

Table CPC-CH. Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Health Plan Survey 5.1H - Child Version Including Medicaid and Children with Chronic Conditions Supplemental Items

CAHPS Health Plan Survey 5.1H - Child Version Including Medicaid and Children with Chronic Conditions Supplemental Items: Survey on the Experiences with Care of Children Age 17 and Younger, as Submitted to the 2023 AHRQ CAHPS Health Plan Survey Database (n = 47 states)

| | | | Composite Measures: Percentage responding always ^a | | | | | | | |
|---------------|------------|---------------|---|----------------------|------------------------------|---|---------------------|----------------------|------------------------------|---|
| | | | Denominator | | | | Rate | | | |
| State | Population | CAHPS Version | Getting Needed Care | Getting Care Quickly | How Well Doctors Communicate | Health Plan ^b Information and Customer Service | Getting Needed Care | Getting Care Quickly | How Well Doctors Communicate | Health Plan ^b Information and Customer Service |
| State Mean | | | | | | | 59.5 | 69.5 | 78.7 | 68.2 |
| State Median | | | | | | | 60.5 | 70.9 | 78.8 | 68.4 |
| Alabama | Medicaid | CAHPS 5.1H | 364 | 372 | 353 | 108 | 66.4 | 80.1 | 83.7 | 74.5 |
| Alabama | CHIP | CAHPS 5.1H | 276 | 312 | 222 | 82 | 67.6 | 80.1 | 80.5 | # |
| Alaska | Medicaid | CAHPS 5.1H | 195 | 189 | 115 | 30 | 50.1 | 64.1 | 73.3 | # |
| Arizona | Medicaid | CAHPS 5.1H | 775 | 795 | 722 | 402 | 61.3 | 70.6 | 79.1 | 68.5 |
| Arizona | CHIP | CAHPS 5.1H | 208 | 208 | 158 | 72 | 53.5 | 58.0 | 75.0 | # |
| Arkansas | Medicaid | CAHPS 5.1H | 325 | 336 | 319 | 66 | 66.5 | 75.3 | 81.2 | # |
| Arkansas | CHIP | CAHPS 5.1H | 318 | 285 | 295 | 42 | 59.6 | 70.8 | 82.3 | # |
| California | Medicaid | CAHPS 5.1H | 8,468 | 8,668 | 7,391 | 3,747 | 45.8 | 55.4 | 70.2 | 59.5 |
| California | CHIP | CAHPS 5.1H | 428 | 411 | 335 | 149 | 47.0 | 53.9 | 67.5 | 52.9 |
| Colorado | Medicaid | CAHPS 5.1H | 1,327 | 1,353 | 1,161 | 431 | 52.3 | 64.5 | 78.0 | 66.0 |
| Colorado | CHIP | CAHPS 5.1H | 779 | 768 | 603 | 314 | 57.1 | 65.3 | 78.2 | 64.6 |
| Connecticut | Medicaid | CAHPS 5.1H | 318 | 347 | 271 | 118 | 58.7 | 67.0 | 75.9 | 65.2 |
| Connecticut | CHIP | CAHPS 5.1H | 307 | 316 | 255 | 92 | 54.2 | 66.0 | 78.5 | # |
| Delaware | Medicaid | CAHPS 5.1H | 375 | 407 | 366 | 133 | 62.8 | 64.9 | 82.1 | 72.7 |
| Dist. of Col. | Medicaid | CAHPS 5.1H | 441 | 502 | 363 | 187 | 44.1 | 55.4 | 73.7 | 65.5 |
| Georgia | Medicaid | CAHPS 5.1H | 1,112 | 1,163 | 1,066 | 464 | 61.2 | 73.8 | 80.1 | 69.4 |
| Georgia | CHIP | CAHPS 5.1H | 383 | 390 | 360 | 151 | 61.8 | 73.2 | 80.9 | 62.7 |
| Hawaii | Medicaid | CAHPS 5.1H | 859 | 797 | 748 | 276 | 49.7 | 59.6 | 76.9 | 56.6 |
| Hawaii | CHIP | CAHPS 5.1H | 282 | 238 | 238 | 70 | 47.5 | 55.5 | 77.3 | # |
| Idaho | CHIP | CAHPS 5.1H | 290 | 283 | 247 | 44 | 63.9 | 76.2 | 81.5 | # |
| Illinois | Medicaid | CAHPS 5.1H | 284 | 309 | 263 | 135 | 46.8 | 60.2 | 75.4 | 65.6 |
| Illinois | CHIP | CAHPS 5.1 | 431 | 435 | 393 | 149 | 52.1 | 62.0 | 79.4 | 65.4 |
| Indiana | Medicaid | CAHPS 5.1H | 1,618 | 1,625 | 1,521 | 663 | 65.6 | 74.1 | 84.7 | 72.6 |
| Kansas | Medicaid | CAHPS 5.1H | 692 | 721 | 607 | 211 | 62.2 | 70.9 | 78.3 | 69.0 |
| Kansas | CHIP | CAHPS 5.1H | 680 | 702 | 607 | 188 | 61.4 | 70.1 | 80.6 | 70.5 |

