23.6%	17.9%	18.5%	21.9%	12.0%	19.7%	24.0%
4	127	19	14	1	6	11	6	12	6	8	3	2	14	12	1	4	1	4	12	3	5	10
	5.5%	8.8%	6.1%	2.6%	8.2%	11.2%	9.1%	8.2%	5.2%	11.4%	12.5%	2.7%	10.7%	9.0%	10.0%	7.3%	3.6%	3.4%	18.8%	6.0%	7.6%	10.4%
5 or more specialists	122	18	21	1	7	10	4	14	5	9	4	5	13	14	0	4	0	3	15	2	3	13
	5.3%	8.3%	9.2%	2.6%	9.6%	10.2%	6.1%	9.6%	4.3%	12.9%	16.7%	6.7%	9.9%	10.4%	0.0%	7.3%	0.0%	2.5%	23.4%	4.0%	4.5%	13.5%
3 or more specialists	592	79	72	10	25	43	26	52	38	27	12	23	52	49	2	21	6	29	41	11	21	46
	25.8%	36.6%	31.4%	25.6%	34.2%	43.9%	39.4%	35.6%	33.0%	38.6%	50.0%	30.7%	39.7%	36.6%	20.0%	38.2%	21.4%	24.4%	64.1%	22.0%	31.8%	47.9%
Significantly different from column:*		A		F		D											S	S	QR	V	V	TU

NA - Not applicable

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Mercy Care

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 22

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

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

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	2,230	213	225	39	72	96	65	144	114	68	24	75	129	132	10	54	28	116	64	50	64	95
Number missing or multiple answer	30	1	4	0	0	0	0	0	0	0	0	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	NA	NA	NA
Usable responses	2,200 98.7%	212 99.5%	221 98.2%	39 100.0%	72 100.0%	96 100.0%	65 100.0%	144 100.0%	114 100.0%	68 100.0%	24 100.0%	75 100.0%	129 100.0%	132 100.0%	10 100.0%	54 100.0%	28 100.0%	116 100.0%	63 98.4%	50 100.0%	64 100.0%	95 100.0%
0 Worst specialist possible	24 1.1%	1 0.5%	1 0.5%	0 0.0%	1 1.4%	0 0.0%	0 0.0%	1 0.7%	0 0.0%	1 1.5%	0 0.0%	0 0.0%	1 0.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.9%	0 0.0%	0 0.0%	0 0.0%	1 1.1%
1	6 0.3%	0 0.0%	2 0.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
2	20 0.9%	1 0.5%	0 0.0%	0 0.0%	0 0.0%	1 1.0%	0 0.0%	1 0.7%	0 0.0%	1 1.5%	0 0.0%	0 0.0%	1 0.8%	1 0.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.6%	0 0.0%	0 0.0%	1 1.1%
3	16 0.7%	3 1.4%	0 0.0%	0 0.0%	1 1.4%	1 1.0%	1 1.5%	1 0.7%	0 0.0%	1 1.5%	1 4.2%	0 0.0%	2 1.6%	1 0.8%	0 0.0%	1 1.9%	0 0.0%	2 1.7%	1 1.6%	0 0.0%	0 0.0%	2 2.1%
4	21 1.0%	1 0.5%	5 2.3%	0 0.0%	1 1.4%	0 0.0%	0 0.0%	1 0.7%	0 0.0%	0 0.0%	1 4.2%	1 1.3%	0 0.0%	1 0.8%	0 0.0%	0 0.0%	0 0.0%	1 0.9%	0 0.0%	1 2.0%	0 0.0%	0 0.0%
5	69 3.1%	5 2.4%	10 4.5%	0 0.0%	1 1.4%	4 4.2%	3 4.6%	2 1.4%	1 0.9%	2 2.9%	2 8.3%	0 0.0%	5 3.9%	4 3.0%	1 10.0%	0 0.0%	0 0.0%	3 2.6%	2 3.2%	2 4.0%	1 1.6%	2 2.1%
6	72 3.3%	9 4.2%	4 1.8%	3 7.7%	4 5.6%	2 2.1%	4 6.2%	5 3.5%	5 4.4%	3 4.4%	1 4.2%	2 2.7%	7 5.4%	7 5.3%	0 0.0%	2 3.7%	1 3.6%	7 6.0%	1 1.6%	1 2.0%	3 4.7%	5 5.3%
7	157 7.1%	10 4.7%	14 6.3%	2 5.1%	7 9.7%	1 1.0%	3 4.6%	7 4.9%	3 2.6%	4 5.9%	3 12.5%	2 2.7%	7 5.4%	6 4.5%	1 10.0%	1 1.9%	1 3.6%	5 4.3%	4 6.3%	1 2.0%	2 3.1%	7 7.4%
8	351 16.0%	32 15.1%	26 11.8%	8 20.5%	9 12.5%	15 15.6%	8 12.3%	24 16.7%	13 11.4%	15 22.1%	3 12.5%	9 12.0%	23 17.8%	19 14.4%	1 10.0%	11 20.4%	3 10.7%	19 16.4%	10 15.9%	6 12.0%	13 20.3%	13 13.7%
9	378 17.2%	34 16.0%	35 15.8%	7 17.9%	9 12.5%	17 17.7%	9 13.8%	25 17.4%	15 13.2%	14 20.6%	5 20.8%	12 16.0%	22 17.1%	21 15.9%	2 20.0%	8 14.8%	3 10.7%	20 17.2%	10 15.9%	6 12.0%	15 23.4%	13 13.7%
10 Best specialist possible	1,086 49.4%	116 54.7%	124 56.1%	19 48.7%	39 54.2%	55 57.3%	37 56.9%	77 53.5%	77 67.5%	27 39.7%	8 33.3%	49 65.3%	61 47.3%	72 54.5%	5 50.0%	31 57.4%	20 71.4%	58 50.0%	34 54.0%	33 66.0%	30 46.9%	51 53.7%

NA - Not applicable

Mercy Care

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 22

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

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

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,230	213	225	39	72	96	65	144	114	68	24	75	129	132	10	54	28	116	64	50	64	95
Number missing or multiple answer	30	1	4	0	0	0	0	0	0	0	0	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	NA	NA	NA
Usable responses	2,200 98.7%	212 99.5%	221 98.2%	39 100.0%	72 100.0%	96 100.0%	65 100.0%	144 100.0%	114 100.0%	68 100.0%	24 100.0%	75 100.0%	129 100.0%	132 100.0%	10 100.0%	54 100.0%	28 100.0%	116 100.0%	63 98.4%	50 100.0%	64 100.0%	95 100.0%
0 to 4	87 4.0%	6 2.8%	8 3.6%	0 0.0%	3 4.2%	2 2.1%	1 1.5%	4 2.8%	0 0.0%	3 4.4%	2 8.3%	1 1.3%	4 3.1%	3 2.3%	0 0.0%	1 1.9%	0 0.0%	4 3.4%	2 3.2%	1 2.0%	0 0.0%	4 4.2%
5	69 3.1%	5 2.4%	10 4.5%	0 0.0%	1 1.4%	4 4.2%	3 4.6%	2 1.4%	1 0.9%	2 2.9%	2 8.3%	0 0.0%	5 3.9%	4 3.0%	1 10.0%	0 0.0%	0 0.0%	3 2.6%	2 3.2%	2 4.0%	1 1.6%	2 2.1%
6 to 7	229 10.4%	19 9.0%	18 8.1%	5 12.8%	11 15.3%	3 3.1%	7 10.8%	12 8.3%	8 7.0%	7 10.3%	4 16.7%	4 5.3%	14 10.9%	13 9.8%	1 10.0%	3 5.6%	2 7.1%	12 10.3%	5 7.9%	2 4.0%	5 7.8%	12 12.6%
8 to 10	1,815 82.5%	182 85.8%	185 83.7%	34 87.2%	57 79.2%	87 90.6%	54 83.1%	126 87.5%	105 92.1%	56 82.4%	16 66.7%	70 93.3%	106 82.2%	112 84.8%	8 80.0%	50 92.6%	26 92.9%	97 83.6%	54 85.7%	45 90.0%	58 90.6%	77 81.1%
Significantly different from column:*					F	E			J	I		M	L									
0 to 6	228 10.4%	20 9.4%	22 10.0%	3 7.7%	8 11.1%	8 8.3%	8 12.3%	11 7.6%	6 5.3%	8 11.8%	5 20.8%	3 4.0%	16 12.4%	14 10.6%	1 10.0%	3 5.6%	1 3.6%	14 12.1%	5 7.9%	4 8.0%	4 6.3%	11 11.6%
7 to 8	508 23.1%	42 19.8%	40 18.1%	10 25.6%	16 22.2%	16 16.7%	11 16.9%	31 21.5%	16 14.0%	19 27.9%	6 25.0%	11 14.7%	30 23.3%	25 18.9%	2 20.0%	12 22.2%	4 14.3%	24 20.7%	14 22.2%	7 14.0%	15 23.4%	20 21.1%
9 to 10	1,464 66.5%	150 70.8%	159 71.9%	26 66.7%	48 66.7%	72 75.0%	46 70.8%	102 70.8%	92 80.7%	41 60.3%	13 54.2%	61 81.3%	83 64.3%	93 70.5%	7 70.0%	39 72.2%	23 82.1%	78 67.2%	44 69.8%	39 78.0%	45 70.3%	64 67.4%
Significantly different from column:*									JK	I	I	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

