



PROVIDER SCORECARD (CHILD MEDICAID WITH CHRONIC CONDITION)

SURVEY QUESTIONS	HEALTH PLAN'S SCORE
Easy to get care believed necessary for child	91%
Explain things in a way you could understand	95%
Show respect for what you had to say	95%
Listen carefully to you	95%
Spend enough time with child	82%
Rating of Personal Doctor	70%
Rating of Specialist	87%

We thank you for participating in our customer satisfaction survey. Results were gathered using the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. Your valuable feedback will help us serve you better and continue to improve our service offering to you.