Oregon Health Plan Report of Results for

State Oregon Health Plan (Adult Population)

2021 CAHPS® 5.1H Medicaid Member Experience Survey

Prepared for:

Oregon Health Authority

Prepared by:

Center for the Study of Services
1625 K Street NW, Suite 800
Washington, DC 20006

Table of Contents

INTRODUCTION

The Oregon Health Authority (OHA) contracts with managed care organizations, also known as Coordinated Care Organizations (CCOs), to provide health care services. Understanding the experience of people who are Oregon Health Plan (OHP) members is important to clinicians, policy makers, patients and consumers, quality monitors and regulators, provider organizations, health plans, community collaboratives, and those who are responsible for monitoring and evaluating the quality of and access to health care services.

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 and patients 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 communication skills of providers.

OHA conducts annual CAHPS surveys asking consumers and patients to report on and evaluate their experiences with health care. These surveys cover topics that are important to consumers and focus on aspects of quality that consumers are best qualified to assess, such as the communication skills of providers and ease of access to health care services. The survey results help inform decisions for those involved with providing care to OHP members and to improve the quality of health care services.

The survey measures member satisfaction with the 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 6 months. In addition, the survey collects data on Effectiveness of Care measures, including influenza vaccinations and smoking cessation measures.

WHAT'S NEW IN 2021

2021 SURVEY FIELDING UPDATES

SURVEY INSTRUMENTS

In response to significant changes in consumer behavior during the past year and the accompanying shift in care delivery toward telemedicine, NCQA updated the CAHPS Health Plan Survey to version 5.1H. Several questions were reworded to include any care received "in person, by phone, or by video" during the past six months. References to "seeing a provider" or "visiting a doctor's office or clinic" were removed or replaced with more inclusive language to reflect this expanded array of care settings. To date, NCQA has not issued trending guidelines for the revised questionnaires. OHA adopted these changes for the surveys administered to OHP members.

OHA also implemented additional survey items for the Adult Medicaid version of the survey instrument only to further understand the care experience with telemedicine and the impact of the COVID-19 pandemic.

The race/ethnicity survey items were also relocated to the end of both survey instrument versions and an additional survey item was introduced to identify a member's primary racial or ethnic identity.

CHILDREN WITH CHRONIC CONDITIONS REPORTING

In order to align with NCQA reporting of CCC results, all children identified as having a chronic condition, as defined by the member's responses to the CCC survey-based screening tool (i.e., Questions Q55 – Q68 in the child survey instrument). A child member is identified as having a chronic condition if all questions for at least one specific health consequence are answered "Yes."

The general population data set and CCC population data set are not mutually exclusive groups. For example, if a child member is selected for the CAHPS child survey sample and is identified as having a chronic condition based on responses to the CCC survey-screening tool, the member is included in general population and CCC population results.

IMPACT OF COVID-19 ON OHA REPORTING

Citing concerns about the impact of COVID-19 on CAHPS data collection and response rates, as well as the potential for response bias because members were asked to reflect on their health care experiences over the past year while simultaneously living through a pandemic, **NCQA issued a general recommendation against using the 2020 benchmarks for improvement scoring and year-over-year trending. In this context, your organization's 2021 survey results and any comparisons to prior-year performance benchmarks should be interpreted with caution.**

UPDATES TO THE 2021 OHA CAHPS SURVEY RESULTS REPORT

CSS has made several updates to the 2021 CAHPS Results Reports:

- The *Member Profile and Analysis of Plan Ratings by Member Segment* section has been updated for revised primary race survey item.

- The CSS *Key Driver Model* has been updated using CSS's Book-of-Business data collected over the past two years.

- An updated *Health Plan Quality Improvement Resource Guide* is included.

EXECUTIVE SUMMARY

CSS administered the Adult Medicaid version of the 2021 CAHPS Health Plan Survey for the Oregon Health Authority on behalf of various CCOs between January 7 and April 7, 2021.

The following CCOs were included in survey administration: Advanced Health, AllCare CCO, Cascade Health Alliance, Columbia Pacific CCO, Eastern Oregon CCO, Fee-For-Service, Health Share of Oregon, Inter-Community Health Network, Jackson Care Connect, Pacific Source – Columbia Gorge, Pacific Source – Central Oregon, Primary Health, Trillium Community Health Plan, Umpqua Health Alliance, Willamette Valley Community Health, and Yamhill Community Care. This report focuses on **statewide** State OHP hereafter referred to as State OHP results, which were calculated by pooling survey responses across these plans including additional oversample for race and ethnicity.

The final aggregated survey sample for the State OHP included 19,672 members. During the survey fielding period, 4,785 sample members completed the survey. After final survey eligibility criteria were applied, the resulting NCQA response rate was 24.91 percent.

This was the second survey administration cycle taking place during the COVID-19 pandemic. In response to significant changes in consumer behavior during the pandemic and the accompanying shift in care delivery toward telemedicine, NCQA expanded the CAHPS questionnaires to include any care received "in person, by phone, or by video." While NCQA has not provided trending guidelines for the revised questionnaires, in June of 2020 NCQA recommended against using its 2020 CAHPS national benchmarks for improvement scoring and year-over-year trending[1]. **In this context, your organization's 2021 survey results and any comparisons to prior-year performance benchmarks should be interpreted with caution.**

This Executive Summary focuses on key CAHPS performance metrics, including year-over-year changes in results and comparisons to relevant national benchmarks. Also identified are top organizational priorities for quality improvement based on CSS's *Key Driver Analysis*.

---

[1] For more information, see www.ncqa.org/covid/

RESULTS ON KEY SURVEY MEASURES

STATISTICALLY SIGNIFICANT IMPROVEMENTS OR DECLINES COMPARED TO 2020

Reportable Rate IMPROVED	Reportable Rate DECLINED
No statistically significant improvements	No statistically significant declines

STATISTICALLY SIGNIFICANT DIFFERENCES FROM NATIONAL BENCHMARK

Reportable Rate ABOVE Benchmark	Reportable Rate BELOW Benchmark
2021 CSS Adult Medicaid Average	
None	Rating of Personal Doctor (by 2.27 points)
	Rating of All Health Care (by 4.59 points)
	Rating of Health Plan (by 3.88 points)
	Getting Needed Care (by 2.01 points)

TOP PRIORITIES FOR QUALITY IMPROVEMENT

CSS's *Key Driver Analysis* identifies the areas of health plan performance and aspects of member experience that shape members' overall assessment of their health plan. To the extent that these specific areas or experiences can be improved, the overall rating of the plan should reflect these gains. Up to five quality improvement opportunities with the highest return on investment for State OHP are identified below. Effective interventions in these areas have the greatest potential impact on the *Rating of Health Plan* score.

Top Priorities for Quality Improvement
1. Improving health plan provider network (highly-rated personal doctors)
2. Improving member access to care (ease of getting needed care, tests, or treatment)
3. Improving health plan provider network (highly-rated specialists)
4. Improving the ability of the health plan customer service to provide necessary information or help

All results reported in this section are based on the rates of members answering *8*, *9* or *10* for the overall rating questions and *Usually* or *Always* for all other CAHPS measures.

The remainder of this report examines these and other findings in greater detail.

OREGON HEALTH PLAN CCO PERFORMANCE ON KEY SURVEY MEASURES

The charts on the following pages show how the State State OHP and each of the CCOs performed in 2021. Statistically significant differences from the State OHP are flagged at the 95% confidence level. For each measure, the top and bottom performing CCOs rates provide additional benchmarks.

Rating of Doctor   Rating of Specialist   Rating of Health Care   Rating of Health Plan

	Rating of Doctor	Rating of Specialist	Rating of Health Care	Rating of Health Plan
	80% / 75% / 84%	81% / 76% / 89%	73% / 68% / 79%	72% / 62% / 81%
Advanced Health	75%	76%	69%	69%
AllCare CCO	77%	82%	72%	73%
Cascade Health Alliance	79%	80%	68%	66% ★
Columbia Pacific CCO	80%	83%	79%	75%
Eastern Oregon CCO	81%	89% ★	74%	74%
Fee-For-Service	76%	80%	69%	62% ★
Health Share of Oregon	82%	79%	70%	68%
InterCommunity Health Network CCO	80%	79%	74%	76%
Jackson Care Connect	83%	82%	78%	81% ★
PacificSource - Central Oregon	84%	86%	79%	73%
PacificSource - Columbia Gorge	82%	77%	75%	76%
PacificSource - Lane	78%	84%	75%	71%
PacificSource - Marion Polk	82%	76%	68%	71%
Trillium Community Health Plan	81%	79%	71%	67%
Umpqua Health Alliance	82%	79%	70%	72%
Yamhill Community Care	77%	84%	72%	77%

Legend: 2021   OHP Aggregate   Bottom CCO   Top CCO

Chart: 2021 CAHPS Survey Results showing three measures — Getting Needed Care, Getting Care Quickly, and How Well Doctors Communicate — across Oregon CCOs.

CCO	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate
Advanced Health	81%	81%	89%
AllCare CCO	84%	84%	92%
Cascade Health Alliance	76%	83%	91%
Columbia Pacific CCO	84%	84%	92%
Eastern Oregon CCO	85%	83%	93%
Fee-For-Service	77%	78%	92%
Health Share of Oregon	75%	73%	92%
InterCommunity Health Network CCO	87%	80%	92%
Jackson Care Connect	84%	85%	92%
PacificSource - Central Oregon	80%	89%	95%
PacificSource - Columbia Gorge	82%	84%	91%
PacificSource - Lane	82%	80%	93%
PacificSource - Marion Polk	81%	82%	92%
Trillium Community Health Plan	80%	76%	91%
Umpqua Health Alliance	83%	81%	91%
Yamhill Community Care	80%	81%	91%

Reference lines: Getting Needed Care — OHP Aggregate 81%, Bottom CCO 75%, Top CCO 87%. Getting Care Quickly — OHP Aggregate 82%, Bottom CCO 73%, Top CCO 89%. How Well Doctors Communicate — OHP Aggregate 92%, Bottom CCO 89%, Top CCO 95%.

Legend: 2021 | OHP Aggregate | Bottom CCO | Top CCO

Customer Service

CCO	2021
Advanced Health	86%
AllCare CCO	87%
Cascade Health Alliance	86%
Columbia Pacific CCO	89%
Eastern Oregon CCO	89%
Fee-For-Service	73%
Health Share of Oregon	92%
InterCommunity Health Network CCO	88%
Jackson Care Connect	92%
PacificSource - Central Oregon	93%
PacificSource - Columbia Gorge	92%
PacificSource - Lane	86%
PacificSource - Marion Polk	95%
Trillium Community Health Plan	87%
Umpqua Health Alliance	88%
Yamhill Community Care	82%

Customer Service markers: Bottom CCO 73%, OHP Aggregate 88%, Top CCO 95%

Coordination of Care

CCO	2021
Advanced Health	75%
AllCare CCO	84%
Cascade Health Alliance	82%
Columbia Pacific CCO	84%
Eastern Oregon CCO	87%
Fee-For-Service	87%
Health Share of Oregon	83%
InterCommunity Health Network CCO	83%
Jackson Care Connect	86%
PacificSource - Central Oregon	87%
PacificSource - Columbia Gorge	79%
PacificSource - Lane	84%
PacificSource - Marion Polk	88%
Trillium Community Health Plan	77%
Umpqua Health Alliance	85%
Yamhill Community Care	88%

Coordination of Care markers: Bottom CCO 75%, OHP Aggregate 84%, Top CCO 88%

Legend: 2021 | OHP Aggregate | Bottom CCO | Top CCO

SURVEY RESULTS AT A GLANCE

An overview of summary measures is presented in Exhibit 1. This includes CAHPS ratings and composites and comparisons to the national results, and prior year data (where available).

EXHIBIT 1. 2021 STATE OHP ADULT MEDICAID OHA CAHPS SURVEY: RESULTS AT A GLANCE

CAHPS 5.0H Survey Measures		Global Proportions and Question Summary Rates			Valid Responses			2021 CSS Adult Medicaid Average
		2019	2020	2021	2019	2020	2021	
Overall Ratings (% 8, 9, or 10)	Q8. Rating of All Health Care	70.83%	71.87%	**72.57%**	3,462	3,427	2,975	77.16% ▼
	Q18. Rating of Personal Doctor	80.14%	80.79%	**79.98%**	3,831	3,768	3,661	82.25% ▼
	Q22. Rating of Specialist Seen Most Often	79.45%	81.37%	**80.81%**	1,942	1,911	1,798	82.64%
	Q28. Rating of Health Plan	70.39%	71.28%	**71.88%**	4,137	4,252	4,165	75.76% ▼
Getting Needed Care (% Always or Usually)	*Getting Needed Care Composite*	81.41%	81.90%	**81.46%**	2,763	2,713	2,451	83.47% ▼
	Q9. Easy to get needed care	85.15%	85.66%	**84.03%**	3,469	3,403	2,993	85.31%
	Q20. Easy to see specialists	77.68%	78.14%	**78.89%**	2,056	2,022	1,909	81.64% ▼
Getting Care Quickly (% Always or Usually)	*Getting Care Quickly Composite*	82.65%	82.43%	**81.62%**	2,529	2,473	2,147	81.20%
	Q4. Got urgent care as soon as needed	85.22%	83.80%	**83.42%**	1,833	1,815	1,544	83.03%
	Q6. Got routine care as soon as needed	80.09%	81.05%	**79.82%**	3,224	3,130	2,750	79.36%
How Well Doctors Communicate* (% Always or Usually)	*How Well Doctors Communicate Composite*	92.08%	92.52%	**91.76%**	3,045	2,977	2,707	91.65%
	Q12. Doctor explained things	93.27%	93.55%	**92.85%**	3,044	2,975	2,712	91.95%
	Q13. Doctor listened carefully	92.15%	92.51%	**91.98%**	3,045	2,976	2,705	91.85%
	Q14. Doctor showed respect	92.82%	93.43%	**92.69%**	3,051	2,982	2,707	93.43%
	Q15. Doctor spent enough time	90.07%	90.59%	**89.54%**	3,041	2,975	2,705	89.36%
Customer Service (% Always or Usually)	*Customer Service Composite*	87.24%	88.16%	**88.12%**	1,136	1,512	1,299	88.51%
	Q24. Provided needed information/help	81.43%	82.35%	**81.95%**	1,136	1,513	1,302	83.14%
	Q25. Treated with courtesy/respect	93.05%	93.97%	**94.29%**	1,136	1,510	1,295	93.88%
	Q17. Coordination of Care (% Always or Usually)	82.51%	82.95%	**83.66%**	1,875	1,848	1,701	82.73%
Effectiveness of Care Measures	Advising Smokers and Tobacco Users to Quit	73.41% ▼	72.29% ▼	**65.86%**	1,271	1,274	1,154	71.82% ▼
	Discussing Cessation Medications	52.91%	54.79% ▼	**49.26%**	1,270	1,263	1,145	50.30%
	Discussing Cessation Strategies	46.43%	47.89% ▼	**43.27%**	1,262	1,255	1,137	43.96%
	Flu Vaccinations for Adults	39.20%	39.19%	**37.37%**	3,906	3,858	3,725	39.10%

39930

If n is less than 30, "Low n" is displayed next to score.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the denominator threshold (n=30). All statistical tests are conducted at the 95% confidence level prior to rounding. Statistically significant differences between your organization's current-year rate and the comparison rate are marked as ▲ when your rate is higher or ▼ when it is lower.

ABOUT THIS REPORT

The key features of this 2021 CAHPS report, prepared by CSS for State OHP, are highlighted below.

- State OHP results were calculated by pooling member responses from the following Adult Medicaid CCOs: Advanced Health, AllCare CCO, Cascade Health Alliance, Columbia Pacific CCO, Eastern Oregon CCO, Fee-For-Service, Health Share of Oregon, InterCommunity Health Network CCO, Jackson Care Connect, PacificSource - Central Oregon, PacificSource - Columbia Gorge, PacificSource - Lane, PacificSource – Marion Polk, Trillium Community Health Plan, Umpqua Health Alliance, and Yamhill Community Care. The aggregate results also include additional oversamples of African American, Asian, Hispanic/Latino, and Native American members. The oversamples were drawn from Oregon Health Plan membership as a whole proportionally based on the member size of the CCO across all CCOs.

- Survey results presented in this report were calculated following the NCQA guidelines published in *HEDIS* 2021*, Volume 3: Specifications for Survey Measures* unless otherwise noted. Summary Results are reported regardless of whether the denominator threshold is met, however, any summary measure where the denominator is less than 30 is marked as "Low n".

- Throughout the report, the 2021 State OHP survey results are compared to the 2021 CSS Adult Medicaid Average. The 2021 CSS Adult Medicaid Average is calculated by pooling survey responses across representative Adult Medicaid plans surveyed by CSS.

- *Executive Summary* provides a high-level overview of survey findings. This section highlights the areas where State OHP performs significantly above or below the national benchmarks. If prior-year survey results are available, any statistically significant improvements or declines on 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* presents the 2021 State OHP survey scores on key measures, including question summary rates, global proportions, and changes in rates and global proportion scores from the previous year (if applicable); and comparisons to relevant national benchmarks. Statistically significant differences in scores are noted.

- *Detailed Performance Charts* are provided for the rating questions, composite measures, and individual survey items representing the various CAHPS domains of care. The 2021 State OHP QSRs and global proportions are compared to the 2021 CSS Adult Medicaid Average on all measures. Where available, a three-year trend in scores is also shown.

- A one-page summary of the *Effectiveness of Care* measures includes comparisons to prior-year results (if available) as well as to the 2021 CSS Adult Medicaid Average rates. All rates are calculated according to the NCQA guidelines, but are presented regardless of their eligibility for NCQA reporting.

- *Member Profile and Analysis of Ratings by Member Segment* compares the 2021 State OHP respondent profile to the relevant national distribution(s) of demographic characteristics and utilization variables. Variation in *Rating of Health Plan* measure by member segment is examined.