Table CPC-CH (continued)

| Composite Measures: Percentage responding always ^a | | | | | | | | | | |
|---|------------|--------------------------|---------------------|----------------------|------------------------------|---|---------------------|----------------------|------------------------------|---|
| | | | Denominator | | | | Rate | | | |
| State | Population | CAHPS Version | Getting Needed Care | Getting Care Quickly | How Well Doctors Communicate | Health Plan ^b Information and Customer Service | Getting Needed Care | Getting Care Quickly | How Well Doctors Communicate | Health Plan ^b Information and Customer Service |
| Kentucky | Medicaid | CAHPS 5.1H | 1,224 | 1,231 | 1,099 | 397 | 66.4 | 74.4 | 81.5 | 74.1 |
| Kentucky | CHIP | CAHPS 5.1H | 219 | 208 | 197 | 71 | 65.7 | 80.1 | 87.3 | # |
| Louisiana | CHIP | CAHPS 5.1H | 917 | 1,013 | 815 | 312 | 72.3 | 76.8 | 82.4 | 71.9 |
| Maryland | Medicaid | CAHPS 5.1H | 3,043 | 3,455 | 2,762 | 1,070 | 57.8 | 64.9 | 77.3 | 66.5 |
| Massachusetts | Medicaid | CAHPS 5.1H | 357 | 382 | 335 | 178 | 55.0 | 63.0 | 78.0 | 61.5 |
| Michigan | Medicaid | CAHPS 5.1H | 1,671 | 1,670 | 1,542 | 529 | 62.5 | 74.4 | 80.4 | 71.6 |
| Minnesota | Medicaid | CAHPS 5.1H | 67 | 79 | 59 | 39 | # | # | # | # |
| Mississippi | Medicaid | CAHPS 5.1H | 961 | 965 | 887 | 313 | 72.4 | 76.5 | 83.2 | 72.9 |
| Mississippi | CHIP | CAHPS 5.1H | 456 | 445 | 398 | 124 | 76.6 | 79.9 | 83.5 | 68.2 |
| Missouri | Medicaid | CAHPS 5.1H | 1,674 | 1,657 | 1,496 | 601 | 62.2 | 75.3 | 83.3 | 71.0 |
| Missouri | CHIP | CAHPS 5.1H | 1,245 | 1,195 | 1,090 | 335 | 63.3 | 75.4 | 83.4 | 62.6 |
| Montana | Medicaid | CAHPS 5.1H | 203 | 190 | 161 | 36 | 60.2 | 76.2 | 80.7 | # |
| Montana | CHIP | CAHPS 5.1H | 248 | 231 | 194 | 31 | 57.8 | 70.5 | 81.7 | # |
| Nebraska | Medicaid | CAHPS 5.1H | 666 | 687 | 619 | 259 | 63.0 | 72.5 | 77.9 | 67.1 |
| Nebraska | CHIP | CAHPS 5.1H | 555 | 573 | 494 | 189 | 61.8 | 71.8 | 82.4 | 68.0 |
| Nevada | Medicaid | CAHPS 5.1H | 452 | 487 | 397 | 188 | 52.0 | 63.1 | 73.9 | 65.4 |
| Nevada | CHIP | CAHPS 5.1H | 122 | 128 | 98 | 42 | 57.0 | 66.3 | # | # |
| New Hampshire | Medicaid | CAHPS 5.1H | 209 | 220 | 198 | 44 | 59.5 | 70.2 | 78.4 | # |
| New Jersey | Medicaid | CAHPS 5.1H | 1,325 | 1,425 | 1,293 | 556 | 51.6 | 60.9 | 74.4 | 67.3 |
| New Jersey | CHIP | CAHPS 5.1H | 314 | 284 | 273 | 99 | 51.4 | 63.4 | 76.7 | # |
| New Mexico | Medicaid | CAHPS 5.1H | 776 | 826 | 661 | 257 | 58.5 | 63.9 | 74.9 | 71.0 |
| New York | Medicaid | CAHPS 5.1; CAHPS 5.1H | 1,219 | 1,283 | 1,082 | 391 | 49.7 | 61.1 | 74.3 | 55.7 |
| North Dakota | Medicaid | CAHPS 5.1H | 332 | 284 | 268 | 56 | 58.0 | 72.1 | 76.4 | # |
| Ohio | Medicaid | CAHPS 5.1H | 646 | 724 | 549 | 195 | 65.6 | 75.7 | 80.2 | 66.3 |
| Oklahoma | Medicaid | CAHPS 5.1H | 294 | 309 | 259 | 57 | 65.9 | 71.2 | 76.8 | # |
| Oklahoma | CHIP | CAHPS 5.1H | 189 | 207 | 177 | 50 | 56.4 | 72.9 | 79.6 | # |
| Oregon | Medicaid | CAHPS 5.1H | 3,565 | 3,789 | 3,153 | 1,138 | 51.4 | 61.0 | 75.5 | 66.4 |
| Pennsylvania | Medicaid | CAHPS 5.1H | 1,438 | 1,479 | 1,307 | 546 | 59.7 | 71.8 | 77.6 | 72.7 |
| Pennsylvania | CHIP | CAHPS 5.1H | 796 | 828 | 734 | 345 | 56.3 | 67.1 | 76.5 | 66.8 |
| Rhode Island | Medicaid | CAHPS 5.1H | 366 | 369 | 359 | 128 | 54.2 | 71.7 | 74.6 | 68.4 |
| South Carolina | Medicaid | CAHPS 5.1H | 1,552 | 1,654 | 1,436 | 537 | 64.7 | 75.5 | 81.9 | 71.9 |
| South Dakota | Medicaid | CAHPS 5.1H | 177 | 183 | 127 | 23 | 53.6 | 65.3 | 75.0 | # |
| South Dakota | CHIP | CAHPS 5.1H | 190 | 197 | 159 | 22 | 60.7 | 81.8 | 81.1 | # |
| Tennessee | Medicaid | CAHPS 5.1H | 1,174 | 1,290 | 1,042 | 343 | 62.4 | 73.5 | 79.7 | 71.9 |
| Texas | Medicaid | CAHPS 5.1H | 307 | 309 | 298 | 161 | 68.7 | 70.8 | 80.1 | 78.7 |
| Texas | CHIP | CAHPS 5.1H | 275 | 265 | 276 | 164 | 61.3 | 71.8 | 82.3 | 78.1 |

