

Medicaid Child without CCC  
 Survey Results Report - NCQA Calculations  
 Submission ID: 4152 Organization ID: 1559 Product: HMO  
 Survey Vendor: MORPACE  
 University Health Care (UHC) dba Passport Health Plan (PHP)

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Survey Attributes

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Healthcare Organization Name: Passport Health Plan	
Final Sample Size: Includes Oversampling	2063
Oversampling Rate	25%
Sample Frame Size	53,360
Survey Methodology	Pre-approved Enhanced (Mixed)
Number of Supplemental Questions	1
Patient Level Records Ineligible	16
Patient Level Records Nonresponse	1281
Patient Level Records Used: Complete & Valid	766
Total Response Rate: Complete/(Sample-Ineligible)	37.42%
Sample Frame Validation Result	Reportable

Final Report Status

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CAHPS Health Plan Survey 5.0H, Child Version	Reportable
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Composites =====	Mean -----	Variance -----
Getting Needed Care	2.5612	0.0009
Getting Care Quickly	2.7369	0.0004
How Well Doctors Communicate	2.7425	0.0004
Customer Service	2.6293	0.0009
Shared Decision Making	2.2110	0.0015
Ratings =====	Mean -----	Variance -----
Rating of All Health Care	2.6177	0.3694
Rating of Personal Doctor	2.6712	0.3303
Rating of Specialist Seen Most Often	2.6422	0.4060
Rating of Health Plan	2.7444	0.2701
Question Summary Rates =====	Mean -----	Variance -----
Health Promotion and Education	2.5556	0.6925
Coordination of Care	2.3309	0.6207

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Composite Global Proportion =====	Never + Sometimes	Usually	Always	Always + Usually
Getting Needed Care	11.64%	20.60%	67.76%	88.36%
Variance			0.0004	0.0002
Getting Care Quickly	6.40%	13.51%	80.09%	93.60%
Variance			0.0002	0.0001
How Well Doctors Communicate	5.27%	15.20%	79.52%	94.73%
Variance			0.0002	0.0001
Customer Service	9.11%	18.84%	72.04%	90.89%
Variance			0.0005	0.0002
	Not at all / No	A little	Some	A lot / Yes
Shared Decision Making	21.48%	6.90%	22.14%	49.48%
Variance				0.0005

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Question Summary Rates =====	8+9+10		9+10	
	Rate	Variance	Rate	Variance
Q13. Rating of All Health Care.....	87.05%	0.1129	68.40%	0.2165
Q26. Rating of Personal Doctor.....	88.64%	0.1009	72.58%	0.1993
Q30. Rating of Specialist Seen Most Often....	85.78%	0.1225	72.94%	0.1983
Q36. Rating of Health Plan.....	92.19%	0.0721	78.41%	0.1695

Question Summary Rates =====	Yes	No
Health Promotion and Education(Q8)	77.78%	22.22%
Variance	0.1731	

Question Summary Rates =====	Never + Sometimes	Usually	Always	Always + Usually
	Coordination of Care(Q25)	19.85%	27.21%	52.94%
Variance			0.2501	0.1597

Question Summary Rates =====	Always + Usually		Always
	Q4. Got care as soon as needed when care was needed right away.....	95.16%	84.41%
Q6. Got check-up/routine appointment as soon as needed.....	92.04%	75.78%	
Q17. Personal doctor explained things.....	95.09%	80.88%	
Q18. Personal doctor listened carefully.....	95.61%	81.93%	
Q19. Personal doctor showed respect.....	96.48%	85.04%	
Q22. Personal doctor spent enough time.....	91.73%	70.25%	
Q28. Got appointment with specialist as soon as needed.....	85.22%	62.61%	
Q14. Ease of getting care, tests or treatment.....	91.50%	72.91%	
Q32. Customer service provided information or help.....	85.85%	64.15%	
Q33. Customer service treated member with courtesy and respect.....	95.92%	79.94%	
Q35. Health plan forms were easy to fill out.....	95.72%	80.99%	

	Rate
Q10. Doctor talked about the reasons you might want to take a medicine(A lot).....	54.86%
Q10. Doctor talked about the reasons you might want to take a medicine(Some).....	32.68%
Q11. Doctor talked about the reasons you might not want to take a medicine(A lot)...	24.71%
Q11. Doctor talked about the reasons you might not want to take a medicine(Some)...	33.73%
Q12. Doctor asked what you thought was best(Yes).....	68.87%
Q37. Rating of overall health (Excellent+Very Good).....	76.02%
Q38. Rating of overall mental or emotional health (Excellent+Very Good).....	70.32%