- *Key Driver Analysis* identifies key member experience touch points that appear to drive the overall *Rating of Health Plan*. The CSS *Key Driver Model* quantifies the contribution of each key driver to the overall member assessment of the plan. The 2021 State OHP results on each key driver are compared to the highest score among all the Adult CCOs contributing to the 2021 State OHP, yielding a measure of available room for improvement in each area. The result is then weighted by the key driver's contribution to the overall *Rating of Health Plan* score. Opportunities for improvement are prioritized based on the expected improvement in the State OHP *Rating of Health Plan* score due to improved performance on the key driver measure. A separate section of the report provides some helpful resources for health plan quality improvement.

- The *Appendix* includes:

  - Score calculation guidelines and methodology

  - A glossary of terms

  - A copy of the survey instrument

  - Detailed cross-tabulations of survey responses for every survey question, with additional tables summarizing performance on key survey measures

SURVEY METHODOLOGY

SURVEY PROTOCOL AND TIMELINE

CSS administered the Adult Medicaid version of the 2021 CAHPS Health Plan Survey for the Oregon Health Authority on behalf of the State OHP using a mixed methodology of internet, mail, and telephone. The Oregon Health Authority's mixed methodology consisted of the following milestones:

- A prenotification letter with an invitation to complete the survey online, which was mailed on January 7;

- An initial questionnaire with cover letter, which was mailed on January 13;

- A replacement questionnaire with cover letter, which was mailed on February 11;

- A telephone follow-up phase targeting non-respondents, with up to four telephone follow-up attempts spaced at different times of the day and on different days of the week, which started on March 8; and

- Close of data collection on April 7, 2021.

SURVEY MATERIALS

The survey instruments (both English and Spanish) used for State OHP are provided in the Appendix. CSS designed the survey following instructions from OHA and the NCQA specifications detailed in *HEDIS 2021, Volume 3: Specifications for Survey Measures* and *Quality Assurance Plan for HEDIS 2021 Survey Measures*. The materials referred to Oregon Health Plan and included the Oregon Health Authority logo on all the mailing materials.

Each survey package included a postage-paid business reply envelope. Besides the core CAHPS questions, the survey included 44 additional questions added by OHA. These included questions on mobility impairment, cultural competency, access to dental care, telemedicine, COVID-19 and REALD demographics. All mailings included a duplex English and Spanish cover letter. Members received either an English or Spanish survey based on language information provided by Oregon Health Authority. Members had the option to request the survey in the other language using a telephone request line.

The website URL and a personal web ID was listed in the prenotification letter and second survey package cover letter to complete the survey online.

SAMPLE SELECTION

CSS followed Oregon Health Authority's instructions to generate the survey sample for the State OHP. For the Adult Medicaid survey, sample-eligible members were defined as plan members who were 18 years old or older as of December 31, 2020; were currently enrolled; Sample-eligible members were defined as plan members who were 18 years old or older as of November 30, 2020; 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. The exception to this rule was any CCO that failed to meet the desired sample size in which case more than one member per household could be selected. CSS assigned each sampled member a unique identification number, which was used to track their progress throughout the data collection process.

The Oregon Health Authority chose to oversample for targeted race and ethnicity groups to ensure these groups were appropriately represented in the state sample. Data for those sample members only appear in the State OHP results and not the individual CCO results. Therefore, the final combined survey sample for the State OHP included 19,672 members.

DATA CAPTURE

Returned mail questionnaires were recorded using either manual data entry or optical scanning. Responses recorded via manual data entry were keyed by two independent data entry operators, and any discrepancies between the two response records were flagged and reconciled by a supervisor. Individual responses on surveys recorded via optical scanning were sent to data entry operators if the scanning technology was unable to identify the specific response option selected with a predefined degree of certainty. Responses from online questionnaires were stored on CSS internal servers.

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

MEMBER DISPOSITIONS AND RESPONSE RATE

During the survey fielding period, 4,785 sample members completed the survey. After final survey eligibility criteria were applied, the resulting NCQA response rate was 24.91 percent. Additional detail on sample member status at the end of data collection (dispositions) is provided in Exhibit 2.

EXHIBIT 2. 2021 STATE OHP ADULT MEDICAID OHA CAHPS SURVEY: SAMPLE MEMBER DISPOSITIONS AND RESPONSE RATE

Disposition	Total	
	Number	% Initial Sample
Initial Sample	19,672	100.00%
Disposition		
Complete and Eligible - Mail	3,218	16.36%
Complete and Eligible - Phone	1,218	6.19%
Complete and Eligible - Internet	349	1.77%
Complete and Eligible - Total	4,785	24.32%
Does not meet Eligible Population criteria	270	1.37%
Incomplete (but Eligible)	402	2.04%
Ineligible	190	0.97%
- Language barrier	9	0.05%
- Mentally or physically incapacitated	146	0.74%
- Deceased	35	0.18%
Refusal	1,020	5.19%
Nonresponse after maximum attempts	12,881	65.48%
Added to Do Not Call (DNC) list	124	0.63%
Response Rate*		**24.91%**

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

A detailed comparison of individual CCO response rates is presented in Exhibit 2A.

CCOs	Sample Size	Completes	Ineligibles	Response Rate
State OHP	**19,672**	**4,785**	**460**	**24.91%**
Advanced Health	1,150	331	21	29.32%
AllCare CCO	1,150	304	28	27.09%
Cascade Health Alliance	1,150	304	26	27.05%
Columbia Pacific CCO	1,150	285	14	25.09%
Eastern Oregon CCO	1,150	322	27	28.67%
Fee-For-Service	1,150	239	42	21.57%
Health Share of Oregon	1,150	261	27	23.24%
InterCommunity Health Network CCO	1,150	305	30	27.23%
Jackson Care Connect	1,150	267	21	23.65%
PacificSource - Central Oregon	1,150	249	17	21.98%
PacificSource - Columbia Gorge	1,150	250	35	22.42%
PacificSource - Lane	1,150	289	29	25.78%
PacificSource - Marion Polk	1,150	287	26	25.53%
Trillium Community Health Plan	1,150	264	21	23.38%
Umpqua Health Alliance	1,150	276	31	24.66%
Yamhill Community Care	1,150	277	36	24.87%
Oversample	1,272	275	29	22.12%

SATISFACTION WITH THE EXPERIENCE OF CARE

PATIENT EXPERIENCE OF CARE MEASURES

GLOBAL RATINGS

CAHPS Health Plan Survey (version 5.1H) includes four global rating questions that utilize the scale of *0* to *10*, representing the lowest and highest possible rating. Results are reported as the proportion of members selecting one of the top three ratings (*8*, *9*, or *10*).

- ***Rating of Personal Doctor*** (*0* = worst personal doctor possible; *10* = best personal doctor possible)

- ***Rating of Specialist Seen Most Often*** (*0* = worst specialist possible; *10* = best specialist possible)

- ***Rating of All Health Care*** (*0* = worst health care possible; *10* = best health care possible)

- ***Rating of Health Plan*** (*0* = worst health plan possible; *10* = best health plan possible)

CAHPS 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. 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 to see a specialist as soon as you needed?*

- ***Getting Care Quickly*** combines responses to two survey questions that address 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. 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?*

- ***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?*

- ***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). 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?*

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 on 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 2021, Volume 3: Specifications for Survey Measures* or consult Appendix A.

DENOMINATOR THRESHOLD

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 purposes). If the rate denominator is less than 30, a measure result of "Low n" was assigned. This report presents results for all measures, regardless of denominator size. Any result that does not meet the denominator threshold of 30 valid responses is denoted with "Low n" to inform interpretations of results.

COMPARISONS TO BENCHMARKS AND PRIOR-YEAR RESULTS

Throughout the report, the 2021 State OHP results are compared to the 2021 CSS Adult Medicaid Average as well as to the highest and lowest performing CCO. The 2021 CSS Adult Medicaid Average is calculated by pooling survey responses across representative Adult Medicaid plans surveyed by CSS.

If available, prior-year survey results are provided for comparison and year-to-year changes in results are tested for statistical significance. All the statistical tests are carried out at the 95% confidence level (i.e., there is a 95% probability that the observed difference is not due to chance).

SUMMARY OF SURVEY RESULTS

Exhibit 3 provides a high-level State OHP performance overview on key survey measures. These include overall ratings, composite global proportions, and summary rates for additional measures. Where applicable, changes in scores over time and comparisons to benchmarks are reported and tested for statistical significance.

EXHIBIT 3. 2021 STATE OHP ADULT MEDICAID OHA CAHPS SURVEY: PATIENT EXPERIENCE MEASURES

CAHPS 5.0H Survey Measures*	2021 Rate	Difference** between 2021 Rate and...		
		2020 Rate	2019 Rate	2021 CSS Adult Medicaid Average
Ratings				
Rating of Personal Doctor	79.98%	-0.81%	-0.16%	-2.27% ▼
Rating of Specialist Seen Most Often	80.81%	-0.56%	1.36%	-1.83%
Rating of All Health Care	72.57%	0.70%	1.75%	-4.59% ▼
Rating of Health Plan	71.88%	0.60%	1.50%	-3.88% ▼
Composite Measures				
Getting Needed Care	81.46%	-0.44%	0.04%	-2.01% ▼
Getting Care Quickly	81.62%	-0.81%	-1.03%	0.42%
How Well Doctors Communicate	91.76%	-0.76%	-0.31%	0.11%
Customer Service	88.12%	-0.04%	0.88%	-0.40%
Additional Content Areas				
Coordination of Care	83.66%	0.70%	1.15%	0.93%

39930

* Results were calculated following NCQA specifications and prior year results may differ from those previously reported.

** Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the small denominator threshold (n=30). All differences in rates are calculated prior to rounding and are rounded for display purposes only. All statistical tests are conducted at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the comparison rate are marked as ▲ when your current-year rate is higher or ▼ when it is lower.

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 scores 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, if the measure is new, or if the measure is not deemed appropriate for trending. In such cases, "no data" appears in place of the score.

- Where appropriate, changes in the distribution of favorable ratings over time are shown in the *Top Rating Distribution* panel of the chart (i.e., percent responding *8* vs. percent responding *9* or *10*, or percent responding *Usually* vs. percent responding *Always*).

- The number of valid responses (*n*) appears above each bar. If the number of responses is less than 30, "Low n" appears next to the value of *n*, indicating that the result does not meet the denominator threshold. CSS calculates all rates regardless of this threshold.

- 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. Statistically significant differences are indicated with a ★ symbol next to the comparison score. For example, ★ appearing next to the 2020 rate denotes a statistically significant difference between the 2021 and 2020 rates.

COMPARISONS TO BENCHMARKS

- The horizontal lines displayed on the charts correspond to the 2021 CSS Adult Medicaid Average as well as to the highest and lowest performing CCO. If the 2021 score is significantly different from any of these benchmark scores at the 95% confidence level, ★ appears next to the relevant score.

Rating of Personal Doctor

Percent Responding 8, 9, or 10
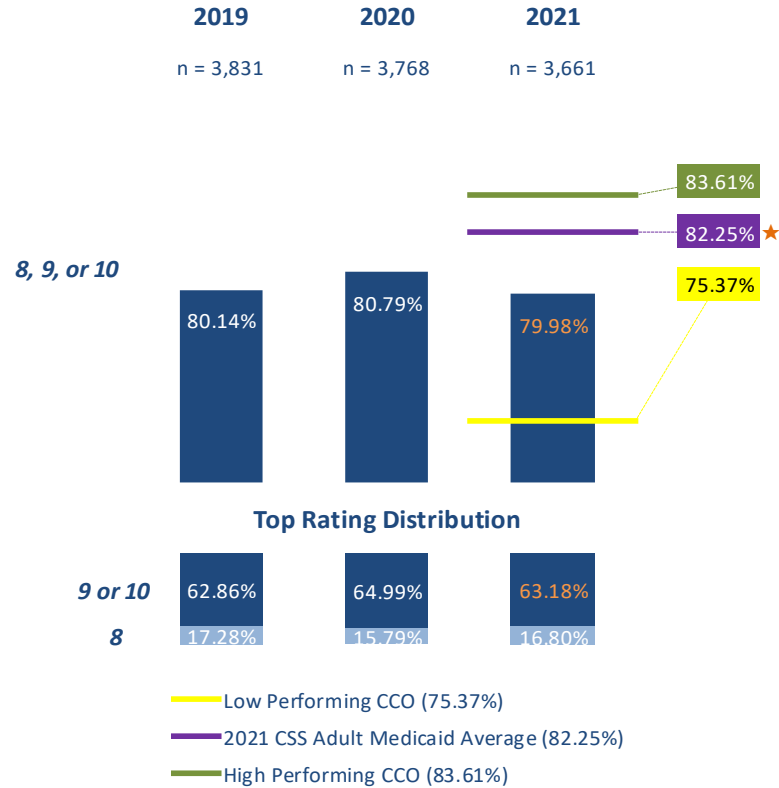
2019 | **2020** | **2021**

n = 3,831 | n = 3,768 | n = 3,661

8, 9, or 10

83.61%

82.25% ★

75.37%

80.14% | 80.79% | 79.98%

Top Rating Distribution

9 or 10 62.86% | 64.99% | 63.18%

8 17.28% | 15.79% | 16.80%

— Low Performing CCO (75.37%)
— 2021 CSS Adult Medicaid Average (82.25%)
— High Performing CCO (83.61%)

39930

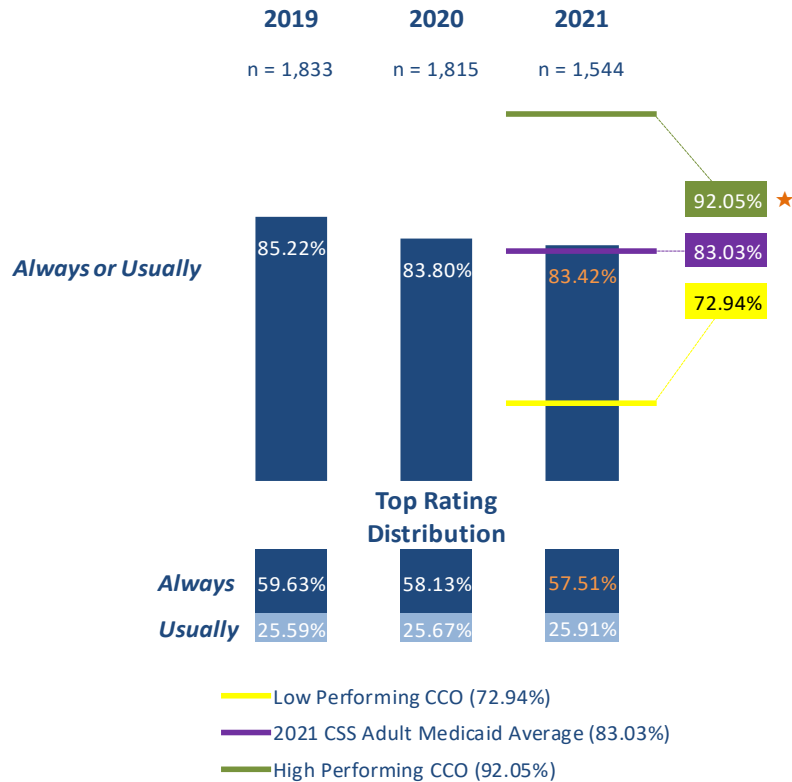Tests of statistical significance were conducted for the following reportable rates: *(8 + 9 + 10)* and *(9 + 10)*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.
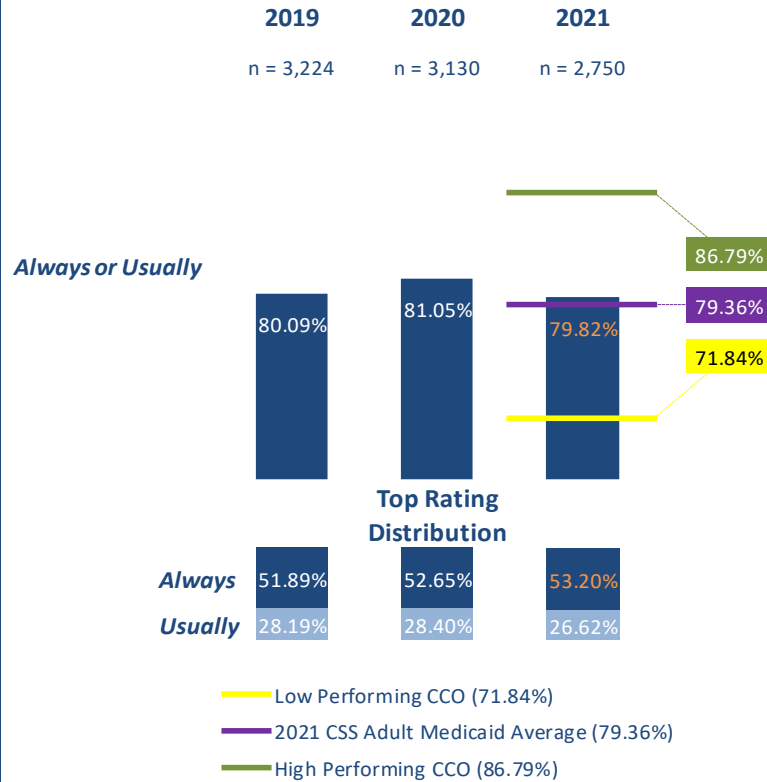
Rating of Specialist Seen Most Often
Percent Responding 8, 9, or 10
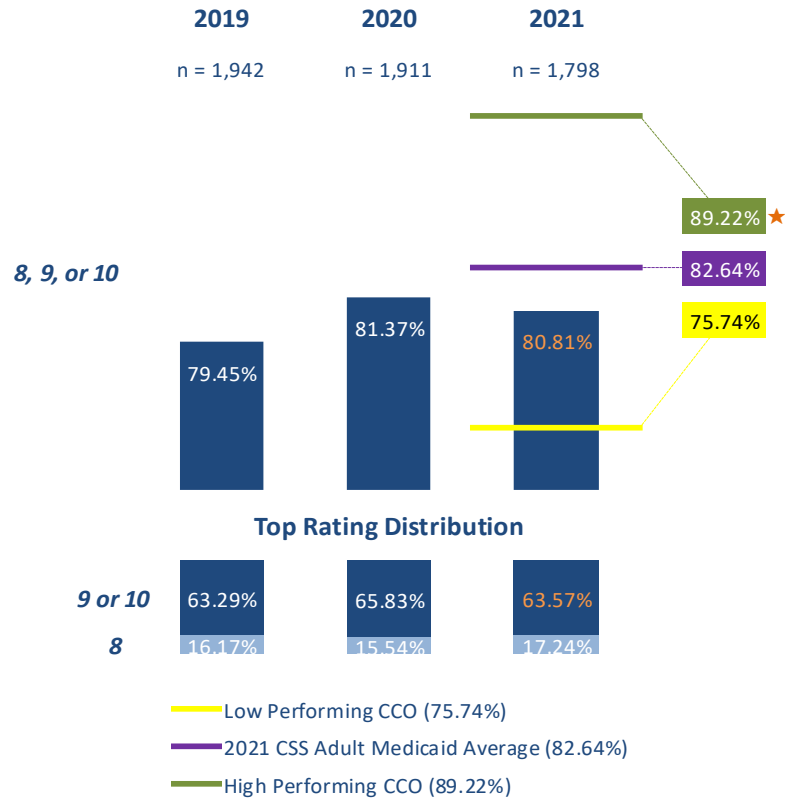
	2019	2020	2021
	n = 1,942	n = 1,911	n = 1,798