Table CPC-CH (continued)

| Composite Measures: Percentage responding always ^a | | | | | | | | | | |
|---|------------|---------------|---------------------|----------------------|------------------------------|---|---------------------|----------------------|------------------------------|---|
| | | | Denominator | | | | Rate | | | |
| State | Population | CAHPS Version | Getting Needed Care | Getting Care Quickly | How Well Doctors Communicate | Health Plan ^b Information and Customer Service | Getting Needed Care | Getting Care Quickly | How Well Doctors Communicate | Health Plan ^b Information and Customer Service |
| Utah | Medicaid | CAHPS 5.1H | 476 | 501 | 446 | 196 | 65.6 | 69.1 | 82.8 | 68.7 |
| Vermont | Medicaid | CAHPS 5.1 | 244 | 215 | 218 | 33 | 56.0 | 72.0 | 80.1 | # |
| Virginia | Medicaid | CAHPS 5.1H | 1,837 | 1,897 | 1,663 | 738 | 60.2 | 67.1 | 77.8 | 68.2 |
| Virginia | CHIP | CAHPS 5.1H | 129 | 121 | 102 | 29 | 63.5 | 69.0 | 78.9 | # |
| Washington | Medicaid | CAHPS 5.1H | 1,519 | 1,639 | 1,296 | 533 | 49.8 | 57.8 | 75.3 | 64.7 |
| West Virginia | Medicaid | CAHPS 5.1H | 245 | 276 | 249 | 57 | 71.3 | 79.9 | 82.6 | # |
| West Virginia | CHIP | CAHPS 5.1H | 140 | 149 | 129 | 23 | 68.5 | 81.4 | 86.9 | # |
| Wisconsin | Medicaid | CAHPS 5.1H | 1,641 | 1,650 | 1,487 | 521 | 57.4 | 67.9 | 80.1 | 67.7 |
| Wyoming | CHIP | CAHPS 5.1 | 292 | 293 | 246 | 78 | 63.8 | 76.3 | 78.2 | # |