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 23

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

Base: All respondents

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,481	415	430	111	129	162	131	273	253	112	37	155	236	230	26	123	119	210	78	118	142	144
Number missing or multiple answer	162	11	8	1	2	5	4	3	8	0	0	3	4	3	1	4	4	5	1	1	5	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,319 97.0%	404 97.3%	422 98.1%	110 99.1%	127 98.4%	157 96.9%	127 96.9%	270 98.9%	245 96.8%	112 100.0%	37 100.0%	152 98.1%	232 98.3%	227 98.7%	25 96.2%	119 96.7%	115 96.6%	205 97.6%	77 98.7%	117 99.2%	137 96.5%	142 98.6%
Yes	2,113 39.7%	175 43.3%	191 45.3%	41 37.3%	49 38.6%	78 49.7%	58 45.7%	112 41.5%	106 43.3%	47 42.0%	14 37.8%	73 48.0%	91 39.2%	94 41.4%	10 40.0%	54 45.4%	29 25.2%	93 45.4%	50 64.9%	42 35.9%	54 39.4%	74 52.1%
No	3,206 60.3%	229 56.7%	231 54.7%	69 62.7%	78 61.4%	79 50.3%	69 54.3%	158 58.5%	139 56.7%	65 58.0%	23 62.2%	79 52.0%	141 60.8%	133 58.6%	15 60.0%	65 54.6%	86 74.8%	112 54.6%	27 35.1%	75 64.1%	83 60.6%	68 47.9%
Significantly different from column:*				F		D											RS	QS	QR	V	V	TU

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

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 24

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

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

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	2,113	175	191	41	49	78	58	112	106	47	14	73	91	94	10	54	29	93	50	42	54	74
Number missing or multiple answer	31	1	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,082 98.5%	174 99.4%	183 95.8%	41 100.0%	49 100.0%	78 100.0%	58 100.0%	112 100.0%	106 100.0%	47 100.0%	14 100.0%	73 100.0%	91 100.0%	94 100.0%	10 100.0%	54 100.0%	29 100.0%	92 98.9%	50 100.0%	42 100.0%	54 100.0%	74 100.0%
Never	56 2.7%	2 1.1%	1 0.5%	0 0.0%	0 0.0%	1 1.3%	0 0.0%	1 0.9%	1 0.9%	0 0.0%	0 0.0%	1 1.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 3.4%	1 1.1%	0 0.0%	0 0.0%	1 1.9%	0 0.0%
Sometimes	334 16.0%	30 17.2%	28 15.3%	9 22.0%	8 16.3%	12 15.4%	11 19.0%	19 17.0%	15 14.2%	13 27.7%	1 7.1%	14 19.2%	16 17.6%	12 12.8%	3 30.0%	14 25.9%	9 31.0%	16 17.4%	5 10.0%	9 21.4%	11 20.4%	10 13.5%
Usually	520 25.0%	43 24.7%	63 34.4%	11 26.8%	8 16.3%	22 28.2%	13 22.4%	29 25.9%	24 22.6%	17 36.2%	1 7.1%	18 24.7%	24 26.4%	23 24.5%	2 20.0%	16 29.6%	6 20.7%	21 22.8%	16 32.0%	3 7.1%	14 25.9%	25 33.8%
Always	1,172 56.3%	99 56.9%	91 49.7%	21 51.2%	33 67.3%	43 55.1%	34 58.6%	63 56.3%	66 62.3%	17 36.2%	12 85.7%	40 54.8%	51 56.0%	59 62.8%	5 50.0%	24 44.4%	13 44.8%	54 58.7%	29 58.0%	30 71.4%	28 51.9%	39 52.7%
Significantly different from column:*									J	IK	J			P		N				V		T
Usually or Always	1,692 81.3%	142 81.6%	154 84.2%	32 78.0%	41 83.7%	65 83.3%	47 81.0%	92 82.1%	90 84.9%	34 72.3%	13 92.9%	58 79.5%	75 82.4%	82 87.2%	7 70.0%	40 74.1%	19 65.5%	75 81.5%	45 90.0%	33 78.6%	42 77.8%	64 86.5%
Significantly different from column:*														P	N	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

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 25

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

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

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	2,113	175	191	41	49	78	58	112	106	47	14	73	91	94	10	54	29	93	50	42	54	74
Number missing or multiple answer	36	3	6	0	1	1	0	2	1	1	0	0	1	2	0	0	1	1	1	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,077 98.3%	172 98.3%	185 96.9%	41 100.0%	48 98.0%	77 98.7%	58 100.0%	110 98.2%	105 99.1%	46 97.9%	14 100.0%	73 100.0%	90 98.9%	92 97.9%	10 100.0%	54 100.0%	28 96.6%	92 98.9%	49 98.0%	41 97.6%	53 98.1%	74 100.0%
Never	30 1.4%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Sometimes	92 4.4%	7 4.1%	11 5.9%	2 4.9%	3 6.3%	2 2.6%	2 3.4%	5 4.5%	4 3.8%	3 6.5%	0 0.0%	3 4.1%	4 4.4%	3 3.3%	0 0.0%	2 3.7%	0 0.0%	7 7.6%	0 0.0%	0 0.0%	4 7.5%	3 4.1%
Usually	308 14.8%	32 18.6%	37 20.0%	7 17.1%	9 18.8%	16 20.8%	12 20.7%	20 18.2%	17 16.2%	13 28.3%	2 14.3%	14 19.2%	18 20.0%	14 15.2%	2 20.0%	15 27.8%	2 7.1%	19 20.7%	11 22.4%	4 9.8%	14 26.4%	14 18.9%
Always	1,647 79.3%	133 77.3%	136 73.5%	32 78.0%	36 75.0%	59 76.6%	44 75.9%	85 77.3%	84 80.0%	30 65.2%	12 85.7%	56 76.7%	68 75.6%	75 81.5%	8 80.0%	37 68.5%	26 92.9%	66 71.7%	38 77.6%	37 90.2%	35 66.0%	57 77.0%
Significantly different from column:*																	R	Q		U	T	
Usually or Always	1,955 94.1%	165 95.9%	173 93.5%	39 95.1%	45 93.8%	75 97.4%	56 96.6%	105 95.5%	101 96.2%	43 93.5%	14 100.0%	70 95.9%	86 95.6%	89 96.7%	10 100.0%	52 96.3%	28 100.0%	85 92.4%	49 100.0%	41 100.0%	49 92.5%	71 95.9%
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

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 26

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

Base: All respondents

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,481	415	430	111	129	162	131	273	253	112	37	155	236	230	26	123	119	210	78	118	142	144
Number missing or multiple answer	225	19	15	3	2	9	5	8	12	1	1	5	7	8	1	4	5	10	1	4	5	4
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,256 95.9%	396 95.4%	415 96.5%	108 97.3%	127 98.4%	153 94.4%	126 96.2%	265 97.1%	241 95.3%	111 99.1%	36 97.3%	150 96.8%	229 97.0%	222 96.5%	25 96.2%	119 96.7%	114 95.8%	200 95.2%	77 98.7%	114 96.6%	137 96.5%	140 97.2%
Yes	1,403 26.7%	128 32.3%	123 29.6%	36 33.3%	37 29.1%	49 32.0%	41 32.5%	84 31.7%	69 28.6%	41 36.9%	12 33.3%	45 30.0%	77 33.6%	72 32.4%	10 40.0%	36 30.3%	30 26.3%	66 33.0%	31 40.3%	32 28.1%	39 28.5%	54 38.6%
No	3,853 73.3%	268 67.7%	292 70.4%	72 66.7%	90 70.9%	104 68.0%	85 67.5%	181 68.3%	172 71.4%	70 63.1%	24 66.7%	105 70.0%	152 66.4%	150 67.6%	15 60.0%	83 69.7%	84 73.7%	134 67.0%	46 59.7%	82 71.9%	98 71.5%	86 61.4%
Significantly different from column:*		A															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