High Performing CCO — 89.22% ★

2021 CSS Adult Medicaid Average — 82.64%

Low Performing CCO — 75.74%

8, 9, or 10

- 2019: 79.45%
- 2020: 81.37%
- 2021: 80.81%

Top Rating Distribution

9 or 10
- 2019: 63.29%
- 2020: 65.83%
- 2021: 63.57%

8
- 2019: 16.17%
- 2020: 15.54%
- 2021: 17.24%

— Low Performing CCO (75.74%)
— 2021 CSS Adult Medicaid Average (82.64%)
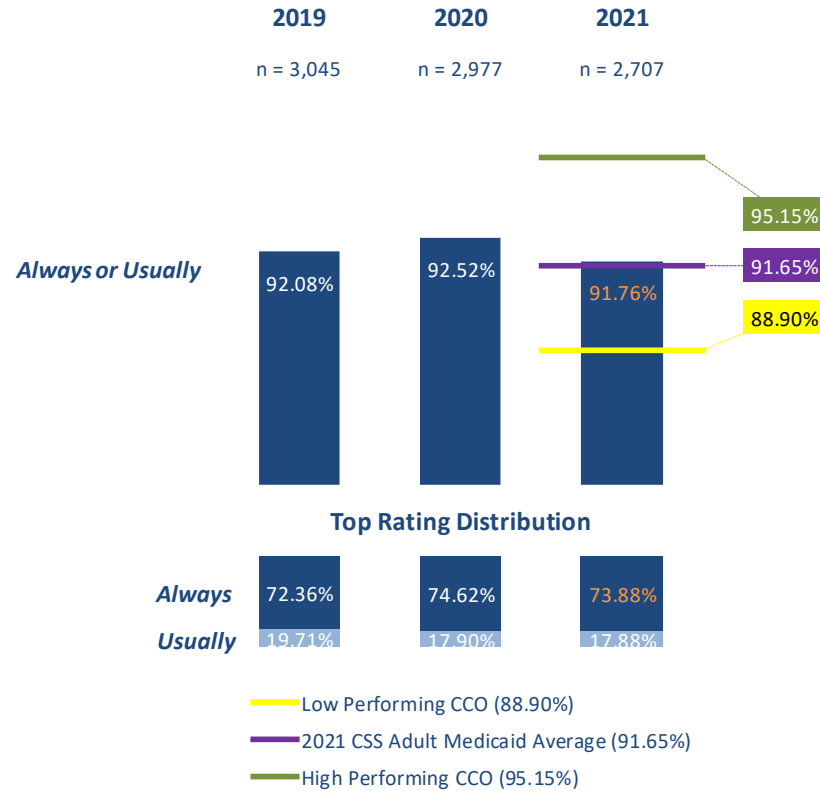— High Performing CCO (89.22%)

39930

Tests of statistical significance were conducted for the following reportable rates: *(8 + 9 + 10)* and *(9 + 10)*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

Rating of All Health Care
Percent Responding 8, 9, or 10
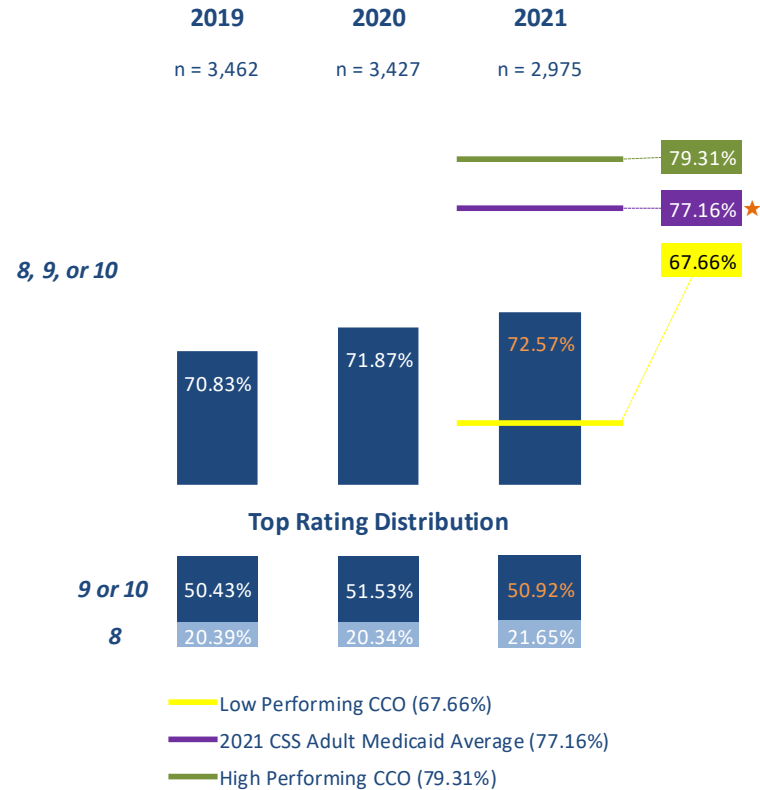
2019
n = 3,462

2020
n = 3,427

2021
n = 2,975

79.31%

77.16% ★

8, 9, or 10

67.66%

72.57%

71.87%

70.83%

Top Rating Distribution

9 or 10   50.43%   51.53%   50.92%

8   20.39%   20.34%   21.65%

— Low Performing CCO (67.66%)
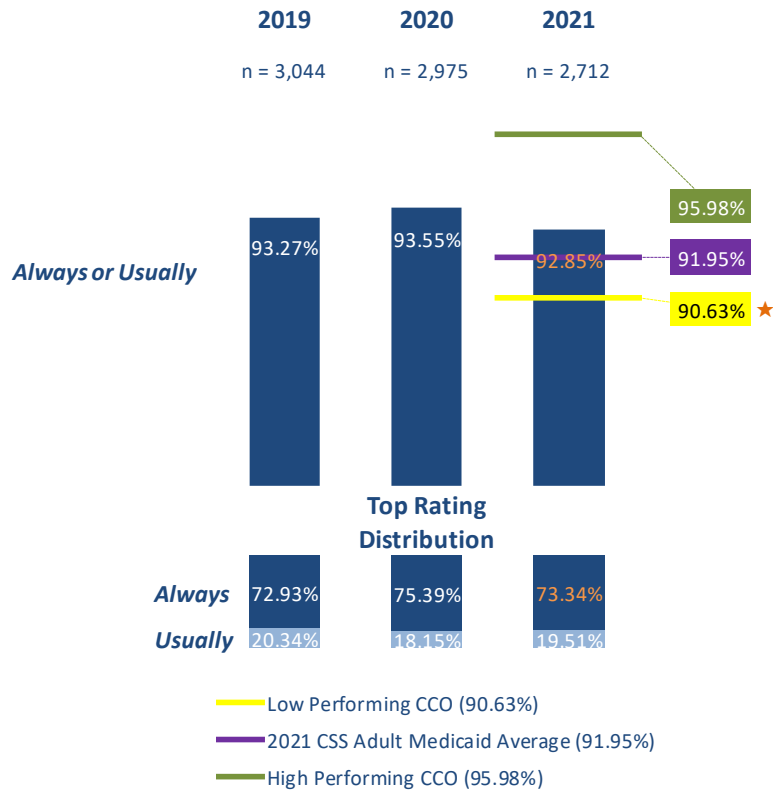— 2021 CSS Adult Medicaid Average (77.16%)
— High Performing CCO (79.31%)

39930

Tests of statistical significance were conducted for the following reportable rates: *(8 + 9 + 10)* and *(9 + 10)*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

Rating of Health Plan

Percent Responding 8, 9, or 10

	2019	2020	2021
	n = 4,137	n = 4,252	n = 4,165

80.69% ★

75.76% ★

61.50% ★

8, 9, or 10

70.39% 71.28% 71.88%

Top Rating Distribution

9 or 10   51.29%   53.03%   53.13%

8   19.10%   18.25%   18.75%

— Low Performing CCO (61.50%)

— 2021 CSS Adult Medicaid Average (75.76%)
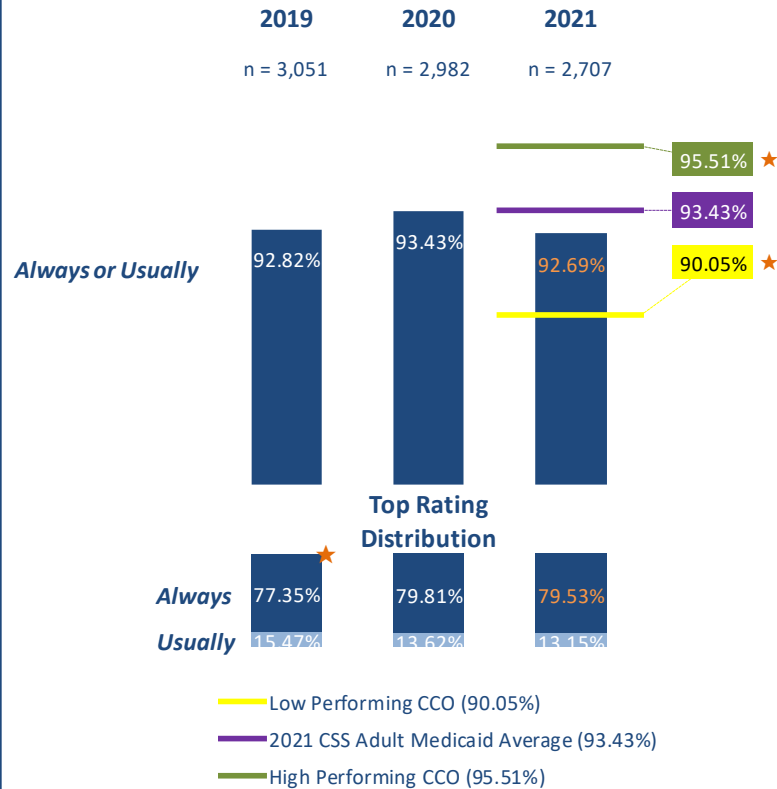
— High Performing CCO (80.69%)

39930

Tests of statistical significance were conducted for the following reportable rates: *(8 + 9 + 10)* and *(9 + 10)*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

Getting Needed Care (Composite)

Percent Responding Always or Usually

2019 n = 2,763   **2020** n = 2,713   **2021** n = 2,451

Always or Usually

	2019	2020	2021
Always or Usually	81.41%	81.90%	81.46%

87.06%
83.47% ★
74.61% ★

Top Rating Distribution

	2019	2020	2021
Always	50.36%	51.17%	49.72%
Usually	31.05%	30.73%	31.74%

— Low Performing CCO (74.61%)
— 2021 CSS Adult Medicaid Average (83.47%)
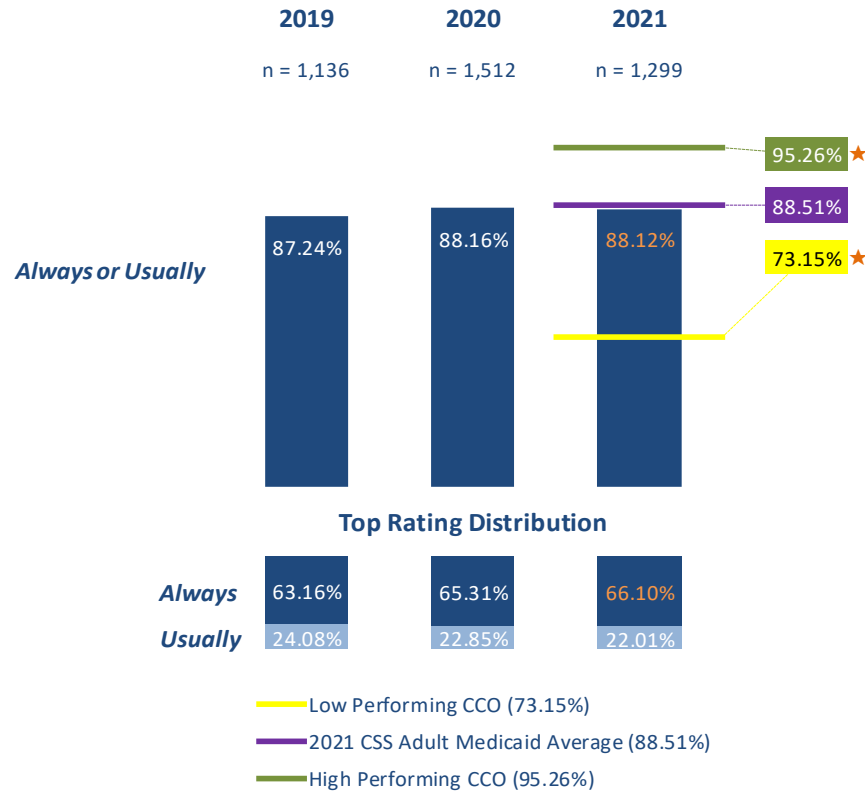— High Performing CCO (87.06%)

39930

Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

Getting Needed Care (Contributing Items)

Percent Responding Always or Usually

Q9. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

2019	2020	2021
n = 3,469	n = 3,403	n = 2,993

90.91%
85.31%
84.03%
79.77% ★

Always or Usually

85.15%   85.66%

Top Rating Distribution

	2019	2020	2021
Always	52.38%	53.34%	51.19%
Usually	32.78%	32.32%	32.84%

— Low Performing CCO (79.77%)
— 2021 CSS Adult Medicaid Average (85.31%)
— High Performing CCO (90.91%)

Q20. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?

2019	2020	2021
n = 2,056	n = 2,022	n = 1,909

88.33% ★
81.64% ★
78.89%
69.44%

Always or Usually

77.68%   78.14%

Top Rating Distribution

	2019	2020	2021
Always	48.35%	49.01%	48.25%
Usually	29.33%	29.13%	30.64%

— Low Performing CCO (69.44%)
— 2021 CSS Adult Medicaid Average (81.64%)
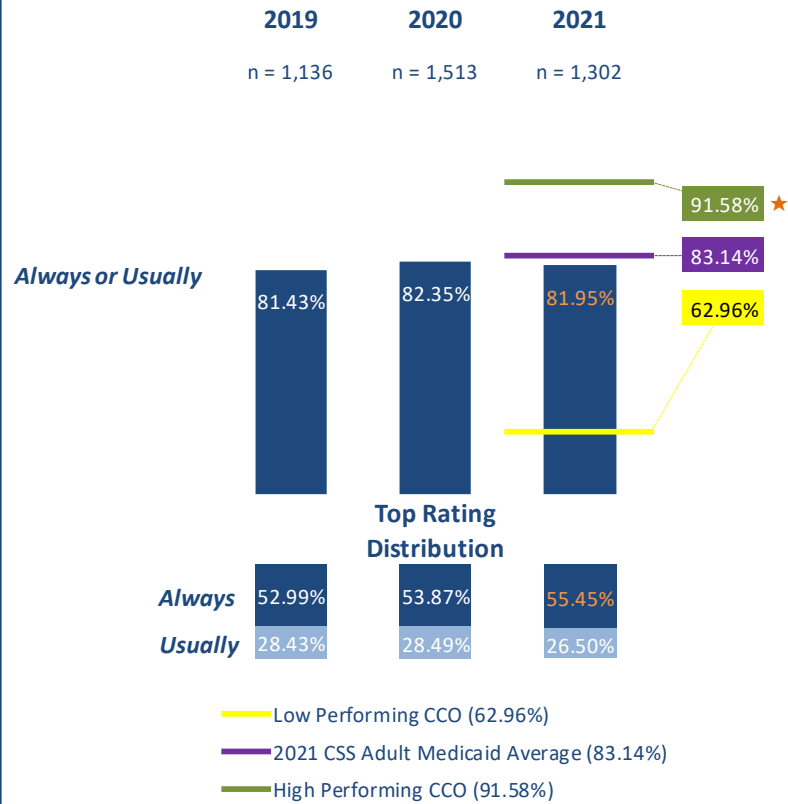— High Performing CCO (88.33%)