Table CPC-CH (continued)

Table CPC-CH. Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Health Plan Survey 5.1H - Child Version Including Medicaid and Children with Chronic Conditions Supplemental Items

CAHPS Health Plan Survey 5.1H - Child Version Including Medicaid and Children with Chronic Conditions Supplemental Items: Survey on the Experiences with Care of Children Age 17 and Younger, as Submitted to the 2023 AHRQ CAHPS Health Plan Survey Database (n = 47 states), continued

| | | | Ratings: Percentage responding 9 or 10 out of 10 ^c | | | | | | | |
|---------------|------------|---------------|---|----------------------|-----------------------|-----------------------|---------------------------|----------------------|-----------------------|-----------------------|
| State | Population | CAHPS Version | Denominator | | | | Rate | | | |
| | | | Rating of Personal Doctor | Rating of Specialist | Rating of Health Care | Rating of Health Plan | Rating of Personal Doctor | Rating of Specialist | Rating of Health Care | Rating of Health Plan |
| State Mean | | | | | | | 75.5 | 71.4 | 67.4 | 71.1 |
| State Median | | | | | | | 75.2 | 72.4 | 68.2 | 71.8 |
| Alabama | Medicaid | CAHPS 5.1H | 488 | 139 | 341 | 537 | 78.4 | 73.5 | 70.9 | 71.7 |
| Alabama | CHIP | CAHPS 5.1H | 382 | 106 | 232 | 297 | 85.2 | 68.6 | 76.3 | 81.2 |
| Alaska | Medicaid | CAHPS 5.1H | 156 | 48 | 186 | 285 | 74.9 | # | 59.6 | 61.6 |
| Arizona | Medicaid | CAHPS 5.1H | 924 | 269 | 729 | 1,067 | 78.0 | 76.6 | 73.8 | 78.7 |
| Arizona | CHIP | CAHPS 5.1H | 236 | 61 | 199 | 319 | 76.9 | # | 73.4 | 72.6 |
| Arkansas | Medicaid | CAHPS 5.1H | 423 | 116 | 308 | 459 | 77.3 | 78.0 | 71.8 | 75.4 |
| Arkansas | CHIP | CAHPS 5.1H | 403 | 96 | 299 | 447 | 77.3 | # | 66.0 | 66.0 |
| California | Medicaid | CAHPS 5.1H | 10,079 | 2,559 | 7,917 | 13,211 | 71.9 | 70.2 | 62.3 | 66.0 |
| California | CHIP | CAHPS 5.1H | 493 | 106 | 396 | 704 | 71.7 | 80.6 | 68.2 | 65.6 |
| Colorado | Medicaid | CAHPS 5.1H | 1,650 | 398 | 1,257 | 2,006 | 74.4 | 73.5 | 67.8 | 68.8 |
| Colorado | CHIP | CAHPS 5.1H | 888 | 212 | 738 | 1,175 | 75.5 | 72.3 | 69.3 | 65.9 |
| Connecticut | Medicaid | CAHPS 5.1H | 355 | 80 | 307 | 454 | 73.2 | # | 70.3 | 70.6 |
| Connecticut | CHIP | CAHPS 5.1H | 339 | 90 | 285 | 408 | 74.8 | # | 67.0 | 59.4 |
| Delaware | Medicaid | CAHPS 5.1H | 462 | 94 | 354 | 543 | 77.2 | # | 69.3 | 75.3 |
| Dist. of Col. | Medicaid | CAHPS 5.1H | 460 | 101 | 421 | 595 | 73.6 | 68.0 | 63.9 | 67.9 |
| Georgia | Medicaid | CAHPS 5.1H | 1,347 | 336 | 1,026 | 1,438 | 76.5 | 66.1 | 70.2 | 72.4 |
| Georgia | CHIP | CAHPS 5.1H | 496 | 114 | 358 | 533 | 76.9 | 70.3 | 71.3 | 72.5 |
| Hawaii | Medicaid | CAHPS 5.1H | 1,050 | 175 | 819 | 1,362 | 79.7 | 75.6 | 68.9 | 74.7 |
| Hawaii | CHIP | CAHPS 5.1H | 359 | 60 | 265 | 439 | 78.5 | # | 66.5 | 76.8 |
| Idaho | CHIP | CAHPS 5.1H | 373 | 93 | 279 | 461 | 81.9 | # | 72.8 | 76.2 |
| Illinois | Medicaid | CAHPS 5.1H | 348 | 86 | 255 | 424 | 77.5 | # | 69.1 | 75.8 |
| Illinois | CHIP | CAHPS 5.1 | 629 | 84 | 405 | 783 | 73.6 | # | 64.9 | 63.6 |
| Indiana | Medicaid | CAHPS 5.1H | 1,963 | 608 | 1,503 | 2,099 | 76.4 | 71.5 | 69.2 | 73.5 |
| Kansas | Medicaid | CAHPS 5.1H | 854 | 147 | 660 | 1,020 | 73.3 | 72.4 | 67.1 | 74.3 |
| Kansas | CHIP | CAHPS 5.1H | 896 | 154 | 649 | 1,066 | 76.6 | 77.4 | 71.6 | 76.6 |
| Kentucky | Medicaid | CAHPS 5.1H | 1,430 | 410 | 1,156 | 1,547 | 79.6 | 73.2 | 69.8 | 74.2 |
| Kentucky | CHIP | CAHPS 5.1H | 263 | 70 | 205 | 272 | 79.3 | # | 79.0 | 72.8 |
| Louisiana | CHIP | CAHPS 5.1H | 1,069 | 201 | 873 | 1,170 | 82.2 | 77.6 | 74.3 | 76.1 |
| Maryland | Medicaid | CAHPS 5.1H | 3,691 | 584 | 2,880 | 4,243 | 73.6 | 69.3 | 68.7 | 70.4 |
| Massachusetts | Medicaid | CAHPS 5.1H | 456 | 131 | 321 | 514 | 77.2 | 66.7 | 65.2 | 66.7 |
| Michigan | Medicaid | CAHPS 5.1H | 2,144 | 577 | 1,551 | 2,436 | 75.3 | 72.4 | 66.2 | 69.8 |

