

Medicaid Child without CCC  
 Survey Results Report - NCQA Calculations  
 Submission ID: 11095 Organization ID: 8732 Product: HMO  
 Survey Vendor: The Myers Group  
 WellCare Health Insurance of Illinois, Inc. dba WellCare of Kentucky, Inc.

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Survey Attributes  
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|   |                               |            |
|---|-------------------------------|------------|
| Healthcare Organization Name: WellCare Health Insurance of Illinois, Inc. dba WellCare of |                               |            |
| Final Sample Size: Includes Oversampling  |                               | 1650       |
| Oversampling Rate   |                               | 0%         |
| Sample Frame Size   |                               | 73,783     |
| Survey Methodology  | Pre-approved Enhanced (Mixed) |            |
| Number of Supplemental Questions  |                               | 0          |
| Patient Level Records Ineligible  |                               | 16         |
| Patient Level Records Nonresponse   |                               | 1163       |
| Patient Level Records Used: Complete & Valid  |                               | 471        |
| Total Response Rate: Complete/(Sample-Ineligible)   |                               | 28.82%     |
| 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<br>=====                  | Mean<br>----- | Variance<br>----- |
|--------------------------------------|---------------|-------------------|
| Getting Needed Care                  | 2.5704        | 0.0013            |
| Getting Care Quickly                 | 2.7503        | 0.0007            |
| How Well Doctors Communicate         | 2.7295        | 0.0006            |
| Customer Service                     | 2.4976        | 0.0030            |
| Shared Decision Making               | 2.1249        | 0.0023            |
| <br>                                 |               |                   |
| Ratings<br>=====                     | Mean<br>----- | Variance<br>----- |
| Rating of All Health Care            | 2.5417        | 0.4607            |
| Rating of Personal Doctor            | 2.6632        | 0.3559            |
| Rating of Specialist Seen Most Often | 2.6121        | 0.4830            |
| Rating of Health Plan                | 2.5025        | 0.5209            |
| <br>                                 |               |                   |
| Question Summary Rates<br>=====      | Mean<br>----- | Variance<br>----- |
| Health Promotion and Education       | 2.3609        | 0.8722            |
| Coordination of Care                 | 2.3741        | 0.6193            |

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| Composite Global Proportion<br>=====     | Never +<br>Sometimes | Usually  | Always | Always +<br>Usually |
|--|----------------------|----------|--------|---------------------|
| Getting Needed Care<br>Variance          | 8.51%                | 25.94%   | 65.55% | 91.49%              |
| Getting Care Quickly<br>Variance         | 5.77%                | 13.42%   | 80.80% | 94.23%              |
| How Well Doctors Communicate<br>Variance | 5.54%                | 15.98%   | 78.49% | 94.46%              |
| Customer Service<br>Variance             | 14.78%               | 20.68%   | 64.54% | 85.22%              |
|  | Not at<br>all / No   | A little | Some   | A lot /<br>Yes      |
| Shared Decision Making<br>Variance       | 22.75%               | 10.21%   | 21.58% | 45.45%              |

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| Question Summary Rates<br>=====               | 8+9+10 |          | 9+10   |          |
|---|--------|----------|--------|----------|
|   | Rate   | Variance | Rate   | Variance |
| Q13. Rating of All Health Care.....           | 82.22% | 0.1466   | 64.72% | 0.2290   |
| Q26. Rating of Personal Doctor.....           | 86.84% | 0.1146   | 72.89% | 0.1981   |
| Q30. Rating of Specialist Seen Most Often.... | 81.03% | 0.1550   | 73.28% | 0.1975   |
| Q36. Rating of Health Plan.....               | 77.94% | 0.1724   | 63.73% | 0.2317   |

| Question Summary Rates<br>=====    | Yes    | No     |
|------------------------------------|--------|--------|
| Health Promotion and Education(Q8) | 68.04% | 31.96% |
| Variance                           | 0.2180 |        |

| Question Summary Rates<br>===== | Never +<br>Sometimes      | Usually | Always | Always +<br>Usually |
|---------------------------------|---------------------------|---------|--------|---------------------|
|                                 | Coordination of Care(Q25) | 19.05%  | 24.49% | 56.46%              |
| Variance                        |                           |         | 0.2475 | 0.1553              |

| Question Summary Rates<br>=====                                     | Always +<br>Usually   | Always |
|---|---|--------|
|   | Q4. Got care as soon as needed when care was needed right away..... | 94.88% |
| Q6. Got check-up/routine appointment as soon as needed.....         | 93.57%  | 75.56% |
| Q17. Personal doctor explained things.....                          | 95.64%  | 81.00% |
| Q18. Personal doctor listened carefully.....                        | 94.41%  | 81.06% |
| Q19. Personal doctor showed respect.....                            | 96.27%  | 82.61% |
| Q22. Personal doctor spent enough time.....                         | 91.54%  | 69.28% |
| Q28. Got appointment with specialist as soon as needed.....         | 91.67%  | 65.00% |
| Q14. Ease of getting care, tests or treatment.....                  | 91.32%  | 66.11% |
| Q32. Customer service provided information or help.....             | 80.00%  | 55.56% |
| Q33. Customer service treated member with courtesy and respect..... | 90.44%  | 73.53% |
| Q35. Health plan forms were easy to fill out.....                   | 97.08%  | 89.29% |

|  | Rate   |
|--|--------|
| Q10. Doctor talked about the reasons you might want to take a medicine(A lot).....   | 48.94% |
| Q10. Doctor talked about the reasons you might want to take a medicine(Some).....    | 36.17% |
| Q11. Doctor talked about the reasons you might not want to take a medicine(A lot)... | 17.86% |
| Q11. Doctor talked about the reasons you might not want to take a medicine(Some)...  | 28.57% |
| Q12. Doctor asked what you thought was best(Yes).....                                | 69.57% |
| Q37. Rating of overall health (Excellent+Very Good).....                             | 69.83% |
| Q38. Rating of overall mental or emotional health (Excellent+Very Good).....         | 73.80% |