39930

Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.
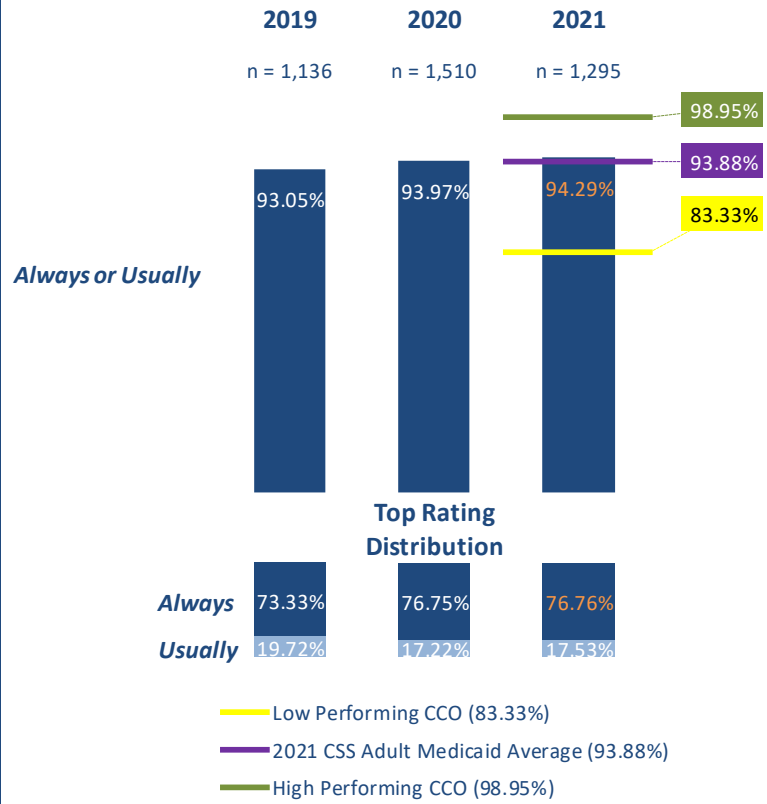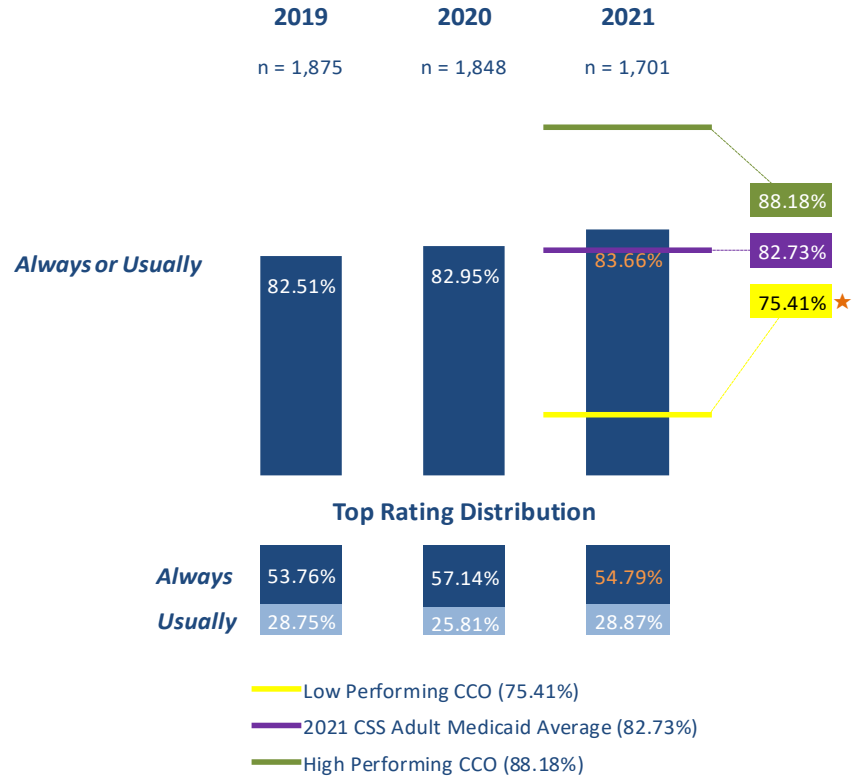
Getting Care Quickly (Composite)

Percent Responding Always or Usually
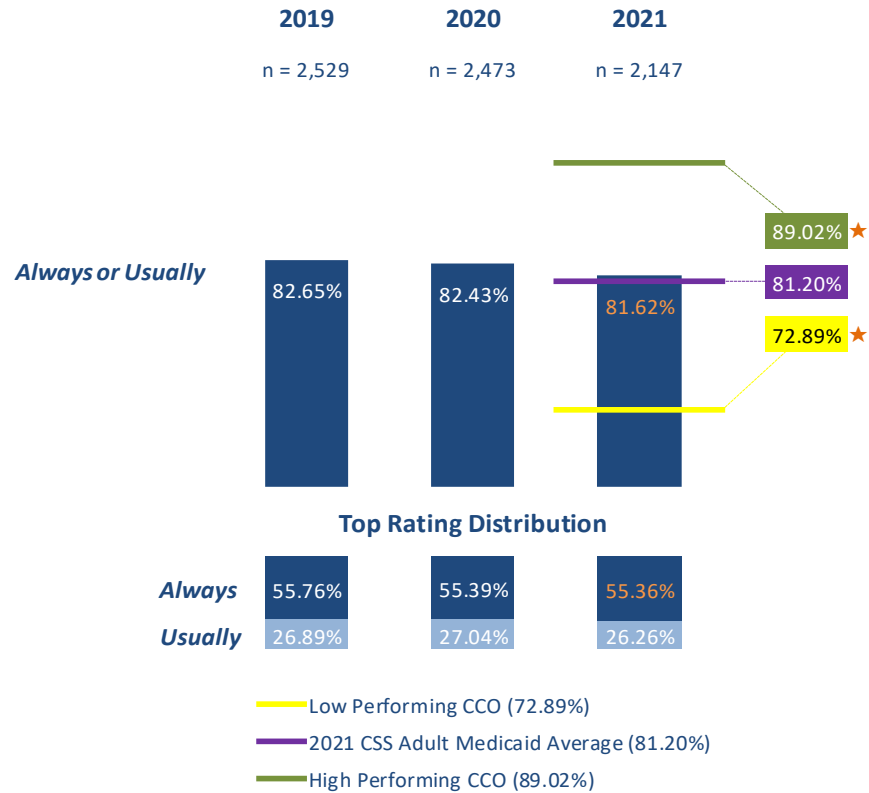
	2019	**2020**	**2021**
	n = 2,529	n = 2,473	n = 2,147

Always or Usually

89.02% ★

82.65% 82.43% 81.62% 81.20%

72.89% ★

Top Rating Distribution

	2019	2020	2021
Always	55.76%	55.39%	55.36%
Usually	26.89%	27.04%	26.26%

— Low Performing CCO (72.89%)
— 2021 CSS Adult Medicaid Average (81.20%)
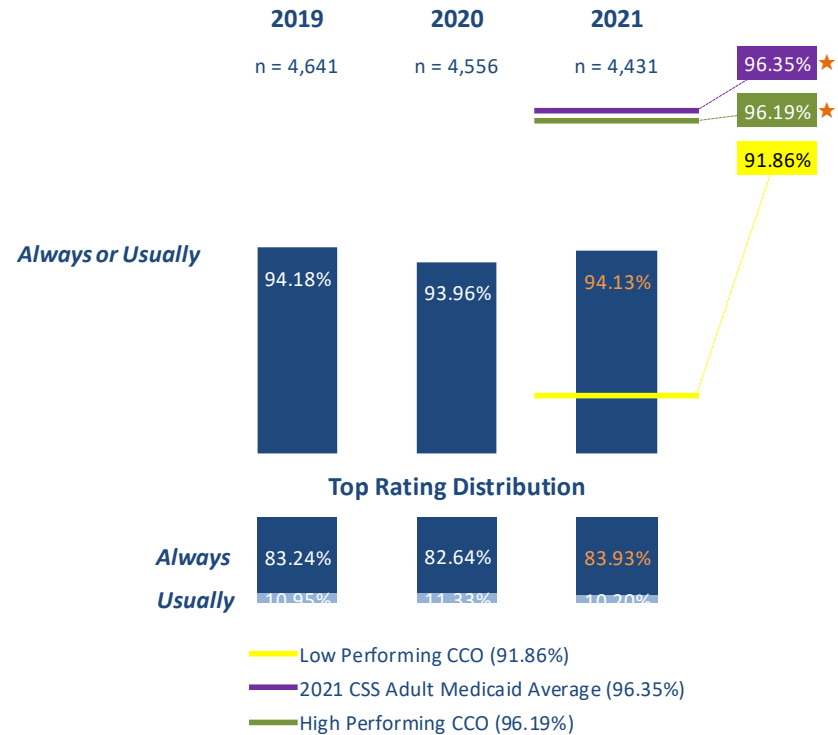— High Performing CCO (89.02%)

39930

Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

Getting Care Quickly (Contributing Items)

Percent Responding Always or Usually

Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

2019	2020	2021
n = 1,833	n = 1,815	n = 1,544

92.05% ★

Always or Usually

85.22% 83.80% 83.42%

83.03%

72.94%

Top Rating Distribution

Always 59.63% 58.13% 57.51%
Usually 25.59% 25.67% 25.91%

— Low Performing CCO (72.94%)
— 2021 CSS Adult Medicaid Average (83.03%)
— High Performing CCO (92.05%)

Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?

2019	2020	2021
n = 3,224	n = 3,130	n = 2,750

86.79%

Always or Usually

80.09% 81.05% 79.82%

79.36%

71.84%

Top Rating Distribution

Always 51.89% 52.65% 53.20%
Usually 28.19% 28.40% 26.62%

— Low Performing CCO (71.84%)
— 2021 CSS Adult Medicaid Average (79.36%)
— High Performing CCO (86.79%)

39930

Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

How Well Doctors Communicate (Composite)

Percent Responding Always or Usually

	2019	2020	2021
	n = 3,045	n = 2,977	n = 2,707

Always or Usually

- 2019: 92.08%
- 2020: 92.52%
- 2021: 91.76%

- 95.15%
- 91.65%
- 88.90%

Top Rating Distribution

Always
- 2019: 72.36%
- 2020: 74.62%
- 2021: 73.88%

Usually
- 2019: 19.71%
- 2020: 17.90%
- 2021: 17.88%

— Low Performing CCO (88.90%)
— 2021 CSS Adult Medicaid Average (91.65%)
— High Performing CCO (95.15%)

39930

Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

How Well Doctors Communicate (Contributing Items)

Percent Responding Always or Usually

Q12. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

2019	2020	2021
n = 3,044	n = 2,975	n = 2,712

Always or Usually

95.98%
92.85% → 91.95%
90.63% ★

93.27% 93.55%

Top Rating Distribution

	Always	Usually
2019	72.93%	20.34%
2020	75.39%	18.15%
2021	73.34%	19.51%

— Low Performing CCO (90.63%)
— 2021 CSS Adult Medicaid Average (91.95%)
— High Performing CCO (95.98%)

Q13. In the last 6 months, how often did your personal doctor listen carefully to you?

2019	2020	2021
n = 3,045	n = 2,976	n = 2,705

Always or Usually

96.55% ★
91.98% → 91.85%
88.06% ★

92.15% 92.51%

Top Rating Distribution

	Always	Usually
2019	72.18%	19.97%
2020	74.70%	17.81%
2021	74.09%	17.89%

— Low Performing CCO (88.06%)
— 2021 CSS Adult Medicaid Average (91.85%)
— High Performing CCO (96.55%)

39930

Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

How Well Doctors Communicate (Contributing Items)

Percent Responding Always or Usually

Q14. In the last 6 months, how often did your personal doctor show respect for what you had to say?

	2019	2020	2021
	n = 3,051	n = 2,982	n = 2,707

95.51% ★

93.43%

90.05% ★

Always or Usually

92.82%   93.43%   92.69%

Top Rating Distribution

Always 77.35%   79.81%   79.53%

Usually 15.47%   13.62%   13.15%

—— Low Performing CCO (90.05%)
—— 2021 CSS Adult Medicaid Average (93.43%)
—— High Performing CCO (95.51%)

Q15. In the last 6 months, how often did your personal doctor spend enough time with you?

	2019	2020	2021
	n = 3,041	n = 2,975	n = 2,705

94.44%

89.36%

86.50%

Always or Usually

90.07%   90.59%   89.54%

Top Rating Distribution

Always 66.98%   68.57%   68.58%

Usually 23.08%   22.02%   20.96%

—— Low Performing CCO (86.50%)
—— 2021 CSS Adult Medicaid Average (89.36%)
—— High Performing CCO (94.44%)

39930

Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

Customer Service (Composite)

Percent Responding Always or Usually

2019

n = 1,136

2020

n = 1,512

2021

n = 1,299

95.26% ★

88.51%

73.15% ★

Always or Usually

87.24%

88.16%

88.12%

Top Rating Distribution

Always

63.16%

65.31%

66.10%

Usually

24.08%

22.85%

22.01%

— Low Performing CCO (73.15%)

— 2021 CSS Adult Medicaid Average (88.51%)

— High Performing CCO (95.26%)

39930

Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

Customer Service (Contributing Items)

Percent Responding Always or Usually

Q24. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

2019	2020	2021
n = 1,136	n = 1,513	n = 1,302

High Performing CCO: 91.58% ★

2021 CSS Adult Medicaid Average: 83.14%

Low Performing CCO: 62.96%

Always or Usually

2019	2020	2021
81.43%	82.35%	81.95%

Top Rating Distribution

	2019	2020	2021
Always	52.99%	53.87%	55.45%
Usually	28.43%	28.49%	26.50%

— Low Performing CCO (62.96%)
— 2021 CSS Adult Medicaid Average (83.14%)
— High Performing CCO (91.58%)

Q25. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

2019	2020	2021
n = 1,136	n = 1,510	n = 1,295

High Performing CCO: 98.95%

2021 CSS Adult Medicaid Average: 93.88%

Low Performing CCO: 83.33%

Always or Usually

2019	2020	2021
93.05%	93.97%	94.29%

Top Rating Distribution

	2019	2020	2021
Always	73.33%	76.75%	76.76%
Usually	19.72%	17.22%	17.53%

— Low Performing CCO (83.33%)
— 2021 CSS Adult Medicaid Average (93.88%)
— High Performing CCO (98.95%)

39930

Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

Coordination of Care (Single Item)

Percent Responding Always or Usually

2019

n = 1,875

2020

n = 1,848

2021

n = 1,701

88.18%

82.73%

Always or Usually

82.51%

82.95%

83.66%

75.41% ★

Top Rating Distribution

Always

53.76%

57.14%

54.79%

Usually

28.75%

25.81%

28.87%

— Low Performing CCO (75.41%)

— 2021 CSS Adult Medicaid Average (82.73%)

— High Performing CCO (88.18%)

39930

Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

Forms from Plan Were Easy to Fill Out (Single Item)

Percent Responding Always or Usually

Q27. In the last 6 months, how often were the forms from your health plan easy to fill out? (Note: Respondents who did not have to fill out any forms from the health plan are counted as answering "Always".)

	2019	2020	2021
	n = 4,641	n = 4,556	n = 4,431

96.35% ★
96.19% ★
91.86%

Always or Usually

2019	2020	2021
94.18%	93.96%	94.13%

Top Rating Distribution

Always

2019	2020	2021
83.24%	82.64%	83.93%

Usually

2019	2020	2021
10.95%	11.33%	10.20%

— Low Performing CCO (91.86%)
— 2021 CSS Adult Medicaid Average (96.35%)
— High Performing CCO (96.19%)

39930

Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

EFFECTIVENESS OF CARE

The *Effectiveness of Care* domain applies to adult health plan members only and includes the following measures: *Flu Vaccinations for Adults Ages 18–64 (FVA)* and *Medical Assistance with Smoking and Tobacco Use Cessation (MSC)*. The *MSC* measure is based on two years of data collection and is calculated using the NCQA rolling average methodology. The *FVA* measure is a single-year rate. A brief description of each measure, as it appears in *HEDIS 2021, Volume 3: Specifications for Survey Measures, Section 2: Effectiveness of Care*, is reproduced below. Please refer to *Volume 3* for additional information on the measures, including rolling average calculation methodology and NCQA reporting rules.

EFFECTIVENESS OF CARE MEASURES

FLU VACCINATIONS FOR ADULTS AGES 18–64 (FVA)

Flu Vaccinations for Adults represents the percentage of members 18–64 years of age who received a flu vaccination between July 1 of the measurement year and the date when the survey was completed.

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.

EFFECTIVENESS OF CARE RESULTS

Exhibit 4 provides a summary of State OHP results on HEDIS *Effectiveness of Care* measures. Comparisons to prior-year rates (if available) as well as to the 2021 CSS Adult Medicaid Average rates with statistical significance tests are included.

Effectiveness of Care Measures*	2021 Rate	Difference** between 2021 Rate and...	
		2020 Rate	2021 CSS Adult Medicaid Average
Flu Vaccinations for Adults (FVA)			
Flu Vaccinations for Adults	37.37%	-1.82%	-1.73%
Medical Assistance with Smoking and Tobacco Use Cessation (MSC)			
Advising Smokers and Tobacco Users to Quit	65.86%	-6.43% ▼	-5.96% ▼
Discussing Cessation Medications	49.26%	-5.53% ▼	-1.05%
Discussing Cessation Strategies	43.27%	-4.62% ▼	-0.69%

39930

* *Effectiveness of Care* results were calculated by CSS following NCQA specifications with the exception that rates for the MSC measure were calculated using a single year rate methodology.

** Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the denominator threshold (n=30). All differences in rates are calculated prior to rounding and are rounded for display purposes only. All statistical tests are conducted at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the comparison rate are marked as ▲ when your rate is higher or ▼ when it is lower.

MEMBER PROFILE AND ANALYSIS OF RATINGS BY MEMBER SEGMENT

This section of the report presents a detailed profile of the State OHP membership. In addition to member demographics and health status, responses to survey items that assess utilization of healthcare services are included.

A CCO's membership mix is shaped by multiple factors, most of which are beyond the scope of this 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 healthcare needs, utilization patterns, expectations, experiences, as well as attitudes and perceptions, their assessments of the *same* health plan will likely differ.

Certain member characteristics (e.g., health status) appear to be directly related to differences in healthcare 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 healthcare 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 (e.g., Hispanic or Latino respondents) tend to rate their health care providers and plans more positively. By contrast, more educated members rate 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 to gain insight into possible sources of this variation.

The charts on the following pages compare the State OHP membership profile to the relevant national benchmark distribution on demographic characteristics and utilization patterns. The pie chart in the upper half of each panel contrasts the distribution of the State OHP membership on a given member attribute (e.g., gender, education level, number of doctor visits, etc.) with the 2021 national distribution on the same attribute. The bar chart in the lower half of each panel shows how the overall rating of the plan varies by member segment.

HEALTH STATUS AND DEMOGRAPHICS

The following characteristics are profiled in this section:

- Respondent's self-reported health status

- Respondent's self-reported mental or emotional health status

- Respondent's age

- Respondent's current gender identity

- Respondent's education level

- Respondent's primary racial or ethnic identity

Q31. In general, how would you rate your overall health?