Table CPC-CH (continued)

| | | | Ratings: Percentage responding 9 or 10 out of 10 ^c | | | | | | | |
|----------------|------------|--------------------------|---|----------------------|-----------------------|-----------------------|---------------------------|----------------------|-----------------------|-----------------------|
| | | | Denominator | | | | Rate | | | |
| State | Population | CAHPS Version | Rating of Personal Doctor | Rating of Specialist | Rating of Health Care | Rating of Health Plan | Rating of Personal Doctor | Rating of Specialist | Rating of Health Care | Rating of Health Plan |
| Minnesota | Medicaid | CAHPS 5.1H | 75 | 21 | 61 | 108 | # | # | # | 53.8 |
| Mississippi | Medicaid | CAHPS 5.1H | 1,133 | 278 | 901 | 1,286 | 78.7 | 78.8 | 72.8 | 74.6 |
| Mississippi | CHIP | CAHPS 5.1H | 506 | 138 | 419 | 585 | 81.0 | 78.4 | 76.4 | 74.9 |
| Missouri | Medicaid | CAHPS 5.1H | 2,051 | 583 | 1,557 | 2,258 | 77.6 | 74.8 | 68.9 | 73.8 |
| Missouri | CHIP | CAHPS 5.1H | 1,514 | 447 | 1,194 | 1,674 | 77.3 | 70.6 | 71.0 | 72.7 |
| Montana | Medicaid | CAHPS 5.1H | 245 | 75 | 191 | 297 | 71.4 | # | 55.5 | 72.4 |
| Montana | CHIP | CAHPS 5.1H | 323 | 83 | 230 | 404 | 71.2 | # | 60.8 | 70.0 |
| Nebraska | Medicaid | CAHPS 5.1H | 847 | 180 | 628 | 984 | 78.9 | 69.0 | 70.7 | 72.9 |
| Nebraska | CHIP | CAHPS 5.1H | 728 | 130 | 517 | 877 | 79.8 | 77.2 | 73.5 | 76.6 |
| Nevada | Medicaid | CAHPS 5.1H | 523 | 113 | 429 | 664 | 71.5 | 63.3 | 69.1 | 72.4 |
| Nevada | CHIP | CAHPS 5.1H | 162 | 33 | 112 | 216 | 80.2 | # | 76.7 | 81.1 |
| New Hampshire | Medicaid | CAHPS 5.1H | 279 | 55 | 198 | 296 | 71.5 | # | 62.1 | 66.3 |
| New Jersey | Medicaid | CAHPS 5.1H | 1,596 | 415 | 1,230 | 1,801 | 73.2 | 69.3 | 65.8 | 70.8 |
| New Jersey | CHIP | CAHPS 5.1H | 393 | 140 | 284 | 455 | 72.0 | 68.9 | 63.8 | 60.9 |
| New Mexico | Medicaid | CAHPS 5.1H | 916 | 169 | 742 | 1,084 | 71.0 | 70.3 | 65.1 | 69.5 |
| New York | Medicaid | CAHPS 5.1; CAHPS 5.1H | 1,396 | 276 | 1,164 | 1,831 | 75.0 | 59.0 | 67.5 | 59.2 |
| North Dakota | Medicaid | CAHPS 5.1H | 395 | 81 | 317 | 483 | 72.7 | # | 58.1 | 62.0 |
| Ohio | Medicaid | CAHPS 5.1H | 767 | 124 | 617 | 944 | 76.9 | 73.1 | 68.2 | 71.6 |