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 27

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

Base: All respondents**

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,256	396	415	108	127	153	126	265	241	111	36	150	229	222	25	119	114	200	77	114	137	140
Number missing or multiple answer	31	1	5	0	0	1	1	0	0	1	0	0	1	1	0	0	1	0	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,225 99.4%	395 99.7%	410 98.8%	108 100.0%	127 100.0%	152 99.3%	125 99.2%	265 100.0%	241 100.0%	110 99.1%	36 100.0%	150 100.0%	228 99.6%	221 99.5%	25 100.0%	119 100.0%	113 99.1%	200 100.0%	77 100.0%	114 100.0%	137 100.0%	139 99.3%
Never	53 1.0%	9 2.3%	1 0.2%	2 1.9%	3 2.4%	4 2.6%	2 1.6%	7 2.6%	4 1.7%	5 4.5%	0 0.0%	1 0.7%	8 3.5%	5 2.3%	1 4.0%	2 1.7%	0 0.0%	3 1.5%	6 7.8%	1 0.9%	0 0.0%	8 5.8%
Sometimes	224 4.3%	17 4.3%	14 3.4%	5 4.6%	7 5.5%	3 2.0%	5 4.0%	12 4.5%	13 5.4%	4 3.6%	0 0.0%	6 4.0%	11 4.8%	11 5.0%	1 4.0%	4 3.4%	5 4.4%	9 4.5%	3 3.9%	4 3.5%	5 3.6%	8 5.8%
Usually	372 7.1%	33 8.4%	46 11.2%	5 4.6%	11 8.7%	16 10.5%	10 8.0%	22 8.3%	15 6.2%	11 10.0%	5 13.9%	8 5.3%	24 10.5%	20 9.0%	2 8.0%	10 8.4%	7 6.2%	16 8.0%	10 13.0%	4 3.5%	12 8.8%	17 12.2%
Always	4,576 87.6%	336 85.1%	349 85.1%	96 88.9%	106 83.5%	129 84.9%	108 86.4%	224 84.5%	209 86.7%	90 81.8%	31 86.1%	135 90.0%	185 81.1%	185 83.7%	21 84.0%	103 86.6%	101 89.4%	172 86.0%	58 75.3%	105 92.1%	120 87.6%	106 76.3%
Significantly different from column:*												M	L				S	S	QR	V	V	TU
Usually or Always	4,948 94.7%	369 93.4%	395 96.3%	101 93.5%	117 92.1%	145 95.4%	118 94.4%	246 92.8%	224 92.9%	101 91.8%	36 100.0%	143 95.3%	209 91.7%	205 92.8%	23 92.0%	113 95.0%	108 95.6%	188 94.0%	68 88.3%	109 95.6%	132 96.4%	123 88.5%
Significantly different from column:*																				V	V	TU

NA - Not applicable

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

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

Mercy Care

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 28

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

Base: All respondents

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	5,481	415	430	111	129	162	131	273	253	112	37	155	236	230	26	123	119	210	78	118	142	144
Number missing or multiple answer	200	10	17	0	2	2	2	2	4	0	0	1	3	4	0	0	3	6	1	2	0	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,281 96.4%	405 97.6%	413 96.0%	111 100.0%	127 98.4%	160 98.8%	129 98.5%	271 99.3%	249 98.4%	112 100.0%	37 100.0%	154 99.4%	233 98.7%	226 98.3%	26 100.0%	123 100.0%	116 97.5%	204 97.1%	77 98.7%	116 98.3%	142 100.0%	142 98.6%
0 Worst health plan possible	41 0.8%	2 0.5%	3 0.7%	0 0.0%	2 1.6%	0 0.0%	2 1.6%	0 0.0%	2 0.8%	0 0.0%	0 0.0%	0 0.0%	2 0.9%	1 0.4%	0 0.0%	1 0.8%	2 1.7%	0 0.0%	0 0.0%	0 0.0%	1 0.7%	1 0.7%
1	24 0.5%	1 0.2%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
2	26 0.5%	3 0.7%	3 0.7%	0 0.0%	0 0.0%	3 1.9%	1 0.8%	2 0.7%	1 0.4%	1 0.9%	1 2.7%	1 0.6%	2 0.9%	1 0.4%	1 3.8%	1 0.8%	0 0.0%	3 1.5%	0 0.0%	1 0.9%	1 0.7%	0 0.0%
3	67 1.3%	3 0.7%	2 0.5%	2 1.8%	1 0.8%	0 0.0%	0 0.0%	3 1.1%	3 1.2%	0 0.0%	0 0.0%	2 1.3%	1 0.4%	2 0.9%	0 0.0%	1 0.8%	1 0.9%	1 0.5%	1 1.3%	0 0.0%	1 0.7%	2 1.4%
4	64 1.2%	5 1.2%	6 1.5%	1 0.9%	3 2.4%	1 0.6%	1 0.8%	4 1.5%	2 0.8%	2 1.8%	0 0.0%	0 0.0%	3 1.3%	1 0.4%	1 3.8%	2 1.6%	1 0.9%	2 1.0%	1 1.3%	1 0.9%	1 0.7%	2 1.4%
5	317 6.0%	20 4.9%	13 3.1%	3 2.7%	9 7.1%	7 4.4%	7 5.4%	13 4.8%	13 5.2%	7 6.3%	0 0.0%	3 1.9%	17 7.3%	16 7.1%	0 0.0%	4 3.3%	6 5.2%	11 5.4%	2 2.6%	3 2.6%	6 4.2%	11 7.7%
6	234 4.4%	11 2.7%	17 4.1%	6 5.4%	1 0.8%	3 1.9%	3 2.3%	7 2.6%	5 2.0%	5 4.5%	0 0.0%	2 1.3%	7 3.0%	7 3.1%	1 3.8%	2 1.6%	4 3.4%	5 2.5%	2 2.6%	2 1.7%	6 4.2%	3 2.1%
7	513 9.7%	31 7.7%	30 7.3%	11 9.9%	12 9.4%	8 5.0%	9 7.0%	22 8.1%	18 7.2%	11 9.8%	2 5.4%	5 3.2%	26 11.2%	19 8.4%	2 7.7%	8 6.5%	8 6.9%	17 8.3%	6 7.8%	6 5.2%	12 8.5%	13 9.2%
8	903 17.1%	57 14.1%	53 12.8%	18 16.2%	16 12.6%	23 14.4%	20 15.5%	37 13.7%	31 12.4%	18 16.1%	8 21.6%	21 13.6%	34 14.6%	31 13.7%	5 19.2%	15 12.2%	13 11.2%	32 15.7%	12 15.6%	13 11.2%	22 15.5%	22 15.5%
9	791 15.0%	70 17.3%	61 14.8%	14 12.6%	26 20.5%	28 17.5%	23 17.8%	46 17.0%	38 15.3%	24 21.4%	7 18.9%	25 16.2%	41 17.6%	36 15.9%	4 15.4%	25 20.3%	18 15.5%	31 15.2%	19 24.7%	20 17.2%	27 19.0%	22 15.5%
10 Best health plan possible	2,301 43.6%	202 49.9%	225 54.5%	56 50.5%	57 44.9%	87 54.4%	63 48.8%	137 50.6%	136 54.6%	44 39.3%	19 51.4%	95 61.7%	100 42.9%	112 49.6%	12 46.2%	64 52.0%	63 54.3%	101 49.5%	34 44.2%	70 60.3%	65 45.8%	66 46.5%

NA - Not applicable

Mercy Care

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 28

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

Base: All respondents

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,481	415	430	111	129	162	131	273	253	112	37	155	236	230	26	123	119	210	78	118	142	144
Number missing or multiple answer	200	10	17	0	2	2	2	2	4	0	0	1	3	4	0	0	3	6	1	2	0	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,281 96.4%	405 97.6%	413 96.0%	111 100.0%	127 98.4%	160 98.8%	129 98.5%	271 99.3%	249 98.4%	112 100.0%	37 100.0%	154 99.4%	233 98.7%	226 98.3%	26 100.0%	123 100.0%	116 97.5%	204 97.1%	77 98.7%	116 98.3%	142 100.0%	142 98.6%
0 to 4	222 4.2%	14 3.5%	14 3.4%	3 2.7%	6 4.7%	4 2.5%	4 3.1%	9 3.3%	8 3.2%	3 2.7%	1 2.7%	3 1.9%	8 3.4%	5 2.2%	2 7.7%	5 4.1%	4 3.4%	7 3.4%	2 2.6%	2 1.7%	4 2.8%	5 3.5%
5	317 6.0%	20 4.9%	13 3.1%	3 2.7%	9 7.1%	7 4.4%	7 5.4%	13 4.8%	13 5.2%	7 6.3%	0 0.0%	3 1.9%	17 7.3%	16 7.1%	0 0.0%	4 3.3%	6 5.2%	11 5.4%	2 2.6%	3 2.6%	6 4.2%	11 7.7%
6 to 7	747 14.1%	42 10.4%	47 11.4%	17 15.3%	13 10.2%	11 6.9%	12 9.3%	29 10.7%	23 9.2%	16 14.3%	2 5.4%	7 4.5%	33 14.2%	26 11.5%	3 11.5%	10 8.1%	12 10.3%	22 10.8%	8 10.4%	8 6.9%	18 12.7%	16 11.3%
8 to 10	3,995 75.6%	329 81.2%	339 82.1%	88 79.3%	99 78.0%	138 86.3%	106 82.2%	220 81.2%	205 82.3%	86 76.8%	34 91.9%	141 91.6%	175 75.1%	179 79.2%	21 80.8%	104 84.6%	94 81.0%	164 80.4%	65 84.4%	103 88.8%	114 80.3%	110 77.5%
Significantly different from column:*		A								K	J	M	L							V		T
0 to 6	773 14.6%	45 11.1%	44 10.7%	12 10.8%	16 12.6%	14 8.8%	14 10.9%	29 10.7%	26 10.4%	15 13.4%	1 2.7%	8 5.2%	32 13.7%	28 12.4%	3 11.5%	11 8.9%	14 12.1%	23 11.3%	6 7.8%	7 6.0%	16 11.3%	19 13.4%
7 to 8	1,416 26.8%	88 21.7%	83 20.1%	29 26.1%	28 22.0%	31 19.4%	29 22.5%	59 21.8%	49 19.7%	29 25.9%	10 27.0%	26 16.9%	60 25.8%	50 22.1%	7 26.9%	23 18.7%	21 18.1%	49 24.0%	18 23.4%	19 16.4%	34 23.9%	35 24.6%
9 to 10	3,092 58.5%	272 67.2%	286 69.2%	70 63.1%	83 65.4%	115 71.9%	86 66.7%	183 67.5%	174 69.9%	68 60.7%	26 70.3%	120 77.9%	141 60.5%	148 65.5%	16 61.5%	89 72.4%	81 69.8%	132 64.7%	53 68.8%	90 77.6%	92 64.8%	88 62.0%
Significantly different from column:*		A										M	L							UV	T	T