Your Organization

- Excellent: 8%
- Very good: 23%
- Good: 36%
- Fair: 24%
- Poor: 9%

National Distribution*

- Excellent: 11%
- Very good: 24%
- Good: 34%
- Fair: 24%
- Poor: 7%

Legend: ■ Excellent ■ Very good ■ Good ■ Fair ■ Poor

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q31**

Response	Percent
Excellent	78%
Very good	76%
Good	73%
Fair	69%
Poor	65%

Q32. In general, how would you rate your overall mental or emotional health?

Your Organization

- Excellent: 14%
- Very good: 25%
- Good: 31%
- Fair: 24%
- Poor: 7%

National Distribution*

- Excellent: 19%
- Very good: 23%
- Good: 29%
- Fair: 22%
- Poor: 7%

Legend: ■ Excellent ■ Very good ■ Good ■ Fair ■ Poor

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q32**

Response	Percent
Excellent	81%
Very good	77%
Good	72%
Fair	67%
Poor	59%

Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

* Represents the combined distribution of responses to this question for all plans included in the 2021 CSS Adult Medicaid Average.

** Includes members who answered the question and provided a valid response to Q28 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q28 or if no one rated the plan as 8, 9, or 10.

39930

Q38. What is your age?

Your Organization
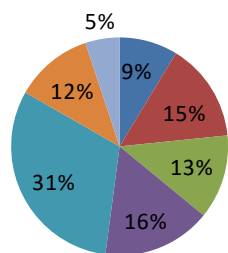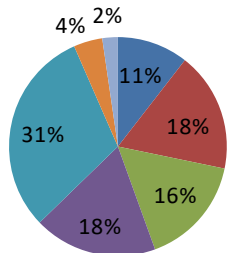
- 18 to 24: 9%
- 25 to 34: 15%
- 35 to 44: 13%
- 45 to 54: 16%
- 55 to 64: 31%
- 65 to 74: 12%
- 75 or older: 5%

National Distribution*

- 18 to 24: 11%
- 25 to 34: 18%
- 35 to 44: 16%
- 45 to 54: 18%
- 55 to 64: 31%
- 65 to 74: 4%
- 75 or older: 2%

Legend:
- ■ 18 to 24
- ■ 25 to 34
- ■ 35 to 44
- ■ 45 to 54
- ■ 55 to 64
- ■ 65 to 74
- ■ 75 or older

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q38**

Age	Percent
18 to 24	69%
25 to 34	65%
35 to 44	66%
45 to 54	72%
55 to 64	77%
65 to 74	77%
75 or older	80%
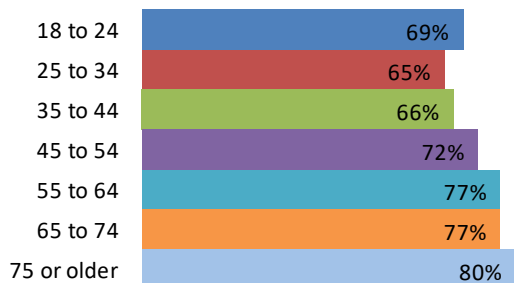
Q40. What is your current gender identity?

Your Organization

- Male: 41%
- Female: 57%
- Transgender: <1%
- Non-binary, genderqueer, or other: 1%

National Distribution*

No Data

Legend:
- ■ Male
- ■ Female
- ■ Transgender
- ■ Non-binary, genderqueer, or other

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q40**

Gender	Percent
Male	72%
Female	73%
Transgender	69%
Non-binary, genderqueer, or other	53%

Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

39930

* Represents the combined distribution of responses to this question for all plans included in the 2021 CSS Adult Medicaid Average.

** Includes members who answered the question and provided a valid response to Q28 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q28 or if no one rated the plan as 8, 9, or 10.

Q41. What is the highest grade or level of school that you have completed?
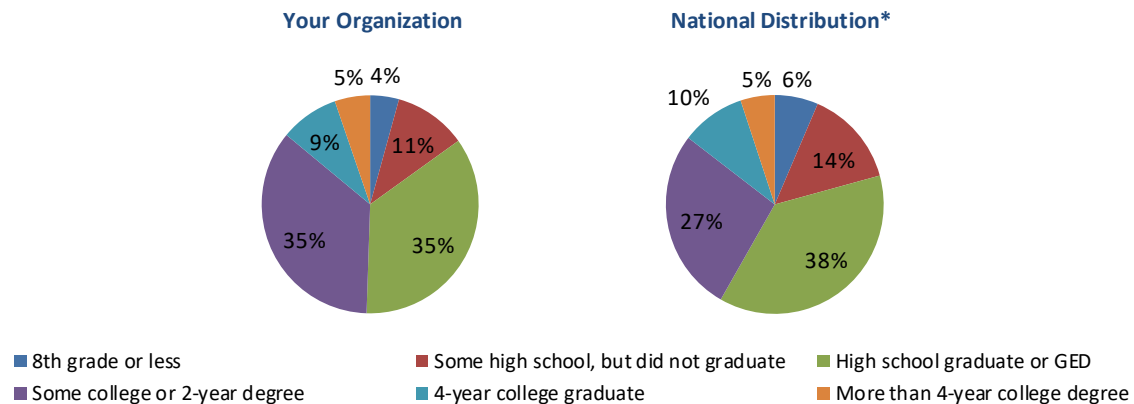
Your Organization

5% 4%
11%
35%
35%
9%

National Distribution*

5% 6%
10%
14%
38%
27%

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

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q41**

Response	Percent
8th grade or less	80%
Some high school, but did not graduate	70%
High school graduate or GED	76%
Some college or 2-year degree	70%
4-year college graduate	68%
More than 4-year college degree	68%

Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

39930

* Represents the combined distribution of responses to this question for all plans included in the 2021 CSS Adult Medicaid Average.

** Includes members who answered the question and provided a valid response to Q28 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q28 or if no one rated the plan as 8, 9, or 10.

Q56. If you selected more than one racial or ethnic identity above, please CIRCLE the ONE that best represents your racial or ethnic identity. If you have more than one primary racial or ethnic identity, please check here.

Your Organization

6%
5%
3%
3%
7%
8%
<1%
<1%
66%

National Distribution*

No Data

- ■ American Indian or Alaska Native
- ■ Asian
- ■ Black or African American
- ■ Hispanic or Latino/a
- ■ Middle Eastern/Northern African
- ■ Native Hawaiian or Pacific Islander
- ■ White
- ■ Other
- ■ Multiracial

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q56**

American Indian or Alaska Native	64%
Asian	76%
Black or African American	70%
Hispanic or Latino/a	81%
Middle Eastern/Northern African	58%
Native Hawaiian or Pacific Islander	73%
White	72%
Other	68%
Multiracial	67%

Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

39930

* Represents the combined distribution of responses to this question for all plans included in the 2021 CSS Adult Medicaid Average.

** Includes members who answered the question and provided a valid response to Q28 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q28 or if no one rated the plan as 8, 9, or 10.

USE OF SERVICES

The following utilization measures are included in this section:

- Seeking urgent care

- Making appointments for routine care

- Having a personal doctor

- Receiving care from a provider other than personal doctor

- Making an appointment to see a specialist

- Having a regular dentist

- Number of visits to a doctor's office or clinic

- Number of specialists seen

Q3. In the last 6 months, did you have an illness, injury, or condition that needed care right away? (% Yes)

Your Organization	National Distribution*
35%	33%

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q3 (Yes/No)**

Yes	73%
No	71%

Q5. In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care? (% Yes)

Your Organization	National Distribution*
61%	62%

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q5 (Yes/No)**

Yes	75%
No	67%

Q10. 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? (% Yes)

Your Organization	National Distribution*
83%	80%

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q10 (Yes/No)**

Yes	75%
No	58%

Q16. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor? (% Yes)

Your Organization	National Distribution*
64%	60%

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q16 (Yes/No)**

Yes	75%
No	77%

Q19. In the last 6 months, did you make any appointments with a specialist? (% Yes)

Your Organization	National Distribution*
42%	43%

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q19 (Yes/No)**

Yes	75%
No	69%

Q28i. A regular dentist is one you would go to for check-ups and cleanings or when you have a cavity or tooth pain. Do you have a regular dentist? (% Yes)

Your Organization	National Distribution*
54%	No Data

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q28i (Yes/No)**

Yes	74%
No	70%

Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

39930

* Represents the combined distribution of responses to this question for all plans included in the 2021 CSS Adult Medicaid Average.

** Includes members who answered the question and provided a valid response to Q28 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q28 or if no one rated the plan as 8, 9, or 10.

Q7. 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

Q21. How many specialists have you talked to in the last 6 months?
(Note: the question applies only to those respondents who had appointments with specialists.)

Your Organization

National Distribution*

Your Organization

National Distribution*

Q7 legend: ■ None ■ 1 time ■ 2 ■ 3 ■ 4 ■ 5 to 9 ■ 10 or more times

Your Organization (Q7): None 33%, 1 time 16%, 2 15%, 3 12%, 4 6%, 5 to 9 10%, 10 or more 7%

National Distribution (Q7): None 35%, 1 time 16%, 2 15%, 3 11%, 4 7%, 5 to 9 11%, 10 or more 5%

Q21 legend: ■ None ■ 1 specialist ■ 2 ■ 3 ■ 4 ■ 5 or more specialists

Your Organization (Q21): None 3%, 1 specialist 51%, 2 25%, 3 13%, 4 4%, 5 or more 4%

National Distribution (Q21): None 3%, 1 specialist 46%, 2 29%, 3 13%, 4 4%, 5 or more 5%

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q7**

Response	Percent
None	67%
1 time	75%
2	75%
3	75%
4	74%
5 to 9	75%
10 or more times	71%

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q21**

Response	Percent
None	76%
1 specialist	76%
2	75%
3	71%
4	68%
5 or more specialists	74%

Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

* Represents the combined distribution of responses to this question for all plans included in the 2021 CSS Adult Medicaid Average.

** Includes members who answered the question and provided a valid response to Q28 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q28 or if no one rated the plan as 8, 9, or 10.

39930

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 the State OHP 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 VIEW

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. That is, if all members are equally dissatisfied with access to care, this measure will show a misleadingly low correlation with the overall rating of the plan. As a result, the plan may underestimate the key role of access to care as a driver of member satisfaction 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 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 satisfaction score. Additional components of the overall score include utilization rates and demographic characteristics of the plan's membership, addressed in more detail in the *Member 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 key drivers of member satisfaction, the analysis must consider all measurable influences on the overall rating of the plan.

IMPACT OF COVID-19 ON KEY DRIVER MODEL DEVELOPMENT AND RESULTS

Historically, CSS has relied on publicly available CAHPS survey data for insight into sources of variation in consumer ratings of health plans. Because NCQA did not release CAHPS results on individual health plans last year, CSS used its own Book-of-Business data collected during the past two survey cycles (2020 and 2021) as a substitute for the industry-wide dataset. Since the onset of the COVID-19 pandemic, countless factors have contributed to the evolution of the U.S. healthcare system, drastically influencing member experience and reshaping the performance measurement environment. The past two years have seen wide regional variation in infection rates, stay-at-home orders, mask mandates, and vaccine availably; systemic shifts in consumer and provider behavior; and changes in member interactions and experiences with the healthcare system. Variation in survey vendor practices in response to the pandemic as well as health plan decisions regarding survey protocols have further complicated the task of performance measurement. Importantly, the CAHPS survey instrument itself has been modified between 2020 and 2021 to account for the increased adoption of telemedicine tools during the pandemic. Since we do not have a way of quantifying these factors at the member or health plan level, our analysis of the key drivers of member experience is inherently limited.

The 2021 CSS *Key Driver Model* was developed using our 2020–2021 Book-of-Business plan-level dataset of Medicaid CAHPS survey results. The dataset comprised all Medicaid plans surveyed by CSS in 2020 and 2021, for a total of 277 observations. CSS performed regression analysis of health plan ratings to identify sources of variation in overall scores across the industry spectrum, using individual health plans as units of analysis. Regression analysis expresses mathematically 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 presence of other survey items that measure more specific aspects of member experience. If included, *Rating of all Health Care* would account for a large portion of the variance and confound coefficient estimates for the remaining variables in the model.

INDUSTRY KEY DRIVER MODEL

The table below lists four 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* score. These variables have statistically significant coefficients in the regression model (p-value < 0.05). Performance on these variables, together with the control variables, explains 72 percent of the industry variation in Medicaid health plan ratings. Note that this ordering reflects *only* the strength of the overall relationship between each key driver and the health plan score at the industry level. It does not consider how State OHP is currently performing on these measures. Improvement targets identified specifically for State OHP, which consider both the strength of the key driver and the current level of performance in the area, are presented graphically in the next section.

Medicaid member ratings of the plan are strongly related to members' ability to get the care they need when they need it (Q9). Being able to obtain needed information from customer service (Q24) and access to highly rated providers (Q18 and Q22) are all significant drivers of member experience.

Key Driver	Interpretation
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
Q9. Ease of getting needed care, tests, or treatment (percent *Usually or Always*)	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
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
Q24. Health plan customer service provided needed information or help (percent *Usually or Always*)	The higher the proportion of members who were able to get the information or help they needed from customer service, the higher the overall plan score

OPPORTUNITIES FOR PLAN QUALITY IMPROVEMENT

Specific improvement opportunities for State OHP are presented in Exhibit 5. The ordering reflects both the strength of each key driver in the broad industry context and how State OHP is currently performing on the measure.

The middle panel of the chart compares how State OHP is performing compared to the *best practice* score on each key driver. CSS defined the best practice score as the highest score among all the Adult CCOs contributing to the 2021 State OHP. Room for improvement, represented by the green arrows on the chart, is the difference between the current level of State OHP performance and the best practice score.

The bar chart on the right displays the expected improvement in the overall *Rating of Health Plan* score State OHP 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* score.

EXHIBIT 5. 2021 STATE OHP ADULT MEDICAID OHA CAHPS SURVEY : KEY AREAS AND PRIORITIES FOR IMPROVEMENT

Current Key Driver Performance		Room for Improvement on Key Driver		Overall Improvement Opportunity
2021 Rate		Percentage Point Difference Between Current Key Driver Score and the **Best Practice Score***⌐		Expected Percentage Point **Improvement** in **Rating of Health Plan** score (percent *9* or *10*) if Key Driver Performs at Best Practice Level
Q18. Rating of Personal Doctor (percent *9* or *10*)	**63.18%**	+6.02% ⟶	**69.20%**	+2.50%
Q9. Ease of getting needed care, tests, or treatment (percent *Usually* or *Always*)	**84.03%**	+6.88% ⟶	**90.91%**	+1.72%
Q22. Rating of Specialist Seen Most Often (percent *9* or *10*)	**63.57%**	+11.01% ⟶	**74.58%**	+1.45%
Q24. Customer service provided information or help (percent *Usually* or *Always*)	**81.95%**	+9.63% ⟶	**91.58%**	+1.14%

*Best score on the key driver measure among all plans included in the 2021 State OHP.

39930

HEALTH PLAN QUALITY IMPROVEMENT RESOURCES FOR KEY DRIVERS

CSS's Industry *Key Driver Analysis* lists improvement opportunities and priorities for the State OHP. The following is a list of possible interventions and resources related to each of the key drivers. This section is included as a guide to assist plan managers in their quality improvement efforts. Some of these resources may be more applicable to your organization than others, especially because many of the cited interventions are intended to be implemented at the practice or provider level. For a useful introduction to quality improvement (QI), refer to the Agency for Health Care Research and Quality's (AHRQ) reference guide that includes descriptions of QI strategies in health delivery systems (www.ahrq.gov/sites/default/files/wysiwyg/cahps/quality-improvement/improvement-guide/4-approach-qi-process/cahps-section-4-ways-to-approach-qi-process.pdf).

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* – The Agency for Healthcare Research and Quality (AHRQ) recommends a method of scheduling that leaves 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 www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/access/strategy6a-openaccess.html.

- *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's 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 www.ahrq.gov/research/findings/final-reports/ptflow/index.html for AHRQ's guide to plan and implement patient flow improvement strategies.

- *Patient-Centered Medical Homes (PCMH)* – This model increases patient access to physicians, reducing barriers to receiving care (www.ncbi.nlm.nih.gov/pmc/articles/PMC2869425/). There are many valuable sources of information on the medical home model of care and health equity. To start, see this Institute of Medicine report: nam.edu/wp-content/uploads/2015/06/PatientCenteredMedicalHome.pdf. Family Medicine for America's Health is a collaboration of family medicine organizations dedicated to improving health care by expanding and emphasizing primary care, particularly through the use of patient-centered medical homes. For AHRQ's resources detailing transitioning a practice to a patient-centered medical home model, see www.pcmh.ahrq.gov/.

- *Alternative Access Centers* – This brief (www.rwjf.org/content/dam/farm/reports/issue_briefs/2015/rwjf419415) from the Robert Wood Johnson Foundation highlights the growing capacity of retail clinics and telemedicine to meet patient medical needs, particularly in rural and underserved communities and for patients with acute but non-serious conditions who need care quickly. Providing patients with alternative venues to access health care, rather than the traditional doctor's office or hospital, lowers barriers to care (www.ncbi.nlm.nih.gov/pmc/articles/PMC4795318/).

- *Telehealth Solutions to Pandemic-Related Issues* – The COVID-19 Pandemic has accelerated the usage and acceptance of telehealth by providers and patients alike. This article (www.thelancet.com/journals/langlo/article/PIIS2214-109X(20)30362-4/fulltext) details opportunities to expand telehealth beyond the pandemic. Telehealth can also be implemented to solve deferral of care issues brought about by the pandemic (publichealth.jmir.org/2020/3/e21607?utm_source=TrendMD&utm_medium=cpc&utm_campaign=JMIR_TrendMD_1).

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 patients' increased rating of doctors.

- *Improve Physician Communication* – Much of patient dissatisfaction stems from a failure of effective physician communication (www.ncbi.nlm.nih.gov/pmc/articles/PMC3096184/). Seminars and workshops for physicians serve as a resource for physicians to learn and practice patient-centered communication techniques. For example, The California Quality Collaborative has identified nine effective strategies for improving patient experience with health care providers in their *Improving the Patient Experience Change Package* (see www.calquality.org/storage/Improving_Pt_Experience_Spread_Change_Pkg_UpdatedMay2011.pdf). For general recommendations related to physician communication, see www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for- improving/communication/strategy6gtraining.html.