| Oklahoma | Medicaid | CAHPS 5.1H | 351 | 62 | 277 | 385 | 75.1 | # | 69.6 | 71.2 |
| Oklahoma | CHIP | CAHPS 5.1H | 289 | 42 | 179 | 334 | 71.5 | # | 74.0 | 72.7 |
| Oregon | Medicaid | CAHPS 5.1H | 4,432 | 568 | 3,431 | 4,995 | 69.7 | 65.1 | 59.1 | 62.8 |
| Pennsylvania | Medicaid | CAHPS 5.1H | 1,735 | 497 | 1,335 | 1,907 | 75.3 | 73.3 | 70.0 | 75.5 |
| Pennsylvania | CHIP | CAHPS 5.1H | 1,013 | 258 | 736 | 1,102 | 72.5 | 73.5 | 68.4 | 63.9 |
| Rhode Island | Medicaid | CAHPS 5.1H | 434 | 120 | 335 | 463 | 74.5 | 72.5 | 67.9 | 78.1 |
| South Carolina | Medicaid | CAHPS 5.1H | 1,854 | 398 | 1,464 | 2,091 | 80.6 | 77.5 | 71.1 | 76.1 |
| South Dakota | Medicaid | CAHPS 5.1H | 213 | 60 | 159 | 283 | 75.7 | # | 62.3 | 57.1 |
| South Dakota | CHIP | CAHPS 5.1H | 291 | 60 | 179 | 329 | 73.0 | # | 62.9 | 70.6 |
| Tennessee | Medicaid | CAHPS 5.1H | 1,462 | 241 | 1,102 | 1,722 | 76.0 | 73.2 | 68.1 | 73.2 |
| Texas | Medicaid | CAHPS 5.1H | 369 | 95 | 290 | 409 | 74.7 | # | 70.4 | 78.3 |
| Texas | CHIP | CAHPS 5.1H | 356 | 93 | 255 | 388 | 79.5 | # | 69.3 | 72.5 |
| Utah | Medicaid | CAHPS 5.1H | 596 | 122 | 451 | 676 | 78.2 | 69.2 | 72.0 | 70.1 |
| Vermont | Medicaid | CAHPS 5.1 | 292 | 89 | 231 | 314 | 71.2 | # | 64.6 | 74.8 |
| Virginia | Medicaid | CAHPS 5.1H | 2,188 | 650 | 1,690 | 2,493 | 75.9 | 72.2 | 71.6 | 74.7 |
| Virginia | CHIP | CAHPS 5.1H | 145 | 30 | 118 | 194 | 75.9 | # | 71.8 | 77.2 |
| Washington | Medicaid | CAHPS 5.1H | 1,887 | 303 | 1,411 | 2,382 | 72.3 | 67.1 | 62.9 | 69.0 |
| West Virginia | Medicaid | CAHPS 5.1H | 310 | 39 | 238 | 318 | 78.3 | # | 66.4 | 76.4 |
| West Virginia | CHIP | CAHPS 5.1H | 184 | 29 | 134 | 206 | 79.4 | # | 67.5 | 73.5 |
| Wisconsin | Medicaid | CAHPS 5.1H | 2,107 | 508 | 1,541 | 2,283 | 78.3 | 73.0 | 67.6 | 71.8 |
| Wyoming | CHIP | CAHPS 5.1 | 314 | 116 | 282 | 377 | 72.6 | 70.2 | 62.1 | 72.7 |

Table CPC-CH (continued)

Source: Agency for Healthcare Research and Quality (AHRQ) and CMS analysis of the AHRQ CAHPS Database for the July 2022 to June 2023 data collection period as of January 24, 2024. More information on the Child Core Set is available at <https://www.medicaid.gov/medicaid/quality-of-care/performance-measurement/child-core-set/index.html>.