NA - Not applicable

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Mercy Care

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 29

In general, how would you rate your overall health?

Base: All respondents

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,481	415	430	111	129	162	131	273	253	112	37	155	236	230	26	123	119	210	78	118	142	144
Number missing or multiple answer	153	11	8	0	1	2	1	2	1	0	1	0	2	0	1	2	3	6	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	NA	NA	NA
Usable responses	5,328 97.2%	404 97.3%	422 98.1%	111 100.0%	128 99.2%	160 98.8%	130 99.2%	271 99.3%	252 99.6%	112 100.0%	36 97.3%	155 100.0%	234 99.2%	230 100.0%	25 96.2%	121 98.4%	116 97.5%	204 97.1%	77 98.7%	118 100.0%	142 100.0%	144 100.0%
Poor	325 6.1%	38 9.4%	32 7.6%	5 4.5%	13 10.2%	20 12.5%	6 4.6%	32 11.8%	22 8.7%	12 10.7%	4 11.1%	12 7.7%	26 11.1%	24 10.4%	0 0.0%	12 9.9%	7 6.0%	9 4.4%	21 27.3%	0 0.0%	0 0.0%	38 26.4%
Fair	1,260 23.6%	106 26.2%	105 24.9%	15 13.5%	35 27.3%	54 33.8%	40 30.8%	66 24.4%	71 28.2%	26 23.2%	8 22.2%	38 24.5%	65 27.8%	54 23.5%	11 44.0%	32 26.4%	26 22.4%	59 28.9%	19 24.7%	0 0.0%	0 0.0%	106 73.6%
Good	1,862 34.9%	142 35.1%	154 36.5%	47 42.3%	40 31.3%	54 33.8%	45 34.6%	96 35.4%	91 36.1%	41 36.6%	10 27.8%	62 40.0%	73 31.2%	82 35.7%	7 28.0%	45 37.2%	46 39.7%	71 34.8%	22 28.6%	0 0.0%	142 100.0%	0 0.0%
Very good	1,189 22.3%	83 20.5%	82 19.4%	29 26.1%	25 19.5%	28 17.5%	27 20.8%	55 20.3%	42 16.7%	28 25.0%	11 30.6%	26 16.8%	54 23.1%	52 22.6%	4 16.0%	23 19.0%	22 19.0%	46 22.5%	14 18.2%	83 70.3%	0 0.0%	0 0.0%
Excellent	692 13.0%	35 8.7%	49 11.6%	15 13.5%	15 11.7%	4 2.5%	12 9.2%	22 8.1%	26 10.3%	5 4.5%	3 8.3%	17 11.0%	16 6.8%	18 7.8%	3 12.0%	9 7.4%	15 12.9%	19 9.3%	1 1.3%	35 29.7%	0 0.0%	0 0.0%
Excellent or Very good	1,881 35.3%	118 29.2%	131 31.0%	44 39.6%	40 31.3%	32 20.0%	39 30.0%	77 28.4%	68 27.0%	33 29.5%	14 38.9%	43 27.7%	70 29.9%	70 30.4%	7 28.0%	32 26.4%	37 31.9%	65 31.9%	15 19.5%	118 100.0%	0 0.0%	0 0.0%
Significantly different from column:*		A		F	F	DE											S	R	UV	T	T	

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

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 30

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

Base: All respondents

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,481	415	430	111	129	162	131	273	253	112	37	155	236	230	26	123	119	210	78	118	142	144
Number missing or multiple answer	156	11	8	0	1	2	1	2	3	0	0	1	2	1	0	2	4	6	1	0	1	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,325 97.2%	404 97.3%	422 98.1%	111 100.0%	128 99.2%	160 98.8%	130 99.2%	271 99.3%	250 98.8%	112 100.0%	37 100.0%	154 99.4%	234 99.2%	229 99.6%	26 100.0%	121 98.4%	115 96.6%	204 97.1%	77 98.7%	118 100.0%	141 99.3%	142 98.6%
Poor	324 6.1%	31 7.7%	25 5.9%	7 6.3%	11 8.6%	12 7.5%	14 10.8%	17 6.3%	23 9.2%	4 3.6%	3 8.1%	7 4.5%	23 9.8%	19 8.3%	1 3.8%	9 7.4%	6 5.2%	16 7.8%	8 10.4%	2 1.7%	3 2.1%	25 17.6%
Fair	1,095 20.6%	89 22.0%	100 23.7%	16 14.4%	29 22.7%	44 27.5%	27 20.8%	62 22.9%	55 22.0%	27 24.1%	6 16.2%	38 24.7%	46 19.7%	48 21.0%	9 34.6%	22 18.2%	20 17.4%	39 19.1%	28 36.4%	4 3.4%	28 19.9%	57 40.1%
Good	1,682 31.6%	124 30.7%	123 29.1%	39 35.1%	37 28.9%	47 29.4%	35 26.9%	89 32.8%	71 28.4%	43 38.4%	9 24.3%	49 31.8%	72 30.8%	64 27.9%	8 30.8%	47 38.8%	42 36.5%	63 30.9%	16 20.8%	24 20.3%	67 47.5%	32 22.5%
Very good	1,183 22.2%	91 22.5%	99 23.5%	25 22.5%	30 23.4%	34 21.3%	35 26.9%	54 19.9%	61 24.4%	20 17.9%	9 24.3%	31 20.1%	54 23.1%	53 23.1%	5 19.2%	26 21.5%	26 22.6%	46 22.5%	17 22.1%	49 41.5%	26 18.4%	15 10.6%
Excellent	1,041 19.5%	69 17.1%	75 17.8%	24 21.6%	21 16.4%	23 14.4%	19 14.6%	49 18.1%	40 16.0%	18 16.1%	10 27.0%	29 18.8%	39 16.7%	45 19.7%	3 11.5%	17 14.0%	21 18.3%	40 19.6%	8 10.4%	39 33.1%	17 12.1%	13 9.2%
Excellent or Very good	2,224 41.8%	160 39.6%	174 41.2%	49 44.1%	51 39.8%	57 35.6%	54 41.5%	103 38.0%	101 40.4%	38 33.9%	19 51.4%	60 39.0%	93 39.7%	98 42.8%	8 30.8%	43 35.5%	47 40.9%	86 42.2%	25 32.5%	88 74.6%	43 30.5%	28 19.7%
Significantly different from column:*																				UV	TV	TU