- *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 www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6i-shared-decisionmaking.html and www.ahrq.gov/cahps/quality-improvement/improvement-guide/6- strategies-for-improving/communication/strategy6htools.html. For a sample communication document that providers can distribute to patients before or during visits, see www.rwjf.org/content/dam/farm/toolkits/toolkits/2013/rwjf404048.

- *Build Physician-Patient Relationships* – An article published in the British Journal of General Practice found that patients seeing their preferred doctor rated their satisfaction with visits significantly higher than patients who did not have a doctor preference or those who would have preferred to see a different doctor. A study of English National Health Service data found that confidence and trust in a doctor is an important predictor of overall patient satisfaction (www.ncbi.nlm.nih.gov/pubmed/18416910/), while a Harvard study found that a positive physician-patient relationship correlates with better healthcare outcomes (www.ncbi.nlm.nih.gov/pmc/articles/PMC3981763/).

- *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 the coordination of care and case management can increase patient satisfaction with their specialist. For examples of interventions that improve care coordination efficiency and quality, see www.ahrq.gov/innovations/index.html.

IMPROVING CUSTOMER SERVICE AND HEALTH PLAN-RELATED INFORMATION

It is important that health plan information be provided to members and that the information addresses member concerns. As representatives of the plan, customer service staff must ensure that members have confidence and trust in their ability to address their 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 your organization. After developing these standards, monitor performance and promote accountability among staff. For more information, see www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/customer-service/strategy6q-custservice-standards.html.

- *Iterative Improvement for Member Services* – This RAND paper details a case study in which a health plan used additional surveys to supplement CAHPS results and thoroughly assess member dissatisfaction with customer service. Throughout the process, plan leadership continually examined and adjusted improvement goals. The intervention resulted in a reduction of wait time for customer service calls and increased member satisfaction with customer service, as measured on the CAHPS survey. See www.rand.org/pubs/working_papers/WR517.html.

- *Implement Service Recovery Procedures* – When customers have a complaint, service recovery programs support customer service personnel in identifying and remedying 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 www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/customer-service/strategy6p-service-recovery.html.

- *Make Plan Information Accessible to All Members* – A Health Research and Educational Trust study found that demographic characteristics, including education, age, gender, and income, significantly impacted use of an Internet-based decision tool. The tool provided cost information as well as a health and wellness assessment. The study suggests that effort beyond Internet-based tools is necessary to reach certain demographics. For further information, see www.ncbi.nlm.nih.gov/pmc/articles/PMC3447236/.

- *Increase Access to Trusted Health 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. A recent meta-analysis confirmed that improved access to trusted health information leads to improved outcomes (www.ncbi.nlm.nih.gov/pmc/articles/PMC5818676/). The ONC Patient Engagement (PE) Playbook was created by the Office of the National Coordinator for Health Information Technology (ONC) to help healthcare professionals use health information technology (health IT) to provide better care to patients. The PE Playbook focuses specifically on electronic health record (EHR) patient portals, which allow both patients and healthcare teams, concurrent with patients' privacy preferences, to easily access patient health information — which may lead to increased benefits for healthcare, such as improved health outcomes and lower costs (www.healthit.gov/playbook/pe/).

- *Evaluate the Organization's Health Literacy Programs* – The CDC has developed guidance on evaluating an organization's health literacy program, including recommended sources of communication and health literacy measures. See www.cdc.gov/healthliteracy/researchevaluate/program-evaluation.html. The CDC's National Prevention Information Network also offers tools to create health materials in plain language to reduce health disparities (npin.cdc.gov/pages/health-communication-language-and-literacy).

- *Improve Patient Health Literacy* – This guide by the Office of Disease Prevention and Health Promotion outlines steps to improve health literacy, which may help patients to better absorb the information they obtain from written materials or the Internet. For detailed steps, see health.gov/our-work/health-literacy/resources. AHRQ has also developed its own health literacy toolkit to support physicians: www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy-toolkit/healthlittoolkit2.html.

APPENDIX

CALCULATION GUIDELINES FOR RATING AND COMPOSITE GLOBAL PROPORTIONS

NCQA's *HEDIS 2021, 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 submission entity (i.e., if a health plan changes how it reports CAHPS results from one year to the next.)

COMPOSITE GLOBAL PROPORTIONS

Global Proportions are *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. These are the composite global proportions. Note: all questions in a composite are weighted equally, regardless of how many members respond.

Example:

Response option	Q4	Q6	Global Proportion
Never or *Sometimes*	1 / 5 = 0.20	1 / 4 = 0.25	(0.20 + 0.25) / 2 = 0.2250
Usually	2 / 5 = 0.40	1 / 4 = 0.25	(0.40 + 0.25) / 2 = 0.3250
Always	2 / 5 = 0.40	2 / 4 = 0.50	(0.40 + 0.50) / 2 = 0.4500
Usually or Always	4 / 5 = 0.80	3 / 4 = 0.75	(0.80 + 0.75) / 2 = 0.7750

Therefore, 80.00 percent and 75.00 percent of members respectively provided favorable responses to the *Getting Care Quickly* questions Q4 and Q6. Averaging these two proportions yields the global proportion score of 77.50 percent for the *Getting Care Quickly* composite.

GLOSSARY OF TERMS

Attributes	Areas of health plan performance and member experience assessed with the CAHPS survey
Benchmark	A reference score (e.g., the State Oregon Health Plan, the CSS Average, the highest or lowest performing CCO, or the CCO's own prior-year rate) against which performance on the measure is assessed. See *Comparisons to Benchmarks and Prior-Year Results*.
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 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 *Pearson correlation coefficient*. The coefficient value of 1 indicates a strong positive relationship; -1 indicates a strong negative relationship; zero indicates no relationship at all.
Denominator (*n*, 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 30 responses, a measure result of "Low n" was assigned.
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:
	- 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);
	- 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., *Usually or Always*) averaged across the questions that make up the composite.
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 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, viewed from the industry perspective, helps to distinguish high-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, health plans, and medical groups. Health plans seek 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.
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 *Never*, *Sometimes*, *Usually*, or *Always* response scale, with *Always* being the most favorable outcome. Results are typically reported as the proportion of members selecting *Usually* or *Always*.

Response Rate	Survey response rate is calculated by NCQA using the following formula:

$$\text{Response Rate} = \frac{\text{Complete and Eligible Surveys}}{\begin{array}{c}\text{[Complete and Eligible + Incomplete (but Eligible) + Refusal + Nonresponse after maximum attempts}\\\text{+ Added to Do Not Call (DNC) List]}\end{array}}$$

Sample size	OHA's methodology used a sample size of 1,125 for Adult Medicaid samples, 925 for Child Medicaid samples, and 575 for Child Medicaid with Chronic Conditions samples.
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 Book-of-Business 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 (*n*)	See *Denominator*
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.

Oregon Health Authority

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 1-833-257-1377. For the hearing or speech impaired, call 711 to use the Telecommunications Relay Service (TRS).

---

1. Our records show that you are now in Oregon Health Plan. 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 <u>not</u> include care you got when you stayed overnight in a hospital. Do <u>not</u> include the times you went for dental care visits.

3. In the last 6 months, did you have an illness, injury, or condition that <u>needed care right away</u>?
   ☐₁ Yes
   ☐₂ No → *If No, Go to Question 5*

4. In the last 6 months, when you <u>needed care right away</u>, 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 <u>check-up or routine care</u>?

   - ☐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 <u>check-up or routine care</u> as soon as you needed?

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

7. In the last 6 months, <u>not</u> 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 ☐

   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

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

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

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
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

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

28a. In the last 6 months, did you have a health problem for which you needed special medical equipment, such as a cane, a wheelchair, or oxygen equipment?

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

28b. In the last 6 months, how often was it easy to get the medical equipment you needed through your health plan?

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

28c. In the last 6 months, did you have any health problems that needed special therapy, such as physical, occupational, or speech therapy?

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

28d. In the last 6 months, how often was it easy to get the special therapy you needed through your health plan?

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

Additional Questions

The following questions ask about how much you think your doctor or other health provider respects your beliefs, attitudes, language and behavior.

28e. In the last 6 months, how often did a doctor or other health provider talk too fast when talking to you?

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

28f. In the last 6 months, how often did a doctor or other health provider interrupt you when you were talking?

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

28g. In the last 6 months, how often did a doctor or other health provider use a condescending, sarcastic or rude tone or manner with you?

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

28h. In the last 6 months, did you feel you could trust a doctor or other health provider with your medical care?

☐₁ Yes, definitely
☐₂ Yes, somewhat
☐₃ No

Access to Dental Care

28i. A regular dentist is one you would go to for check-ups and cleanings or when you have a cavity or tooth pain. Do you have a regular dentist?

☐₁ Yes
☐₂ No

28j. In the last 6 months, did you go to a dentist's office or clinic for care?

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

28k. In the last 6 months, how often did the dentists or dental staff explain what they were doing while treating you?

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

28l. If you tried to get an appointment for yourself with a dentist who specializes in a particular type of dental care (such as root canals or gum disease) in the last 6 months, how often did you get an appointment as soon as you wanted?

☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always
☐₅ I did not try to get an appointment with a specialist dentist for myself in the last 6 months

28m. In the last 6 months, if you needed to see a dentist right away because of a <u>dental emergency</u>, how often did you get to see a dentist as soon as you wanted?

☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always
☐₅ I did not have a dental emergency in the last 6 months

28n. Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist?

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

Extremely difficult ... Extremely easy

Healthcare Visits by Phone or Video

These questions ask about your own health care you got by phone or by video only.

29a. In the last 6 months, did you have a healthcare visit by phone or video?

☐₁ Yes
☐₂ No → *If No, Go to Question 30a*

29b. What type of device did you use for a healthcare visit by phone or video? (Please check ALL that apply.)

☐A Personal computer with video
☐B Smartphone or tablet with video
☐C Telephone without video
☐D Other

29c. In the last 6 months, how often were you concerned about privacy during a healthcare visit by phone or video?

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

29d. How easy or difficult has it been to use technology during a healthcare visit by phone or video?

☐1 Very easy
☐2 Easy
☐3 Difficult
☐4 Very difficult

29e. In the last 6 months, was the quality of care you received during phone or video visits better or worse than the care you receive during in-person visits?

☐1 Much worse
☐2 Slightly worse
☐3 About the same
☐4 Slightly better
☐5 Much better

COVID-19

The following questions ask about the impact of the COVID-19 pandemic on your care.

30a. In the last 6 months, did you try to get a COVID-19 test?

☐1 Yes
☐3 No→ *If No, Go to Question 30d*

30b. In the last 6 months, were you able to get a COVID-19 test?

☐1 Yes
☐2 No

30c. In the last 6 months, how easy or difficult was it for you to get a COVID-19 test?

☐1 Very easy
☐2 Easy
☐3 Difficult
☐4 Very difficult

30d. In the last 6 months, how often did you delay getting physical health care because of COVID-19?

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

30e. In the last 6 months, how often did you delay getting <u>dental care</u> because of COVID-19?

- $\square_1$ Never
- $\square_2$ Sometimes
- $\square_3$ Usually
- $\square_4$ Always
- $\square_5$ I did not need dental care in the last 6 months

30f. In the last 6 months, how often did you delay getting <u>mental health care</u> because of COVID-19?

- $\square_1$ Never
- $\square_2$ Sometimes
- $\square_3$ Usually
- $\square_4$ Always
- $\square_5$ I did not need mental health care in the last 6 months

About You

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

- $\square_1$ Excellent
- $\square_2$ Very Good
- $\square_3$ Good
- $\square_4$ Fair
- $\square_5$ Poor

32. In general, how would you rate your overall <u>mental or emotional</u> health?

- $\square_1$ Excellent
- $\square_2$ Very Good
- $\square_3$ Good
- $\square_4$ Fair
- $\square_5$ Poor

33. Have you had either a flu shot or flu spray in the nose since July 1, 2020?

- $\square_1$ Yes
- $\square_2$ No
- $\square_3$ Don't know

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

- $\square_1$ Every day
- $\square_2$ Some days
- $\square_3$ Not at all → *If Not at All, Go to Question 38*
- $\square_4$ Don't know → *If Don't know, Go to Question 38*

35. 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?

- $\square_1$ Never
- $\square_2$ Sometimes
- $\square_3$ Usually
- $\square_4$ Always

36. 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.

- $\square_1$ Never
- $\square_2$ Sometimes
- $\square_3$ Usually
- $\square_4$ Always

37. 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

38. 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

39. What was your biological sex at birth?
- [ ]$_1$ Male
- [ ]$_2$ Female

40. What is your current gender identity?
- [ ]$_1$ Male
- [ ]$_2$ Female
- [ ]$_3$ Transgender
- [ ]$_4$ Non-binary, genderqueer, or other

41. 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

42. How well do you speak English?
- [ ]$_1$ Very well
- [ ]$_2$ Well
- [ ]$_3$ Not well
- [ ]$_4$ Not at all

43. What language do you mainly speak at home?
- [ ]$_1$ English
- [ ]$_2$ Spanish
- [ ]$_3$ Other *(Please print)*

_____

44. Do you need an <u>interpreter</u> for us to communicate with you?

    ☐₁ Yes
    ☐₂ No

45. Do you need a <u>sign language</u> interpreter for us to communicate with you?

    ☐₁ Yes
    ☐₂ No → *If No, Go to Question 46*

45a. Which type of sign language interpreter do you need us to communicate with you? (ASL, PSE, tactile interpreting, etc.)
(Please print)

_____

46. Do you need written materials in an alternate format (Braille, large print, audio recordings, etc.)?

    ☐₁ Yes
    ☐₂ No → *If No, Go to Question 47*

46a. Which alternate format do you need?
(Please print)

_____

47. Are you <u>deaf</u> or do you have <u>serious difficulty hearing</u>?

    ☐₁ Yes
    ☐₂ No

48. Are you <u>blind</u> or do you have <u>serious difficulty seeing</u>, even when wearing glasses?

    ☐₁ Yes
    ☐₂ No

49. Does a <u>physical, mental, or emotional condition limit your activities</u> in any way?

    ☐₁ Yes
    ☐₂ No

50. Do you have serious difficulty <u>walking or climbing stairs</u>?

    ☐₁ Yes
    ☐₂ No

51. Do you have <u>difficulty dressing or bathing</u>?

    ☐₁ Yes
    ☐₂ No

52. Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering or making decisions?
- ☐₁ Yes
- ☐₂ No

53. Because of a physical, mental, or emotional condition, do you have serious difficulty doing errands alone such as visiting a doctor's office or shopping?
- ☐₁ Yes
- ☐₂ No

Race and Ethnicity

54. How do you identify your race, ethnicity, tribal affiliation, country of origin, or ancestry? *(Please print)*

_____

55. Which of the following describes your <u>racial or ethnic identity</u>? Please check <u>ALL</u> that apply.

<u>American Indian or Alaska Native</u>
- ☐_A American Indian
- ☐_B Alaska Native
- ☐_C Canadian Inuit, Metis, or First Nation
- ☐_D Indigenous Mexican, Central American, or South American

<u>Asian</u>
- ☐_E Asian Indian
- ☐_F Chinese
- ☐_G Filipino/a
- ☐_H Hmong
- ☐_I Japanese
- ☐_J Korean
- ☐_K Laotian
- ☐_L South Asian
- ☐_M Vietnamese
- ☐_N Other Asian

<u>Black or African American</u>
- ☐_O African American
- ☐_P African (Black)
- ☐_Q Caribbean (Black)
- ☐_R Other Black

<u>Hispanic or Latino/a</u>
- ☐_S Hispanic or Latino/a Central American
- ☐_T Hispanic or Latino/a Mexican
- ☐_U Hispanic or Latino/a South American
- ☐_V Other Hispanic or Latino/a

<u>Middle Eastern/Northern African</u>
- ☐_W Middle Eastern
- ☐_X Northern African

<u>Native Hawaiian or Pacific Islander</u>
- ☐_Y Guamanian or Chamorro
- ☐_Z Micronesian
- ☐_{AA} Native Hawaiian
- ☐_{AB} Samoan
- ☐_{AC} Tongan
- ☐_{AD} Other Pacific Islander

<u>White</u>
- ☐_{AE} Eastern European
- ☐_{AF} Slavic
- ☐_{AG} Western European
- ☐_{AH} Other White

<u>Other Categories</u>
- ☐_{AI} Other

56. If you selected more than one racial or ethnic identity above, please <u>CIRCLE the ONE that best represents your racial or ethnic identity</u>. If you have more than one primary racial or ethnic identity please check here: ☐

Thank You

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

Center for the Study of Services
PO Box 10820
Herndon, VA 20172

Please do not include any other correspondence.

CROSS-TABULATIONS OF SURVEY RESPONSES

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Satisfaction With the Experience of Care

Survey Measures*	2021 CSS Average	Global Proportions		
		Plan Rate		
		2021	2020	2019
Ratings				
Rating of Personal Doctor	82.25%	**79.98%**	80.79%	80.14%
Rating of Specialist	82.64%	**80.81%**	81.37%	79.45%
Rating of All Health Care	77.16%	**72.57%**	71.87%	70.83%
Rating of Health Plan	75.76%	**71.88%**	71.28%	70.39%
Composites				
Getting Needed Care	83.47%	**81.46%**	81.90%	81.41%
Getting Care Quickly	81.20%	**81.62%**	82.43%	82.65%
How Well Doctors Communicate	91.65%	**91.76%**	92.52%	92.08%
Customer Service	88.51%	**88.12%**	88.16%	87.24%
Additional Content Areas				
Coordination of Care	82.73%	**83.66%**	82.95%	82.51%

* Results were calculated by CSS following NCQA specifications. A lighter display is used to indicate that the measure does not meet the denominator threshold (n=30).