Notes: This measure shows information on parents' experiences with their child's health care. Results summarize children's experiences through composites (including getting needed care, getting care quickly, customer service, and how well doctors communicate) and ratings (including rating of personal doctor, rating of specialist seen most often, rating of all health care, and rating of health plan). Results are based on surveys that were conducted during the period from July 2022 through June 2023 and reflect responses about the care a beneficiary received in the six months prior to the survey.

The Children with Chronic Conditions (CCC) supplemental item set provides information on parents' experiences with their child's health care for the population of children with chronic conditions. Results summarize experiences with care essential for successful treatment, management, and support of children with chronic conditions. States or health plans that include the CCC supplemental items draw a sample of children in the general population as well as a supplemental sample of children identified through a claims-based algorithm as being likely to have a chronic condition. The survey instrument includes a screener to identify children with a chronic condition. The CCC population includes all children identified as having a chronic condition, based on the responses to the CCC survey-based screening tool.

This table shows results for the general child (GC) population, which includes children originally selected for the GC sample and children originally selected for the CCC supplemental sample who did not meet the CCC survey-based screening criteria. Rates for the CCC population are not reported for 2023 Core Set reporting because they were reported by fewer than 25 states.

The term "states" includes the 50 states, the District of Columbia, and Puerto Rico.

States are not asked to report CAHPS data to CMS in the Quality Measure Reporting (QMR) system. Instead, states submit their CAHPS data to the AHRQ CAHPS Health Plan Survey Database and submissions for each state are combined into state-level results for Child Core Set reporting. More information about the AHRQ CAHPS Health Plan Survey Database is available at <https://cahpsdatabase.ahrq.gov/HPSurveyGuidance.aspx>. To be included in state-level reporting, submitters were required to sign a data use agreement (DUA) authorizing AHRQ to share the data with CMS for Core Set reporting. AHRQ and CMS calculated state-level performance based on the data submissions authorized for use in Child Core Set reporting. State-level results were adjusted for the case mix of beneficiaries responding to the survey and were weighted to create state-level results based on the relative enrollment size of each submission. The following state conducted CAHPS for Child Medicaid and CHIP beneficiaries and submitted data to the AHRQ CAHPS Database for the 2023 reporting period but did not authorize use for Core Set reporting: FL. The following states conducted CAHPS for CHIP beneficiaries but are not included in the table due to small denominators: AK, DE, and WI.

Denominators are the number of beneficiaries that responded to each survey question.

The state means are calculated as the unweighted average of all state rates. When a state reported separate rates for its Medicaid and CHIP populations, the state mean and state median rates are calculated using the rate for the program with the larger measure-eligible population.

^a Percentages for composite measures show the percentage of beneficiaries who selected "Always" on a four-point scale ranging from "Never" to "Always." These ratings represent the "top box" score used by AHRQ to assess performance on CAHPS.

^b The composite or rating measure reflects beneficiaries' experience with their health plan or state Medicaid or CHIP program regardless of whether they received any health care.

^c Percentages for rating measures show the percentage of beneficiaries who selected "9" or "10" on a scale from 0 to 10, with 10 representing the highest score. These ratings represent the "top box" scored used by AHRQ to assess performance on CAHPS.

= Rate not reported either because fewer than 100 beneficiaries responded to the survey or because fewer than 20 beneficiaries provided the selected response option (e.g., 9 or 10 for rating measures, "Always" for composite measures).

The state-specific comments include information reported by each state in the AHRQ CAHPS database or as data notes for Core Set reporting.