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

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 31

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

Base: All respondents

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	5,481	415	430	111	129	162	131	273	253	112	37	155	236	230	26	123	119	210	78	118	142	144
Number missing or multiple answer	173	11	16	0	1	1	0	2	0	0	1	0	1	0	1	1	2	6	2	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,308 96.8%	404 97.3%	414 96.3%	111 100.0%	128 99.2%	161 99.4%	131 100.0%	271 99.3%	253 100.0%	112 100.0%	36 97.3%	155 100.0%	235 99.6%	230 100.0%	25 96.2%	122 99.2%	117 98.3%	204 97.1%	76 97.4%	117 99.2%	142 100.0%	144 100.0%
Every day	663 12.5%	37 9.2%	40 9.7%	4 3.6%	12 9.4%	20 12.4%	13 9.9%	24 8.9%	22 8.7%	15 13.4%	0 0.0%	6 3.9%	31 13.2%	28 12.2%	2 8.0%	7 5.7%	10 8.5%	15 7.4%	12 15.8%	4 3.4%	17 12.0%	16 11.1%
Some days	470 8.9%	20 5.0%	34 8.2%	6 5.4%	7 5.5%	6 3.7%	9 6.9%	10 3.7%	13 5.1%	4 3.6%	2 5.6%	7 4.5%	9 3.8%	14 6.1%	2 8.0%	2 1.6%	2 1.7%	12 5.9%	6 7.9%	5 4.3%	6 4.2%	9 6.3%
Not at all	4,118 77.6%	340 84.2%	331 80.0%	99 89.2%	108 84.4%	131 81.4%	105 80.2%	234 86.3%	212 83.8%	92 82.1%	34 94.4%	141 91.0%	189 80.4%	183 79.6%	21 84.0%	111 91.0%	103 88.0%	173 84.8%	57 75.0%	105 89.7%	116 81.7%	118 81.9%
Don't know	57 1.1%	7 1.7%	9 2.2%	2 1.8%	1 0.8%	4 2.5%	4 3.1%	3 1.1%	6 2.4%	1 0.9%	0 0.0%	1 0.6%	6 2.6%	5 2.2%	0 0.0%	2 1.6%	2 1.7%	4 2.0%	1 1.3%	3 2.6%	3 2.1%	1 0.7%
Every day or Some days	1,133 21.3%	57 14.1%	74 17.9%	10 9.0%	19 14.8%	26 16.1%	22 16.8%	34 12.5%	35 13.8%	19 17.0%	2 5.6%	13 8.4%	40 17.0%	42 18.3%	4 16.0%	9 7.4%	12 10.3%	27 13.2%	18 23.7%	9 7.7%	23 16.2%	25 17.4%
Significantly different from column:*		A										M	L	P	N	S	S	QR	UV	T	T	

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

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 32

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

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

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,133	57	74	10	19	26	22	34	35	19	2	13	40	42	4	9	12	27	18	9	23	25
Number missing or multiple answer	23	1	1	0	0	1	1	0	0	1	0	0	1	0	1	0	0	0	1	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,110 98.0%	56 98.2%	73 98.6%	10 100.0%	19 100.0%	25 96.2%	21 95.5%	34 100.0%	35 100.0%	18 94.7%	2 100.0%	13 100.0%	39 97.5%	42 100.0%	3 75.0%	9 100.0%	12 100.0%	27 100.0%	17 94.4%	8 88.9%	23 100.0%	25 100.0%
Never	332 29.9%	18 32.1%	20 27.4%	4 40.0%	5 26.3%	7 28.0%	5 23.8%	12 35.3%	9 25.7%	6 33.3%	2 100.0%	6 46.2%	11 28.2%	15 35.7%	0 0.0%	2 22.2%	7 58.3%	6 22.2%	5 29.4%	7 87.5%	5 21.7%	6 24.0%
Sometimes	224 20.2%	11 19.6%	18 24.7%	2 20.0%	6 31.6%	3 12.0%	2 9.5%	9 26.5%	7 20.0%	4 22.2%	0 0.0%	1 7.7%	10 25.6%	6 14.3%	1 33.3%	4 44.4%	1 8.3%	6 22.2%	4 23.5%	0 0.0%	4 17.4%	7 28.0%
Usually	167 15.0%	10 17.9%	11 15.1%	1 10.0%	3 15.8%	6 24.0%	6 28.6%	4 11.8%	7 20.0%	3 16.7%	0 0.0%	2 15.4%	7 17.9%	8 19.0%	1 33.3%	1 11.1%	0 0.0%	6 22.2%	4 23.5%	0 0.0%	5 21.7%	5 20.0%
Always	387 34.9%	17 30.4%	24 32.9%	3 30.0%	5 26.3%	9 36.0%	8 38.1%	9 26.5%	12 34.3%	5 27.8%	0 0.0%	4 30.8%	11 28.2%	13 31.0%	1 33.3%	2 22.2%	4 33.3%	9 33.3%	4 23.5%	1 12.5%	9 39.1%	7 28.0%
Significantly different from column:*																						
Sometimes, Usually, or Always	778 70.1%	38 67.9%	53 72.6%	6 60.0%	14 73.7%	18 72.0%	16 76.2%	22 64.7%	26 74.3%	12 66.7%	0 0.0%	7 53.8%	28 71.8%	27 64.3%	3 100.0%	7 77.8%	5 41.7%	21 77.8%	12 70.6%	1 12.5%	18 78.3%	19 76.0%
Significantly different from column:*																						

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 33

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

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

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,133	57	74	10	19	26	22	34	35	19	2	13	40	42	4	9	12	27	18	9	23	25
Number missing or multiple answer	25	1	1	0	0	1	1	0	0	1	0	0	1	0	1	0	0	0	1	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,108	56	73	10	19	25	21	34	35	18	2	13	39	42	3	9	12	27	17	8	23	25
	97.8%	98.2%	98.6%	100.0%	100.0%	96.2%	95.5%	100.0%	100.0%	94.7%	100.0%	100.0%	97.5%	100.0%	75.0%	100.0%	100.0%	100.0%	94.4%	88.9%	100.0%	100.0%
Never	566	29	41	6	12	10	7	21	17	9	2	8	19	22	2	4	9	14	6	7	10	12
	51.1%	51.8%	56.2%	60.0%	63.2%	40.0%	33.3%	61.8%	48.6%	50.0%	100.0%	61.5%	48.7%	52.4%	66.7%	44.4%	75.0%	51.9%	35.3%	87.5%	43.5%	48.0%
Sometimes	213	15	14	1	4	9	9	6	11	4	0	2	13	11	0	4	1	6	8	0	7	8
	19.2%	26.8%	19.2%	10.0%	21.1%	36.0%	42.9%	17.6%	31.4%	22.2%	0.0%	15.4%	33.3%	26.2%	0.0%	44.4%	8.3%	22.2%	47.1%	0.0%	30.4%	32.0%
Usually	125	3	9	0	1	2	2	1	1	2	0	0	3	3	0	0	0	3	0	1	1	1
	11.3%	5.4%	12.3%	0.0%	5.3%	8.0%	9.5%	2.9%	2.9%	11.1%	0.0%	0.0%	7.7%	7.1%	0.0%	0.0%	0.0%	11.1%	0.0%	12.5%	4.3%	4.0%
Always	204	9	9	3	2	4	3	6	6	3	0	3	4	6	1	1	2	4	3	0	5	4
	18.4%	16.1%	12.3%	30.0%	10.5%	16.0%	14.3%	17.6%	17.1%	16.7%	0.0%	23.1%	10.3%	14.3%	33.3%	11.1%	16.7%	14.8%	17.6%	0.0%	21.7%	16.0%
Significantly different from column:*																						
Sometimes, Usually, or Always	542	27	32	4	7	15	14	13	18	9	0	5	20	20	1	5	3	13	11	1	13	13
	48.9%	48.2%	43.8%	40.0%	36.8%	60.0%	66.7%	38.2%	51.4%	50.0%	0.0%	38.5%	51.3%	47.6%	33.3%	55.6%	25.0%	48.1%	64.7%	12.5%	56.5%	52.0%
Significantly different from column:*							H	G									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

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 34

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

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

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,133	57	74	10	19	26	22	34	35	19	2	13	40	42	4	9	12	27	18	9	23	25
Number missing or multiple answer	29	1	1	0	0	0	0	0	0	0	0	0	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	NA	NA	NA	NA	NA	NA
Usable responses	1,104 97.4%	56 98.2%	73 98.6%	10 100.0%	19 100.0%	26 100.0%	22 100.0%	34 100.0%	35 100.0%	19 100.0%	2 100.0%	13 100.0%	40 100.0%	42 100.0%	4 100.0%	9 100.0%	12 100.0%	26 96.3%	18 100.0%	8 88.9%	23 100.0%	25 100.0%
Never	614 55.6%	35 62.5%	44 60.3%	6 60.0%	13 68.4%	15 57.7%	10 45.5%	25 73.5%	21 60.0%	12 63.2%	2 100.0%	10 76.9%	24 60.0%	26 61.9%	2 50.0%	7 77.8%	9 75.0%	16 61.5%	10 55.6%	7 87.5%	12 52.2%	16 64.0%
Sometimes	206 18.7%	12 21.4%	16 21.9%	2 20.0%	3 15.8%	7 26.9%	6 27.3%	6 17.6%	8 22.9%	4 21.1%	0 0.0%	0 0.0%	11 27.5%	11 26.2%	1 25.0%	0 0.0%	2 16.7%	5 19.2%	5 27.8%	0 0.0%	7 30.4%	5 20.0%
Usually	115 10.4%	4 7.1%	6 8.2%	0 0.0%	2 10.5%	2 7.7%	3 13.6%	1 2.9%	3 8.6%	1 5.3%	0 0.0%	2 15.4%	2 5.0%	4 9.5%	0 0.0%	0 0.0%	0 0.0%	3 11.5%	1 5.6%	0 0.0%	1 4.3%	3 12.0%
Always	169 15.3%	5 8.9%	7 9.6%	2 20.0%	1 5.3%	2 7.7%	3 13.6%	2 5.9%	3 8.6%	2 10.5%	0 0.0%	1 7.7%	3 7.5%	1 2.4%	1 25.0%	2 22.2%	1 8.3%	2 7.7%	2 11.1%	1 12.5%	3 13.0%	1 4.0%
Significantly different from column:*																						
Sometimes, Usually, or Always	490 44.4%	21 37.5%	29 39.7%	4 40.0%	6 31.6%	11 42.3%	12 54.5%	9 26.5%	14 40.0%	7 36.8%	0 0.0%	3 23.1%	16 40.0%	16 38.1%	2 50.0%	2 22.2%	3 25.0%	10 38.5%	8 44.4%	1 12.5%	11 47.8%	9 36.0%
Significantly different from column:*							H	G														

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 35

What is your age?