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Effectiveness of Care

		2021 Rate (Single Year)	2020 Rate (Single Year)
Flu Vaccinations for Adults Ages 18-64 (FVA)			
Base: All eligible respondents flagged by the plan as being age 18 to 64 as of July 1 of the measurement year			
Flu Vaccinations for Adults	Received a flu vaccination	2784	1512
	Usable responses	7450	3858
	FVA Rate	37.4%	39.2%
Medical Assistance with Smoking and Tobacco Use Cessation (MSC)			
Base: All eligible respondents who smoke or use tobacco			
Advising Smokers and Tobacco Users to Quit	Advised to quit	1520	921
	Usable responses	2308	1274
	MSC Rate	65.9%	72.3%
Discussing Cessation Medications	Discussed medications	1128	692
	Usable responses	2290	1263
	MSC Rate	49.3%	54.8%
Discussing Cessation Strategies	Discussed strategies	984	601
	Usable responses	2274	1255
	MSC Rate	43.3%	47.9%

39930

Note: Results are presented regardless of whether the plan meets the denominator threshold of 30 valid responses. A lighter display is used to indicate that the measure does not meet the denominator threshold (n=30).

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 3

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

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	6,161	4,678	4,756	4,794	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	119	110	77	107	45	61	0	16	34	55	68	25	11	6	7	3	7	0	0	50	6	4	22	42	39	21	59	21
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	NA	NA	NA	NA	NA	NA
Usable responses	6,042	4,568	4,679	4,687	1,801	2,471	76	1,033	1,254	2,094	2,180	1,552	613	235	176	109	293	14	23	2,432	124	258	1,367	1,544	1,441	1,478	2,188	764
	98.1%	97.6%	98.4%	97.8%	97.6%	97.6%	100.0%	98.5%	97.4%	97.4%	97.0%	98.4%	98.2%	97.5%	96.2%	97.3%	97.7%	100.0%	100.0%	98.0%	---	98.5%	98.4%	97.4%	97.4%	98.6%	97.4%	97.3%
Yes	2,005	1,598	1,890	1,904	558	939	33	286	482	767	697	611	222	94	46	37	83	7	7	848	43	113	290	499	727	172	866	502
	33.2%	35.0%	40.4%	40.6%	31.0%	38.0%	43.4%	27.7%	38.4%	36.6%	32.0%	39.4%	36.2%	40.0%	26.1%	33.9%	28.3%	50.0%	30.4%	34.9%	34.7%	43.8%	21.2%	32.3%	50.5%	11.6%	39.6%	65.7%
No	4,037	2,970	2,789	2,783	1,243	1,532	43	747	772	1,327	1,483	941	391	141	130	72	210	7	16	1,584	81	145	1,077	1,045	714	1,306	1,322	262
	66.8%	65.0%	59.6%	59.4%	69.0%	62.0%	56.6%	72.3%	61.6%	63.4%	68.0%	60.6%	63.8%	60.0%	73.9%	66.1%	71.7%	50.0%	69.6%	65.1%	65.3%	56.2%	78.8%	67.7%	49.5%	88.4%	60.4%	34.3%
Significantly different from column:*		C,D			F,G	E	E	I,J	H	H	L,M	K	K	O,Q	N,T,V		N,T,V			O,Q,V		O,Q,T	X,Y	W,Y	W,X	AA,AB	AB,Z	AA,Z

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

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)

| | 2021 CSS Average | 2021 | 2020 | 2019 | Gender Identity (Q40) | | | Age (Q38) | | | Education (Q41) | | | Primary Race (Q56RC) | | | | | | | | | Health Status (Q31) | | | Doctor Visits in Last 6 Months (Q7) | | |
| | | | | | Male | Female | Non-binary, genderqueer, or other | 18 to 34 | 35 to 54 | 55 or more | HS grad or less | Some college | College grad or more | American Indian or Alaska Native | Asian | Black or African American | Hispanic or Latino/a | Middle Eastern/Northern African | Native Hawaiian or Pacific Islander | White | Other | Multiracial | Excellent or Very good | Good | Fair or Poor | None | 1 to 4 | 5 or more |
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,005	1,598	1,890	1,904	558	939	33	286	482	767	697	611	222	94	46	37	83	7	7	848	43	113	290	499	727	172	866	502
Number missing or multiple answer	66	54	75	71	19	31	0	2	16	32	22	20	7	5	3	0	4	2	0	18	1	3	8	16	22	10	21	17
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	NA	NA	NA	NA	NA	NA
Usable responses	1,939	1,544	1,815	1,833	539	908	33	284	466	735	675	591	215	89	43	37	79	5	7	830	42	110	282	483	705	162	845	485
	96.7%	96.6%	96.0%	96.3%	96.6%	96.7%	100.0%	99.3%	96.7%	95.8%	96.8%	96.7%	96.8%	94.7%	93.5%	100.0%	95.2%	71.4%	100.0%	97.9%	---	97.3%	97.2%	96.8%	97.0%	94.2%	97.6%	96.6%
Never	69	48	55	45	20	23	1	5	17	23	13	22	11	2	0	2	1	0	1	22	2	6	3	17	23	17	20	9
	3.6%	3.1%	3.0%	2.5%	3.7%	2.5%	3.0%	1.8%	3.6%	3.1%	1.9%	3.7%	5.1%	2.2%	0.0%	5.4%	1.3%	0.0%	14.3%	2.7%	4.8%	5.5%	1.1%	3.5%	3.3%	10.5%	2.4%	1.9%
Sometimes	260	208	239	226	64	126	8	51	67	82	85	90	25	14	8	2	13	2	1	102	8	22	25	50	125	30	116	54
	13.4%	13.5%	13.2%	12.3%	11.9%	13.9%	24.2%	18.0%	14.4%	11.2%	12.6%	15.2%	11.6%	15.7%	18.6%	5.4%	16.5%	40.0%	14.3%	12.3%	19.0%	20.0%	8.9%	10.4%	17.7%	18.5%	13.7%	11.1%
Usually	409	400	466	469	136	236	12	91	123	170	167	153	64	27	19	13	22	0	3	203	15	22	49	140	188	29	225	134
	21.1%	25.9%	25.7%	25.6%	25.2%	26.0%	36.4%	32.0%	26.4%	23.1%	24.7%	25.9%	29.8%	30.3%	44.2%	35.1%	27.8%	0.0%	42.9%	24.5%	35.7%	20.0%	17.4%	29.0%	26.7%	17.9%	26.6%	27.6%
Always	1,201	888	1,055	1,093	319	523	12	137	259	460	410	326	115	46	16	20	43	3	2	503	17	60	205	276	369	86	484	288
	61.9%	57.5%	58.1%	59.6%	59.2%	57.6%	36.4%	48.2%	55.6%	62.6%	60.7%	55.2%	53.5%	51.7%	37.2%	54.1%	54.4%	60.0%	28.6%	60.6%	40.5%	54.5%	72.7%	57.1%	52.3%	53.1%	57.3%	59.4%
Significantly different from column:*		A			G	G	E,F	J	J	H,I	L	K		T						O,U	T		X,Y	W	W			
Usually or Always	1,610	1,288	1,521	1,562	455	759	24	228	382	630	577	479	179	73	35	33	65	3	5	706	32	82	254	416	557	115	709	422
	83.0%	83.4%	83.8%	85.2%	84.4%	83.6%	72.7%	80.3%	82.0%	85.7%	85.5%	81.0%	83.3%	82.0%	81.4%	89.2%	82.3%	60.0%	71.4%	85.1%	76.2%	74.5%	90.1%	86.1%	79.0%	71.0%	83.9%	87.0%
Significantly different from column:*								J		H	L	K								V	T		Y	Y	W,X	AA,AB	Z	Z

NA - There is no "no experience" category for this question.

*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.

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

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

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	6,161	4,678	4,756	4,794	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	95	63	72	61	23	35	0	10	13	37	38	19	3	6	5	3	3	0	1	28	0	3	11	25	23	17	22	8
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	NA	NA	NA	NA	NA	NA
Usable responses	6,066	4,615	4,684	4,733	1,823	2,497	76	1,039	1,275	2,112	2,210	1,558	621	235	178	109	297	14	22	2,454	130	259	1,378	1,561	1,457	1,482	2,225	777
	98.5%	98.7%	98.5%	98.7%	98.8%	98.6%	100.0%	99.0%	99.0%	98.3%	98.3%	98.8%	99.5%	97.5%	97.3%	97.3%	99.0%	100.0%	95.7%	98.9%	---	98.9%	99.2%	98.4%	98.4%	98.9%	99.0%	99.0%
Yes	3,738	2,827	3,244	3,326	1,008	1,647	50	561	802	1,355	1,283	1,004	414	147	92	65	170	7	14	1,559	81	168	705	962	1,029	228	1,814	691
	61.6%	61.3%	69.3%	70.3%	55.3%	66.0%	65.8%	54.0%	62.9%	64.2%	58.1%	64.4%	66.7%	62.6%	51.7%	59.6%	57.2%	50.0%	63.6%	63.5%	62.3%	64.9%	51.2%	61.6%	70.6%	15.4%	81.5%	88.9%
No	2,328	1,788	1,440	1,407	815	850	26	478	473	757	927	554	207	88	86	44	127	7	8	895	49	91	673	599	428	1,254	411	86
	38.4%	38.7%	30.7%	29.7%	44.7%	34.0%	34.2%	46.0%	37.1%	35.8%	41.9%	35.6%	33.3%	37.4%	48.3%	40.4%	42.8%	50.0%	36.4%	36.5%	37.7%	35.1%	48.8%	38.4%	29.4%	84.6%	18.5%	11.1%
Significantly different from column:*		C,D			F	E		I,J	H	H	L,M	K	K	O	N,T,V		T			O,Q		O	X,Y	W,Y	W,X	AA,AB	AB,Z	AA,Z

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

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)

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,738	2,827	3,244	3,326	1,008	1,647	50	561	802	1,355	1,283	1,004	414	147	92	65	170	7	14	1,559	81	168	705	962	1,029	228	1,814	691
Number missing or multiple answer	148	77	114	102	28	45	0	5	16	53	36	22	15	1	6	2	5	0	0	42	4	4	19	21	31	8	43	19
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	NA	NA	NA	NA	NA	NA
Usable responses	3,590	2,750	3,130	3,224	980	1,602	50	556	786	1,302	1,247	982	399	146	86	63	165	7	14	1,517	77	164	686	941	998	220	1,771	672
	96.0%	97.3%	96.5%	96.9%	97.2%	97.3%	100.0%	99.1%	98.0%	96.1%	97.2%	97.8%	96.4%	99.3%	93.5%	96.9%	97.1%	100.0%	100.0%	97.3%	---	97.6%	97.3%	97.8%	97.0%	96.5%	97.6%	97.3%
Never	106	92	87	102	36	49	1	22	23	42	41	31	15	5	0	1	5	1	0	51	4	11	21	20	43	25	44	20
	3.0%	3.3%	2.8%	3.2%	3.7%	3.1%	2.0%	4.0%	2.9%	3.2%	3.3%	3.2%	3.8%	3.4%	0.0%	1.6%	3.0%	14.3%	0.0%	3.4%	5.2%	6.7%	3.1%	2.1%	4.3%	11.4%	2.5%	3.0%
Sometimes	635	463	506	540	161	258	13	116	143	180	205	171	61	33	30	9	32	1	2	221	7	34	121	146	165	56	318	76
	17.7%	16.8%	16.2%	16.7%	16.4%	16.1%	26.0%	20.9%	18.2%	13.8%	16.4%	17.4%	15.3%	22.6%	34.9%	14.3%	19.4%	14.3%	14.3%	14.6%	9.1%	20.7%	17.6%	15.5%	16.5%	25.5%	18.0%	11.3%
Usually	902	732	889	909	277	417	18	171	227	314	335	255	119	34	24	17	50	3	4	398	27	43	156	251	301	50	478	182
	25.1%	26.6%	28.4%	28.2%	28.3%	26.0%	36.0%	30.8%	28.9%	24.1%	26.9%	26.0%	29.8%	23.3%	27.9%	27.0%	30.3%	42.9%	28.6%	26.2%	35.1%	26.2%	22.7%	26.7%	30.2%	22.7%	27.0%	27.1%
Always	1,947	1,463	1,648	1,673	506	878	18	247	393	766	666	525	204	74	32	36	78	2	8	847	39	76	388	524	489	89	931	394
	54.2%	53.2%	52.7%	51.9%	51.6%	54.8%	36.0%	44.4%	50.0%	58.8%	53.4%	53.5%	51.1%	50.7%	37.2%	57.1%	47.3%	28.6%	57.1%	55.8%	50.6%	46.3%	56.6%	55.7%	49.0%	40.5%	52.6%	58.6%
Significantly different from column:*					G	G	E,F	I,J	H,J	H,I				O	N,P,T	O	T			O,O,V		T	Y	Y	W,X	AA,AB	AB,Z	AA,Z
Usually or Always	2,849	2,195	2,537	2,582	783	1,295	36	418	620	1,080	1,001	780	323	108	56	53	128	5	12	1,245	66	119	544	775	790	139	1,409	576
	79.4%	79.8%	81.1%	80.1%	79.9%	80.8%	72.0%	75.2%	78.9%	82.9%	80.3%	79.4%	81.0%	74.0%	65.1%	84.1%	77.6%	71.4%	85.7%	82.1%	85.7%	72.6%	79.3%	82.4%	79.2%	63.2%	79.6%	85.7%
Significantly different from column:*								J	J	H,I				T,U	P,Q,T,U	O	O			N,O,V	N,O,V	T,U				AA,AB	AB,Z	AA,Z

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 7

In the last 6 months, <u>not</u> 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

| | 2021 CSS Average | 2021 | 2020 | 2019 | Gender Identity (Q40) | | | Age (Q38) | | | Education (Q41) | | | Primary Race (Q56RC) | | | | | | | | | Health Status (Q31) | | | Doctor Visits in Last 6 Months (Q7) | | |
| | | | | | Male | Female | Non-binary, genderqueer, or other | 18 to 34 | 35 to 54 | 55 or more | HS grad or less | Some college | College grad or more | American Indian or Alaska Native | Asian | Black or African American | Hispanic or Latino/a | Middle Eastern/Northern African | Native Hawaiian or Pacific Islander | White | Other | Multiracial | Excellent or Very good | Good | Fair or Poor | None | 1 to 4 | 5 or more |
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	6,161	4,678	4,756	4,794	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	161	147	136	118	54	69	4	27	33	68	82	32	11	7	6	3	12	1	0	53	7	10	26	43	59	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	NA	NA	NA	NA	NA	NA
Usable responses	6,000	4,531	4,620	4,676	1,792	2,463	72	1,022	1,255	2,081	2,166	1,545	613	234	177	109	288	13	23	2,429	123	252	1,363	1,543	1,421	1,499	2,247	785
	97.4%	96.9%	97.1%	97.5%	97.1%	97.3%	94.7%	97.4%	97.4%	96.8%	96.4%	98.0%	98.2%	97.1%	96.7%	97.3%	96.0%	92.9%	100.0%	97.9%	---	96.2%	98.1%	97.3%	96.0%	100.0%	100.0%	100.0%
None	2,102	1,499	1,148	1,175	699	691	18	389	402	639	807	438	165	76	83	30	125	4	6	718	45	79	575	495	348	1,499	0	0
	35.0%	33.1%	24.8%	25.1%	39.0%	28.1%	25.0%	38.1%	32.0%	30.7%	37.3%	28.3%	26.9%	32.5%	46.9%	27.5%	43.4%	30.8%	26.1%	29.6%	36.6%	31.3%	42.2%	32.1%	24.5%	100.0%	0.0%	0.0%
1 time	943	734	906	864	306	389	11	167	184	358	393	219	92	37	29	18	49	3	6	414	17	34	260	277	170	0	734	0
	15.7%	16.2%	19.6%	18.5%	17.1%	15.8%	15.3%	16.3%	14.7%	17.2%	18.1%	14.2%	15.0%	15.8%	16.4%	16.5%	17.0%	23.1%	26.1%	17.0%	13.8%	13.5%	19.1%	18.0%	12.0%	0.0%	32.7%	0.0%
2	916	687	843	852	242	413	9	135	196	337	319	252	91	39	22	19	45	0	4	384	16	38	218	237	207	0	687	0
	15.3%	15.2%	18.2%	18.2%	13.5%	16.8%	12.5%	13.2%	15.6%	16.2%	14.7%	16.3%	14.8%	16.7%	12.4%	17.4%	15.6%	0.0%	17.4%	15.8%	13.0%	15.1%	16.0%	15.4%	14.6%	0.0%	30.6%	0.0%
3	684	532	596	598	202	302	15	113	148	257	221	195	97	28	18	17	28	3	2	305	14	31	136	198	179	0	532	0
	11.4%	11.7%	12.9%	12.8%	11.3%	12.3%	20.8%	11.1%	11.8%	12.3%	10.2%	12.6%	15.8%	12.0%	10.2%	15.6%	9.7%	23.1%	8.7%	12.6%	11.4%	12.3%	10.0%	12.8%	12.6%	0.0%	23.7%	0.0%
4	392	294	359	392	92	186	4	56	74	151	131	115	37	17	6	4	14	1	2	170	4	18	44	102	134	0	294	0
	6.5%	6.5%	7.8%	8.4%	5.1%	7.6%	5.6%	5.5%	5.9%	7.3%	6.0%	7.4%	6.0%	7.3%	3.4%	3.7%	4.9%	7.7%	8.7%	7.0%	3.3%	7.1%	3.2%	6.6%	9.4%	0.0%	13.1%	0.0%
5 to 9	662	472	517	536	164	282	6	93	148	212	189	191	73	22	11	12	19	1	1	265	14	33	78	158	218	0	0	472
	11.0%	10.4%	11.2%	11.5%	9.2%	11.4%	8.3%	9.1%	11.8%	10.2%	8.7%	12.4%	11.9%	9.4%	6.2%	11.0%	6.6%	7.7%	4.3%	10.9%	11.4%	13.1%	5.7%	10.2%	15.3%	0.0%	0.0%	60.1%
10 or more times	301	313	251	259	87	200	9	69	103	127	106	135	58	15	8	9	8	1	2	173	13	19	52	76	165	0	0	313
	5.0%	6.9%	5.4%	5.5%	4.9%	8.1%	12.5%	6.8%	8.2%	6.1%	4.9%	8.7%	9.5%	6.4%	4.5%	8.3%	2.8%	7.7%	8.7%	7.1%	10.6%	7.5%	3.8%	4.9%	11.6%	0.0%	0.0%	39.9%
5 or more times	963	785	768	795	251	482	15	162	251	339	295	326	131	37	19	21	27	2	3	438	27	52	130	234	383	0	0	785
	16.1%	17.3%	16.6%	17.0%	14.0%	19.6%	20.8%	15.9%	20.0%	16.3%	13.6%	21.1%	21.4%	15.8%	10.7%	19.3%	9.4%	15.4%	13.0%	18.0%	22.0%	20.6%	9.5%	15.2%	27.0%	0.0%	0.0%	100.0%
Significantly different from column:*					F	E			I	H,J	I	L,M	K	K	Q	P,T,U,V	O,Q	N,P,T,U,V			O,Q	O,Q	O,Q	X,Y	W,Y	W,X	AB	AB	AA,Z