ACO = Accountable Care Organization; AHRQ = Agency for Healthcare Research and Quality; CAHPS = Consumer Assessment of Healthcare Providers and Systems; GC = General Child; CCC = Children with Chronic Conditions; ADHD = Attention-Deficit/Hyperactivity Disorder; CCO = Coordinated Care Organization; CHIP = Children's Health Insurance Program; CMO = Care Management Organization; CMS = Centers for Medicare & Medicaid Services; CPT = Current Procedural Terminology; CY = Calendar Year; ED = Emergency Department; EHR = Electronic Health Record; EPSDT = Early and Periodic Screening, Diagnostic, and Treatment; EQRO = External Quality Review Organization; FFS = Fee for Service; FFY = Federal Fiscal Year; HCBS = Home- and Community-Based Services; HEDIS = Healthcare Effectiveness Data and Information Set; HMO = Health Maintenance Organization; ICM = Integrated Care Management; LOINC = Logical Observation Identifiers Names and Codes; MCO = Managed Care Organization; MMIS = Medicaid Management

Table CPC-CH (continued)

Information System; NCQA = National Committee for Quality Assurance; NR = Not Reported; PCCM = Primary Care Case Management; PCP = Primary Care Practitioner; PR = Puerto Rico; QMR = Quality Measure Reporting.

State-Specific Comments:

- AL: Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include FFS population.
- AL: CHIP rates were calculated using data from the AHRQ CAHPS Database. Rates include FFS population.
- AK: Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include FFS population.
- AZ: Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (3 MCOs).
- AZ: CHIP rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (1 MCO).
- AR: Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include FFS population.
- AR: CHIP rates were calculated using data from the AHRQ CAHPS Database. Rates include FFS population.
- CA: Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include FFS and managed care populations (24 MCOs).
- CA: CHIP rates were calculated using data from the AHRQ CAHPS Database. Rates include FFS and managed care populations.
- CO: Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care populations (2 MCOs and 7 PCCM plans).
- CO: CHIP rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (4 MCOs).
- CT: Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include FFS population.
- CT: CHIP rates were calculated using data from the AHRQ CAHPS Database. Rates include FFS population.
- DE: Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (2 MCOs).
- DC: Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (4 MCOs).
- GA: Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (4 MCOs).
- GA: CHIP rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (1 MCO).
- HI: Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (5 MCOs).
- HI: CHIP rates were calculated using data from the AHRQ CAHPS Database. Rates include FFS and managed care populations.
- ID: Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include PCCM population.
- IL: Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (1 MCO).
- IL: CHIP rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population.
- IN: Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (6 MCOs).
- KS: Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (3 MCOs).
- KS: CHIP rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (3 MCOs).
- KY: Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (4 MCOs).
- KY: CHIP rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (1 MCO).
- LA: Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (5 MCOs).
- MD: Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (9 MCOs).
- MA: Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (2 MCOs).
- MI: Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include FFS and managed care populations (9 MCOs).
- MN: Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (1 MCO).
- MS: Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (3 MCOs).
- MS: CHIP rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (2 MCOs).
- MO: Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (5 MCOs).
- MO: CHIP rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (3 MCOs).

Table CPC-CH (continued)

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| MT: | Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include FFS population. |
| MT: | CHIP rates were calculated using data from the AHRQ CAHPS Database. Rates include FFS population. |
| NE: | Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (3 MCOs). |
| NE: | CHIP rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (3 MCOs). |
| NV: | Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (3 MCOs). |
| NV: | CHIP rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (1 MCO). |
| NH: | Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (1 MCO). |
| NJ: | Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (5 MCOs). |
| NJ: | CHIP rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (1 MCO). |
| NM: | Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (4 MCOs). |
| NY: | Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (12 MCOs). One plan reported using CAHPS 5.1 and 11 plans reporting using CAHPS 5.1H. |
| ND: | Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include FFS population. |
| OH: | Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (5 MCOs). |
| OK: | Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population. |
| OK: | CHIP rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population. |
| OR: | Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include FFS and managed care populations (16 MCOs). |
| PA: | Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (7 MCOs). |
| PA: | CHIP rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (4 MCOs). |
| RI: | Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (3 MCOs). |
| SC: | Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (7 MCOs). |
| SD: | Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include FFS and PCCM populations. |
| SD: | CHIP rates were calculated using data from the AHRQ CAHPS Database. Rates include FFS and PCCM populations. |
| TN: | Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (4 MCOs). |
| TX: | Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (16 MCOs). |
| TX: | CHIP rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (15 MCOs). |
| UT: | Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (1 MCO). |
| VT: | Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (1 PIHP). |
| VA: | Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (12 MCOs). |
| VA: | CHIP rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (1 MCO). |
| WA: | Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (5 MCOs). |
| WV: | Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (1 MCO). |
| WV: | CHIP rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (1 MCO). |
| WI: | Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include FFS and managed care populations (14 MCOs). |
| WY: | Medicaid rates were calculated using data from the AHRQ CAHPS Database. Rates include FFS population. |