Base: All respondents

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	5,481	415	430	111	129	162	131	273	253	112	37	155	236	230	26	123	119	210	78	118	142	144
Number missing or multiple answer	158	13	17	0	0	0	1	2	2	1	0	2	1	1	0	1	2	9	2	2	1	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,323 97.1%	402 96.9%	413 96.0%	111 100.0%	129 100.0%	162 100.0%	130 99.2%	271 99.3%	251 99.2%	111 99.1%	37 100.0%	153 98.7%	235 99.6%	229 99.6%	26 100.0%	122 99.2%	117 98.3%	201 95.7%	76 97.4%	116 98.3%	141 99.3%	142 98.6%
18 to 24	676 12.7%	50 12.4%	53 12.8%	50 45.0%	0 0.0%	0 0.0%	20 15.4%	30 11.1%	41 16.3%	9 8.1%	0 0.0%	34 22.2%	14 6.0%	29 12.7%	2 7.7%	14 11.5%	12 10.3%	25 12.4%	11 14.5%	17 14.7%	22 15.6%	11 7.7%
25 to 34	1,040 19.5%	61 15.2%	72 17.4%	61 55.0%	0 0.0%	0 0.0%	18 13.8%	43 15.9%	35 13.9%	22 19.8%	4 10.8%	27 17.6%	34 14.5%	35 15.3%	4 15.4%	19 15.6%	20 17.1%	29 14.4%	12 15.8%	27 23.3%	25 17.7%	9 6.3%
35 to 44	989 18.6%	73 18.2%	72 17.4%	0 0.0%	73 56.6%	0 0.0%	28 21.5%	45 16.6%	44 17.5%	18 16.2%	9 24.3%	28 18.3%	44 18.7%	41 17.9%	5 19.2%	22 18.0%	25 21.4%	35 17.4%	12 15.8%	24 20.7%	24 17.0%	24 16.9%
45 to 54	916 17.2%	56 13.9%	63 15.3%	0 0.0%	56 43.4%	0 0.0%	15 11.5%	41 15.1%	27 10.8%	23 20.7%	6 16.2%	14 9.2%	39 16.6%	38 16.6%	2 7.7%	12 9.8%	13 11.1%	31 15.4%	11 14.5%	16 13.8%	16 11.3%	24 16.9%
55 to 64	1,337 25.1%	75 18.7%	77 18.6%	0 0.0%	0 0.0%	75 46.3%	24 18.5%	51 18.8%	46 18.3%	18 16.2%	11 29.7%	22 14.4%	49 20.9%	43 18.8%	4 15.4%	26 21.3%	20 17.1%	41 20.4%	14 18.4%	16 13.8%	24 17.0%	35 24.6%
65 to 74	263 4.9%	62 15.4%	47 11.4%	0 0.0%	0 0.0%	62 38.3%	18 13.8%	43 15.9%	42 16.7%	15 13.5%	4 10.8%	20 13.1%	39 16.6%	31 13.5%	8 30.8%	18 14.8%	20 17.1%	26 12.9%	13 17.1%	12 10.3%	20 14.2%	29 20.4%
75 or older	102 1.9%	25 6.2%	29 7.0%	0 0.0%	0 0.0%	25 15.4%	7 5.4%	18 6.6%	16 6.4%	6 5.4%	3 8.1%	8 5.2%	16 6.8%	12 5.2%	1 3.8%	11 9.0%	7 6.0%	14 7.0%	3 3.9%	4 3.4%	10 7.1%	10 7.0%
55 or older	1,702 32.0%	162 40.3%	153 37.0%	0 0.0%	0 0.0%	162 100.0%	49 37.7%	112 41.3%	104 41.4%	39 35.1%	18 48.6%	50 32.7%	104 44.3%	86 37.6%	13 50.0%	55 45.1%	47 40.2%	81 40.3%	30 39.5%	32 27.6%	54 38.3%	74 52.1%
Significantly different from column:*		A		F	F	DE						M	L							V	V	TU

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

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 36

Are you male or female?

Base: All respondents

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	5,481	415	430	111	129	162	131	273	253	112	37	155	236	230	26	123	119	210	78	118	142	144
Number missing or multiple answer	159	11	12	0	0	1	0	0	1	0	0	1	0	1	0	0	2	6	2	2	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,322 97.1%	404 97.3%	418 97.2%	111 100.0%	129 100.0%	161 99.4%	131 100.0%	273 100.0%	252 99.6%	112 100.0%	37 100.0%	154 99.4%	236 100.0%	229 99.6%	26 100.0%	123 100.0%	117 98.3%	204 97.1%	76 97.4%	116 98.3%	141 99.3%	144 100.0%
Male	2,129 40.0%	131 32.4%	163 39.0%	38 34.2%	43 33.3%	49 30.4%	131 100.0%	0 0.0%	88 34.9%	33 29.5%	9 24.3%	45 29.2%	83 35.2%	76 33.2%	11 42.3%	37 30.1%	41 35.0%	60 29.4%	26 34.2%	39 33.6%	45 31.9%	46 31.9%
Female	3,193 60.0%	273 67.6%	255 61.0%	73 65.8%	86 66.7%	112 69.6%	0 0.0%	273 100.0%	164 65.1%	79 70.5%	28 75.7%	109 70.8%	153 64.8%	153 66.8%	15 57.7%	86 69.9%	76 65.0%	144 70.6%	50 65.8%	77 66.4%	96 68.1%	98 68.1%
Significantly different from column:*		AC					H	G														

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

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 37

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

Base: All respondents

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	5,481	415	430	111	129	162	131	273	253	112	37	155	236	230	26	123	119	210	78	118	142	144
Number missing or multiple answer	227	13	22	0	2	1	1	2	0	0	0	0	2	1	2	0	2	8	2	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	NA	NA	NA
Usable responses	5,254 95.9%	402 96.9%	408 94.9%	111 100.0%	127 98.4%	161 99.4%	130 99.2%	271 99.3%	253 100.0%	112 100.0%	37 100.0%	155 100.0%	234 99.2%	229 99.6%	24 92.3%	123 100.0%	117 98.3%	202 96.2%	76 97.4%	115 97.5%	142 100.0%	143 99.3%
8th grade or less	380 7.2%	36 9.0%	34 8.3%	1 0.9%	7 5.5%	28 17.4%	8 6.2%	27 10.0%	36 14.2%	0 0.0%	0 0.0%	23 14.8%	10 4.3%	16 7.0%	0 0.0%	18 14.6%	16 13.7%	16 7.9%	2 2.6%	5 4.3%	17 12.0%	14 9.8%
Some high school, but did not graduate	725 13.8%	62 15.4%	52 12.7%	18 16.2%	12 9.4%	31 19.3%	22 16.9%	40 14.8%	62 24.5%	0 0.0%	0 0.0%	34 21.9%	27 11.5%	28 12.2%	5 20.8%	24 19.5%	18 15.4%	39 19.3%	4 5.3%	19 16.5%	19 13.4%	24 16.8%
High school graduate or GED	2,126 40.5%	155 38.6%	138 33.8%	57 51.4%	52 40.9%	45 28.0%	58 44.6%	97 35.8%	155 61.3%	0 0.0%	0 0.0%	66 42.6%	84 35.9%	88 38.4%	10 41.7%	46 37.4%	52 44.4%	75 37.1%	27 35.5%	44 38.3%	55 38.7%	55 38.5%
Some college or 2-year degree	1,327 25.3%	112 27.9%	133 32.6%	31 27.9%	41 32.3%	39 24.2%	33 25.4%	79 29.2%	0 0.0%	112 100.0%	0 0.0%	26 16.8%	83 35.5%	77 33.6%	6 25.0%	22 17.9%	27 23.1%	47 23.3%	35 46.1%	33 28.7%	41 28.9%	38 26.6%
4-year college graduate	419 8.0%	24 6.0%	34 8.3%	3 2.7%	9 7.1%	12 7.5%	4 3.1%	20 7.4%	0 0.0%	0 0.0%	24 64.9%	5 3.2%	18 7.7%	13 5.7%	2 8.3%	8 6.5%	2 1.7%	17 8.4%	5 6.6%	8 7.0%	8 5.6%	8 5.6%
More than 4-year college degree	277 5.3%	13 3.2%	17 4.2%	1 0.9%	6 4.7%	6 3.7%	5 3.8%	8 3.0%	0 0.0%	0 0.0%	13 35.1%	1 0.6%	12 5.1%	7 3.1%	1 4.2%	5 4.1%	2 1.7%	8 4.0%	3 3.9%	6 5.2%	2 1.4%	4 2.8%
4-year college graduate or more	696 13.2%	37 9.2%	51 12.5%	4 3.6%	15 11.8%	18 11.2%	9 6.9%	28 10.3%	0 0.0%	0 0.0%	37 100.0%	6 3.9%	30 12.8%	20 8.7%	3 12.5%	13 10.6%	4 3.4%	25 12.4%	8 10.5%	14 12.2%	10 7.0%	12 8.4%
Significantly different from column:*		A		EF	D	D				K	J	M	L				R	Q				

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 38

Are you of Hispanic or Latino origin or descent?

Base: All respondents

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,481	415	430	111	129	162	131	273	253	112	37	155	236	230	26	123	119	210	78	118	142	144
Number missing or multiple answer	302	24	20	2	4	8	3	11	9	3	1	0	0	4	4	3	6	14	2	5	7	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,179 94.5%	391 94.2%	410 95.3%	109 98.2%	125 96.9%	154 95.1%	128 97.7%	262 96.0%	244 96.4%	109 97.3%	36 97.3%	155 100.0%	236 100.0%	226 98.3%	22 84.6%	120 97.6%	113 95.0%	196 93.3%	76 97.4%	113 95.8%	135 95.1%	141 97.9%
Yes, Hispanic or Latino	1,381 26.7%	155 39.6%	185 45.1%	61 56.0%	42 33.6%	50 32.5%	45 35.2%	109 41.6%	123 50.4%	26 23.9%	6 16.7%	155 100.0%	0 0.0%	67 29.6%	0 0.0%	70 58.3%	54 47.8%	76 38.8%	22 28.9%	43 38.1%	62 45.9%	50 35.5%
No, not Hispanic or Latino	3,798 73.3%	236 60.4%	225 54.9%	48 44.0%	83 66.4%	104 67.5%	83 64.8%	153 58.4%	121 49.6%	83 76.1%	30 83.3%	0 0.0%	236 100.0%	159 70.4%	22 100.0%	50 41.7%	59 52.2%	120 61.2%	54 71.1%	70 61.9%	73 54.1%	91 64.5%
Significantly different from column:*		A		EF	D	D			JK	I	I	M	L	OP	NP	NO	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

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 39

What is your race? Mark one or more.

Base: All respondents

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	5,481	415	430	111	129	162	131	273	253	112	37	155	236	230	26	123	119	210	78	118	142	144
Number missing or multiple answer	426	36	42	8	9	8	7	19	18	7	1	18	5	0	0	0	7	24	4	9	8	11
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,055 92.2%	379 91.3%	388 90.2%	103 92.8%	120 93.0%	154 95.1%	124 94.7%	254 93.0%	235 92.9%	105 93.8%	36 97.3%	137 88.4%	231 97.9%	230 100.0%	26 100.0%	123 100.0%	112 94.1%	186 88.6%	74 94.9%	109 92.4%	134 94.4%	133 92.4%
White	2,648 52.4%	257 67.8%	273 70.4%	73 70.9%	85 70.8%	98 63.6%	85 68.5%	171 67.3%	148 63.0%	84 80.0%	24 66.7%	76 55.5%	176 76.2%	230 100.0%	0 0.0%	27 22.0%	67 59.8%	121 65.1%	64 86.5%	75 68.8%	91 67.9%	90 67.7%
Black or African-American	1,594 31.5%	35 9.2%	41 10.6%	9 8.7%	11 9.2%	15 9.7%	15 12.1%	20 7.9%	16 6.8%	11 10.5%	6 16.7%	3 2.2%	28 12.1%	0 0.0%	26 100.0%	9 7.3%	9 8.0%	20 10.8%	5 6.8%	11 10.1%	9 6.7%	13 9.8%
Asian	318 6.3%	26 6.9%	20 5.2%	5 4.9%	8 6.7%	13 8.4%	4 3.2%	22 8.7%	12 5.1%	9 8.6%	5 13.9%	2 1.5%	24 10.4%	0 0.0%	0 0.0%	26 21.1%	10 8.9%	14 7.5%	1 1.4%	7 6.4%	9 6.7%	9 6.8%
Native Hawaiian or other Pacific Islander	62 1.2%	5 1.3%	5 1.3%	1 1.0%	3 2.5%	1 0.6%	0 0.0%	5 2.0%	2 0.9%	3 2.9%	0 0.0%	1 0.7%	4 1.7%	0 0.0%	0 0.0%	5 4.1%	1 0.9%	4 2.2%	0 0.0%	2 1.8%	2 1.5%	1 0.8%
American Indian or Alaska Native	188 3.7%	13 3.4%	18 4.6%	0 0.0%	8 6.7%	5 3.2%	4 3.2%	9 3.5%	7 3.0%	4 3.8%	2 5.6%	2 1.5%	10 4.3%	0 0.0%	0 0.0%	13 10.6%	3 2.7%	7 3.8%	3 4.1%	4 3.7%	1 0.7%	8 6.0%
Other	841 16.6%	87 23.0%	84 21.6%	25 24.3%	22 18.3%	39 25.3%	28 22.6%	59 23.2%	73 31.1%	8 7.6%	6 16.7%	68 49.6%	17 7.4%	0 0.0%	0 0.0%	87 70.7%	32 28.6%	45 24.2%	9 12.2%	22 20.2%	33 24.6%	31 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

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 40

X404

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

Base: All respondents

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	---	415	---	111	129	162	131	273	253	112	37	155	236	230	26	123	119	210	78	118	142	144
Number missing or multiple answer	---	26	---	0	7	9	3	13	8	5	3	4	9	10	1	2	6	13	6	8	4	6
Number no experience	---	65	---	26	19	20	23	42	41	22	2	26	38	34	3	24	45	18	2	27	24	13
Usable responses	---	324	---	85	103	133	105	218	204	85	32	125	189	186	22	97	68	179	70	83	114	125
	---	78.1%	---	76.6%	79.8%	82.1%	80.2%	79.9%	80.6%	75.9%	86.5%	80.6%	80.1%	80.9%	84.6%	78.9%	57.1%	85.2%	89.7%	70.3%	80.3%	86.8%
Never	---	29	---	3	6	19	11	18	18	8	3	7	20	15	3	10	15	13	1	6	9	13
	---	9.0%	---	3.5%	5.8%	14.3%	10.5%	8.3%	8.8%	9.4%	9.4%	5.6%	10.6%	8.1%	13.6%	10.3%	22.1%	7.3%	1.4%	7.2%	7.9%	10.4%
Sometimes	---	26	---	5	11	10	6	20	21	3	1	12	12	9	4	10	9	13	2	4	6	15
	---	8.0%	---	5.9%	10.7%	7.5%	5.7%	9.2%	10.3%	3.5%	3.1%	9.6%	6.3%	4.8%	18.2%	10.3%	13.2%	7.3%	2.9%	4.8%	5.3%	12.0%
Usually	---	60	---	17	21	22	24	35	34	23	3	24	33	32	5	21	15	32	11	11	25	24
	---	18.5%	---	20.0%	20.4%	16.5%	22.9%	16.1%	16.7%	27.1%	9.4%	19.2%	17.5%	17.2%	22.7%	21.6%	22.1%	17.9%	15.7%	13.3%	21.9%	19.2%
Always	---	209	---	60	65	82	64	145	131	51	25	82	124	130	10	56	29	121	56	62	74	73
	---	64.5%	---	70.6%	63.1%	61.7%	61.0%	66.5%	64.2%	60.0%	78.1%	65.6%	65.6%	69.9%	45.5%	57.7%	42.6%	67.6%	80.0%	74.7%	64.9%	58.4%
Significantly different from column:*														OP	N	N	RS	Q	Q	V		T
Usually or Always	---	269	---	77	86	104	88	180	165	74	28	106	157	162	15	77	44	153	67	73	99	97
	---	83.0%	---	90.6%	83.5%	78.2%	83.8%	82.6%	80.9%	87.1%	87.5%	84.8%	83.1%	87.1%	68.2%	79.4%	64.7%	85.5%	95.7%	88.0%	86.8%	77.6%
Significantly different from column:*				F		D											RS	QS	QR			

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

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

4993000

Question 41

X405

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

Base: All respondents

	2025 CSS Average	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
				18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	---	415	---	111	129	162	131	273	253	112	37	155	236	230	26	123	119	210	78	118	142	144
Number missing or multiple answer	---	21	---	0	3	8	1	9	7	2	2	4	4	5	1	2	6	12	2	6	4	3
Number no experience	---	51	---	17	18	16	17	34	32	18	1	21	30	28	1	21	37	12	2	23	16	11
Usable responses	---	343	---	94	108	138	113	230	214	92	34	130	202	197	24	100	76	186	74	89	122	130
	---	82.7%	---	84.7%	83.7%	85.2%	86.3%	84.2%	84.6%	82.1%	91.9%	83.9%	85.6%	85.7%	92.3%	81.3%	63.9%	88.6%	94.9%	75.4%	85.9%	90.3%
Never	---	37	---	8	6	23	13	24	24	10	3	8	27	25	3	8	12	21	3	9	15	13
	---	10.8%	---	8.5%	5.6%	16.7%	11.5%	10.4%	11.2%	10.9%	8.8%	6.2%	13.4%	12.7%	8.0%	15.8%	11.3%	4.1%	10.1%	12.3%	10.0%	
Sometimes	---	20	---	7	3	9	7	13	15	3	2	9	9	8	2	8	8	8	1	5	7	8
	---	5.8%	---	7.4%	2.8%	6.5%	6.2%	5.7%	7.0%	3.3%	5.9%	6.9%	4.5%	4.1%	8.3%	8.0%	10.5%	4.3%	1.4%	5.6%	5.7%	6.2%
Usually	---	31	---	6	11	14	10	21	22	6	3	15	14	16	2	13	10	15	6	3	13	15
	---	9.0%	---	6.4%	10.2%	10.1%	8.8%	9.1%	10.3%	6.5%	8.8%	11.5%	6.9%	8.1%	8.3%	13.0%	13.2%	8.1%	8.1%	3.4%	10.7%	11.5%
Always	---	255	---	73	88	92	83	172	153	73	26	98	152	148	17	71	46	142	64	72	87	94
	---	74.3%	---	77.7%	81.5%	66.7%	73.5%	74.8%	71.5%	79.3%	76.5%	75.4%	75.2%	75.1%	70.8%	71.0%	60.5%	76.3%	86.5%	80.9%	71.3%	72.3%
Significantly different from column:*					F	E											RS	Q	Q			
Usually or Always	---	286	---	79	99	106	93	193	175	79	29	113	166	164	19	84	56	157	70	75	100	109
	---	83.4%	---	84.0%	91.7%	76.8%	82.3%	83.9%	81.8%	85.9%	85.3%	86.9%	82.2%	83.2%	79.2%	84.0%	73.7%	84.4%	94.6%	84.3%	82.0%	83.8%
Significantly different from column:*					F	E											RS	QS	QR			

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

APPENDIX D. SURVEY MATERIALS



mercy care

CSS Processing
PO Box 3416
Hopkins, MN 55343

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

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

PRST FIRST CLASS
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BALTIMORE, MD
PERMIT 5745

MER3_P-S

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

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

Would you please help us by completing the survey?

Thank you!

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

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

Le agradeceríamos que nos ayude completando la encuesta.

¡Gracias!



mercy care

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Hopkins, MN 55343

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Baltimore, MD

**RESPONSE
NEEDED**

MER/b1-r



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Hopkins, MN 55343

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Baltimore, MD

FINAL REMINDER – PLEASE RESPOND!



MER3B_1

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

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

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

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

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

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

Thank you for helping to make health care better.

Sincerely,

Sandra Wendt
V.P. of Quality Management



MER3B_3

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

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

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

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

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

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

Thank you for helping to make health care better.

Sincerely,

Sandra Wendt
V.P. of Quality Management



mercy care

CSS Processing
PO Box 3416
Hopkins, MN 55343

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

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

PRST FIRST CLASS
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MER3-S

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

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

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

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

Thanks again for your help!

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

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

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

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

¡Muchas gracias de nuevo por su ayuda!



SURVEY INSTRUCTIONS

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

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

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

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

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

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

1. Our records show that you are now in Mercy Care. Is that right?
₁ Yes → *If Yes, Go to Question 3*
₂ No

2. What is the name of your health plan?
(Please print)
-

YOUR HEALTH CARE IN THE LAST 6 MONTHS

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

3. In the last 6 months, did you have an illness, injury, or condition that needed care right away?
₁ Yes
₂ No → *If No, Go to Question 5*
4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?
₁ Never
₂ Sometimes
₃ Usually
₄ Always

5. In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care?
₁ Yes
₂ No → *If No, Go to Question 7*

6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?
₁ Never
₂ Sometimes
₃ Usually
₄ Always

7. In the last 6 months, not counting the times you went to an emergency room, how many times did you get health care for yourself in person, by phone, or by video?
₀ None → *If None, Go to Question 10*
₁ 1 time
₂ 2
₃ 3
₄ 4
₅ 5 to 9
₆ 10 or more times

8. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?
- | | | | | | | | | | | |
|----------------------------|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 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 you needed?
- ₁ Never
 - ₂ Sometimes
 - ₃ Usually
 - ₄ Always

15. In the last 6 months, how often did your personal doctor spend enough time with you?
- ₁ Never
 - ₂ Sometimes
 - ₃ Usually
 - ₄ Always

YOUR PERSONAL DOCTOR

10. A personal doctor is the one you would talk to if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?
- ₁ Yes
 - ₂ No → **If No, Go to Question 19**
11. In the last 6 months, how many times did you have an in person, phone, or video visit with your personal doctor about your health?
- ₀ None → **If None, Go to Question 18**
 - ₁ 1 time
 - ₂ 2
 - ₃ 3
 - ₄ 4
 - ₅ 5 to 9
 - ₆ 10 or more times
12. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?
- ₁ Never
 - ₂ Sometimes
 - ₃ Usually
 - ₄ Always
13. In the last 6 months, how often did your personal doctor listen carefully to you?
- ₁ Never
 - ₂ Sometimes
 - ₃ Usually
 - ₄ Always
14. In the last 6 months, how often did your personal doctor show respect for what you had to say?
- ₁ Never
 - ₂ Sometimes
 - ₃ Usually
 - ₄ Always

16. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?
- ₁ Yes
 - ₂ No → **If No, Go to Question 18**
17. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?
- ₁ Never
 - ₂ Sometimes
 - ₃ Usually
 - ₄ Always
18. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?
- | | | | | | | | | | | |
|--------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Worst personal doctor possible | | | | | Best personal doctor possible | | | | | |

GETTING HEALTH CARE FROM SPECIALISTS

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

19. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments with a specialist?
- ₁ Yes
 - ₂ No → **If No, Go to Question 23**

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

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

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

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

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

- 0 1 2 3 4 5 6 7 8 9 10

Worst specialist possible Best specialist possible

YOUR HEALTH PLAN

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

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

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

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

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

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

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

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

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

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

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

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

- 0 1 2 3 4 5 6 7 8 9 10

Worst health plan possible Best health plan possible

ABOUT YOU

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

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

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

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

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

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

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

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

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

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

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

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

35. What is your age?

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

36. Are you male or female?

- ₁ Male
- ₂ Female

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

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

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

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

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

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

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

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

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

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

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

THANK YOU

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

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

Please do not include any other correspondence.



MER3B_1-S

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

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

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

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

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

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

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

Atentamente,

Sandra Wendt
V.P. of Quality Management



MER3B_3-S

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

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

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

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Debido a que le pedimos solo a unas pocas personas que participen en la encuesta, **es muy importante que usted complete la encuesta y la devuelva de inmediato**. Utilice el sobre prepagado para devolverla.

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

Atentamente,

Sandra Wendt
V.P. of Quality Management



INSTRUCCIONES PARA EL CUESTIONARIO

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

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

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

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

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

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

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

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

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

LA ATENCIÓN MÉDICA QUE USTED RECIBIÓ EN LOS ÚLTIMOS 6 MESES

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

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

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

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

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

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

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

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

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

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

- ₀ Ninguna vez → ***Si contestó "Ninguna vez", pase a la pregunta 10***
- ₁ 1 vez
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5 a 9
- ₆ 10 veces o más

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

- | | | | | | | | | | | |
|---------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|----------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| La peor atención médica posible | | | | | La mejor atención médica posible | | | | | |

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

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

SU DOCTOR PERSONAL

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

- ₁ Sí
- ₂ No → ***Si contestó "No", pase a la pregunta 19***

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

- ₀ Ninguna vez → ***Si contestó "Ninguna vez", pase a la pregunta 18***
- ₁ 1 vez
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5 a 9
- ₆ 10 veces o más

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

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

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

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

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

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

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

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

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

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

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

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

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

- | | | | | | | | | | | |
|---------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|----------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| El peor doctor personal posible | | | | | El mejor doctor personal posible | | | | | |

LA ATENCIÓN MÉDICA QUE RECIBIÓ DE ESPECIALISTAS

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

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

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

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

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

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

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

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

- | | | | | | | | | | | |
|------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| El peor especialista posible | | | | | El mejor especialista posible | | | | | |

SU PLAN DE SALUD

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

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

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

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

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

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

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

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

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

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

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

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

- | | | | | | | | | | | |
|-------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| El peor plan de salud posible | | | | | El mejor plan de salud posible | | | | | |

ACERCA DE USTED

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

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

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

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

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

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

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

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

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

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

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

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

35. ¿Qué edad tiene?

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

36. ¿Es usted hombre o mujer?

- ₁ Hombre
₂ Mujer

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

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

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

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

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

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

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

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

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

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

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

GRACIAS

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

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

Por favor no incluya cualquier otra correspondencia.