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

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)

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)									Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,898	3,032	3,472	3,501	1,093	1,772	54	633	853	1,442	1,359	1,107	448	158	94	79	163	9	17	1,711	78	173	788	1,048	1,073	0	2,247	785
Number missing or multiple answer	49	57	45	39	15	33	2	12	13	27	24	20	8	7	0	1	3	0	1	22	5	6	11	25	13	0	44	13
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	NA	NA	NA	NA	NA	NA
Usable responses	3,849	2,975	3,427	3,462	1,078	1,739	52	621	840	1,415	1,335	1,087	440	151	94	78	160	9	16	1,689	73	167	777	1,023	1,060	0	2,203	772
	98.7%	98.1%	98.7%	98.9%	98.6%	98.1%	96.3%	98.1%	98.5%	98.1%	98.2%	98.2%	98.2%	95.6%	100.0%	98.7%	98.2%	100.0%	94.1%	98.7%	---	96.5%	98.6%	97.6%	98.8%	---	98.0%	98.3%
0 Worst health care possible	22	11	25	22	3	7	0	1	3	6	4	5	1	0	0	0	0	0	0	6	0	1	0	1	9	0	9	2
	0.6%	0.4%	0.7%	0.6%	0.3%	0.4%	0.0%	0.2%	0.4%	0.4%	0.3%	0.5%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%	0.0%	0.6%	0.0%	0.1%	0.8%	---	0.4%	0.3%
1	21	20	16	17	7	9	1	3	8	7	9	7	2	1	0	0	0	0	0	9	1	4	3	6	10	0	15	5
	0.5%	0.7%	0.5%	0.5%	0.6%	0.5%	1.9%	0.5%	1.0%	0.5%	0.7%	0.6%	0.5%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%	1.4%	2.4%	0.4%	0.6%	0.9%	---	0.7%	0.6%
2	21	28	28	34	10	15	3	3	12	13	13	13	2	3	2	2	1	0	0	13	0	2	4	8	15	0	23	5
	0.5%	0.9%	0.8%	1.0%	0.9%	0.9%	5.8%	0.5%	1.4%	0.9%	1.0%	1.2%	0.5%	2.0%	2.1%	2.6%	0.6%	0.0%	0.0%	0.8%	0.0%	1.2%	0.5%	0.8%	1.4%	---	1.0%	0.6%
3	37	39	50	59	11	26	0	6	19	12	17	14	5	1	2	2	3	0	0	18	4	4	8	6	24	0	32	7
	1.0%	1.3%	1.5%	1.7%	1.0%	1.5%	0.0%	1.0%	2.3%	0.8%	1.3%	1.3%	1.1%	0.7%	2.1%	2.6%	1.9%	0.0%	0.0%	1.1%	5.5%	2.4%	1.0%	0.6%	2.3%	---	1.5%	0.9%
4	61	60	64	66	18	38	1	12	20	25	28	25	4	6	2	1	1	0	1	33	3	3	3	22	32	0	41	19
	1.6%	2.0%	1.9%	1.9%	1.7%	2.2%	1.9%	1.9%	2.4%	1.8%	2.1%	2.3%	0.9%	4.0%	2.1%	1.3%	0.6%	0.0%	6.3%	2.0%	4.1%	1.8%	0.4%	2.2%	3.0%	---	1.9%	2.5%
5	179	145	202	217	56	80	3	36	38	65	62	59	17	10	3	7	8	1	0	74	6	12	23	41	73	0	111	34
	4.7%	4.9%	5.9%	6.3%	5.2%	4.6%	5.8%	5.8%	4.5%	4.6%	4.6%	5.4%	3.9%	6.6%	3.2%	9.0%	5.0%	11.1%	0.0%	4.4%	8.2%	7.2%	3.0%	4.0%	6.9%	---	5.0%	4.4%
6	169	152	180	199	48	94	6	48	46	53	70	49	28	9	2	4	5	2	2	81	3	8	30	44	72	0	113	39
	4.4%	5.1%	5.3%	5.7%	4.5%	5.4%	11.5%	7.7%	5.5%	3.7%	5.2%	4.5%	6.4%	6.0%	2.1%	5.1%	3.1%	22.2%	12.5%	4.8%	4.1%	4.8%	3.9%	4.3%	6.8%	---	5.1%	5.1%
7	369	361	399	396	131	209	11	89	114	146	158	131	63	23	8	16	21	1	1	196	6	19	78	129	141	0	256	105
	9.6%	12.1%	11.6%	11.4%	12.2%	12.0%	21.2%	14.3%	13.6%	10.3%	11.8%	12.1%	14.3%	15.2%	8.5%	20.5%	13.1%	11.1%	6.3%	11.6%	8.2%	11.4%	10.0%	12.6%	13.3%	---	11.6%	13.6%
8	786	644	697	706	250	353	13	157	186	281	275	244	99	34	26	11	35	3	4	373	17	33	165	226	228	0	475	169
	20.4%	21.6%	20.3%	20.4%	23.2%	20.3%	25.0%	25.3%	22.1%	19.9%	20.6%	22.4%	22.5%	22.5%	27.7%	14.1%	21.9%	33.3%	25.0%	22.1%	23.3%	19.8%	21.2%	22.1%	21.5%	---	21.6%	21.9%
9	597	508	601	557	190	306	5	98	136	266	197	189	110	14	18	12	28	2	0	313	11	33	141	186	168	0	371	137
	15.5%	17.1%	17.5%	16.1%	17.6%	17.6%	9.6%	15.8%	16.2%	18.8%	14.8%	17.4%	25.0%	9.3%	19.1%	15.4%	17.5%	22.2%	0.0%	18.5%	15.1%	19.8%	18.1%	18.2%	15.8%	---	16.8%	17.7%
10 Best health care possible	1,587	1,007	1,165	1,189	354	602	9	168	258	541	502	351	109	50	31	23	58	0	8	573	22	48	322	354	288	0	757	250
	41.2%	33.8%	34.0%	34.3%	32.8%	34.6%	17.3%	27.1%	30.7%	38.2%	37.6%	32.3%	24.8%	33.1%	33.0%	29.5%	36.3%	0.0%	50.0%	33.9%	30.1%	28.7%	41.4%	34.6%	27.2%	---	34.4%	32.4%

NA - There is no "no experience" category for this question.

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

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)

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)									Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,898	3,032	3,472	3,501	1,093	1,772	54	633	853	1,442	1,359	1,107	448	158	94	79	163	9	17	1,711	78	173	788	1,048	1,073	0	2,247	785
Number missing or multiple answer	49	57	45	39	15	33	2	12	13	27	24	20	8	7	0	1	3	0	1	22	5	6	11	25	13	0	44	13
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	NA	NA	NA	NA	NA	NA
Usable responses	3,849	2,975	3,427	3,462	1,078	1,739	52	621	840	1,415	1,335	1,087	440	151	94	78	160	9	16	1,689	73	167	777	1,023	1,060	0	2,203	772
	98.7%	98.1%	98.7%	98.9%	98.6%	98.1%	96.3%	98.1%	98.5%	98.1%	98.2%	98.2%	98.2%	95.6%	100.0%	98.7%	98.2%	100.0%	94.1%	98.7%	---	96.5%	98.6%	97.6%	98.8%	---	98.0%	98.3%
0 to 4	162	158	183	198	49	95	5	25	62	63	71	64	14	11	6	5	5	0	1	79	8	14	18	43	90	0	120	38
	4.2%	5.3%	5.3%	5.7%	4.5%	5.5%	9.6%	4.0%	7.4%	4.5%	5.3%	5.9%	3.2%	7.3%	6.4%	6.4%	3.1%	0.0%	6.3%	4.7%	11.0%	8.4%	2.3%	4.2%	8.5%	0	5.4%	4.9%
5	179	145	202	217	56	80	3	36	38	65	62	59	17	10	3	7	8	1	0	74	6	12	23	41	73	0	111	34
	4.7%	4.9%	5.9%	6.3%	5.2%	4.6%	5.8%	5.8%	4.5%	4.6%	4.6%	5.4%	3.9%	6.6%	3.2%	9.0%	5.0%	11.1%	0.0%	4.4%	8.2%	7.2%	3.0%	4.0%	6.9%	---	5.0%	4.4%
6 or 7	538	513	579	595	179	303	17	137	160	199	228	180	91	32	10	20	26	3	3	277	9	27	108	173	213	0	369	144
	14.0%	17.2%	16.9%	17.2%	16.6%	17.4%	32.7%	22.1%	19.0%	14.1%	17.1%	16.6%	20.7%	21.2%	10.6%	25.6%	16.3%	33.3%	18.8%	16.4%	12.3%	16.2%	13.9%	16.9%	20.1%	---	16.7%	18.7%
8 to 10	2,970	2,159	2,463	2,452	794	1,261	27	423	580	1,088	974	784	318	98	75	46	121	5	12	1,259	50	114	628	766	684	0	1,603	556
	77.2%	72.6%	71.9%	70.8%	73.7%	72.5%	51.9%	68.1%	69.0%	76.9%	73.0%	72.1%	72.3%	64.9%	79.8%	59.0%	75.6%	55.6%	75.0%	74.5%	68.5%	68.3%	80.8%	74.9%	64.5%	---	72.8%	72.0%
Significantly different from column:*		A			G	G	E,F	J	J	H,I				O,Q,T	N,P,V	O,Q,T	N,P			N,P		O	X,Y	W,Y	W,X			
0 to 6	510	455	565	614	153	269	14	109	146	181	203	172	59	30	11	18	18	3	3	234	17	34	71	128	235	0	344	111
	13.3%	15.3%	16.5%	17.7%	14.2%	15.5%	26.9%	17.6%	17.4%	12.8%	15.2%	15.8%	13.4%	19.9%	11.7%	20.5%	11.3%	33.3%	18.8%	13.9%	23.3%	20.4%	9.1%	12.5%	22.2%	---	15.6%	14.4%
7 to 8	1,155	1,005	1,096	1,102	381	562	24	246	300	427	433	375	162	57	34	27	56	4	5	569	23	52	243	355	369	0	731	274
	30.0%	33.8%	32.0%	31.8%	35.3%	32.3%	46.2%	39.6%	35.7%	30.2%	32.4%	34.5%	36.8%	37.7%	36.2%	34.6%	35.0%	44.4%	31.3%	33.7%	31.5%	31.1%	31.3%	34.7%	34.8%	---	33.2%	35.5%
9 to 10	2,184	1,515	1,766	1,746	544	908	14	266	394	807	699	540	219	64	49	35	86	2	8	886	33	81	463	540	456	0	1,128	387
	56.7%	50.9%	51.5%	50.4%	50.5%	52.2%	26.9%	42.8%	46.9%	57.0%	52.4%	49.7%	49.8%	42.4%	52.1%	44.9%	53.8%	22.2%	50.0%	52.5%	45.2%	48.5%	59.6%	52.8%	43.0%	---	51.2%	50.1%
Significantly different from column:*		A			G	G	E,F	J	J	H,I				Q,T		N				N			X,Y	W,Y	W,X			

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

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)

					Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)									Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
	2021 CSS Average	2021	2020	2019	Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,898	3,032	3,472	3,501	1,093	1,772	54	633	853	1,442	1,359	1,107	448	158	94	79	163	9	17	1,711	78	173	788	1,048	1,073	0	2,247	785
Number missing or multiple answer	72	39	69	32	14	24	1	7	13	19	18	15	5	2	0	1	3	0	0	25	2	3	10	17	11	0	31	8
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	NA	NA	NA	NA	NA	NA
Usable responses	3,826	2,993	3,403	3,469	1,079	1,748	53	626	840	1,423	1,341	1,092	443	156	94	78	160	9	17	1,686	76	170	778	1,031	1,062	0	2,216	777
	98.2%	98.7%	98.0%	99.1%	98.7%	98.6%	98.1%	98.9%	98.5%	98.7%	98.7%	98.6%	98.9%	98.7%	100.0%	98.7%	98.2%	100.0%	100.0%	98.5%	---	98.3%	98.7%	98.4%	99.0%	---	98.6%	99.0%
Never	103	65	68	80	17	40	0	12	23	24	23	26	10	4	0	1	2	0	0	33	2	9	11	15	36	0	45	20
	2.7%	2.2%	2.0%	2.3%	1.6%	2.3%	0.0%	1.9%	2.7%	1.7%	1.7%	2.4%	2.3%	2.6%	0.0%	1.3%	1.3%	0.0%	0.0%	2.0%	2.6%	5.3%	1.4%	1.5%	3.4%	---	2.0%	2.6%
Sometimes	459	413	420	435	125	250	16	100	142	150	156	176	60	22	18	10	22	3	3	201	15	31	75	119	197	0	301	112
	12.0%	13.8%	12.3%	12.5%	11.6%	14.3%	30.2%	16.0%	16.9%	10.5%	11.6%	16.1%	13.5%	14.1%	19.1%	12.8%	13.8%	33.3%	17.6%	11.9%	19.7%	18.2%	9.6%	11.5%	18.5%	---	13.6%	14.4%
Usually	1,085	983	1,100	1,137	373	561	17	233	281	436	424	345	178	63	36	18	55	3	6	553	29	59	207	359	374	0	714	269
	28.4%	32.8%	32.3%	32.8%	34.6%	32.1%	32.1%	37.2%	33.5%	30.6%	31.6%	31.6%	40.2%	40.4%	38.3%	23.1%	34.4%	33.3%	35.3%	32.8%	38.2%	34.7%	26.6%	34.8%	35.2%	---	32.2%	34.6%
Always	2,179	1,532	1,815	1,817	564	897	20	281	394	813	738	545	195	67	40	49	81	3	8	899	30	71	485	538	455	0	1,156	376
	57.0%	51.2%	53.3%	52.4%	52.3%	51.3%	37.7%	44.9%	46.9%	57.1%	55.0%	49.9%	44.0%	42.9%	42.6%	62.8%	50.6%	33.3%	47.1%	53.3%	39.5%	41.8%	62.3%	52.2%	42.8%	---	52.2%	48.4%
Significantly different from column:*		A			G		E	J	J	H,I	L,M	K,M	K,L	P,T	P,T	N,O,U,V				N,O,U,V	P,T	P,T	X,Y	W,Y	W,X			
Usually or Always	3,264	2,515	2,915	2,954	937	1,458	37	514	675	1,249	1,162	890	373	130	76	67	136	6	14	1,452	59	130	692	897	829	0	1,870	645
	85.3%	84.0%	85.7%	85.2%	86.8%	83.4%	69.8%	82.1%	80.4%	87.8%	86.7%	81.5%	84.2%	83.3%	80.9%	85.9%	85.0%	66.7%	82.4%	86.1%	77.6%	76.5%	88.9%	87.0%	78.1%	---	84.4%	83.0%
Significantly different from column:*					F,G	E,G	E,F	J	J	H,I	L	K								U,V	T	T	Y	Y	W,X			

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

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

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)									Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	6,161	4,678	4,756	4,794	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	81	59	72	56	25	28	2	13	17	27	34	20	3	7	2	3	2	0	0	20	6	3	14	15	24	24	17	5
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	NA	NA	NA	NA	NA	NA
Usable responses	6,080	4,619	4,684	4,738	1,821	2,504	74	1,036	1,271	2,122	2,214	1,557	621	234	181	109	298	14	23	2,462	124	259	1,375	1,571	1,456	1,475	2,230	780
	98.7%	98.7%	98.5%	98.8%	98.6%	98.9%	97.4%	98.8%	98.7%	98.7%	98.5%	98.7%	99.5%	97.1%	98.9%	97.3%	99.3%	100.0%	100.0%	99.2%	---	98.9%	99.0%	99.1%	98.4%	98.4%	99.2%	99.4%
Yes	4,835	3,815	3,875	3,960	1,425	2,162	58	778	1,038	1,852	1,844	1,290	505	197	129	88	232	9	21	2,081	106	206	1,068	1,288	1,287	945	2,016	737
	79.5%	82.6%	82.7%	83.6%	78.3%	86.3%	78.4%	75.1%	81.7%	87.3%	83.3%	82.9%	81.3%	84.2%	71.3%	80.7%	77.9%	64.3%	91.3%	84.5%	85.5%	79.5%	77.7%	82.0%	88.4%	64.1%	90.4%	94.5%
No	1,245	804	809	778	396	342	16	258	233	270	370	267	116	37	52	21	66	5	2	381	18	53	307	283	169	530	214	43
	20.5%	17.4%	17.3%	16.4%	21.7%	13.7%	21.6%	24.9%	18.3%	12.7%	16.7%	17.1%	18.7%	15.8%	28.7%	19.3%	22.1%	35.7%	8.7%	15.5%	14.5%	20.5%	22.3%	18.0%	11.6%	35.9%	9.6%	5.5%
Significantly different from column:*		A	■	■	F	E		I,J	H,J	H,I					O		T		O	O,Q,V	O	O,T	X,Y	W,Y	W,X	AA,AB	AB,Z	AA,Z

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

39930

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)

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,835	3,815	3,875	3,960	1,425	2,162	58	778	1,038	1,852	1,844	1,290	505	197	129	88	232	9	21	2,081	106	206	1,068	1,288	1,287	945	2,016	737
Number missing or multiple answer	171	134	118	107	43	79	2	17	30	78	75	33	15	11	5	1	5	1	1	68	5	3	32	41	48	42	42	17
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	NA	NA	NA	NA	NA	NA
Usable responses	4,664	3,681	3,757	3,853	1,382	2,083	56	761	1,008	1,774	1,769	1,257	490	186	124	87	227	8	20	2,013	101	203	1,036	1,247	1,239	903	1,974	720
	96.5%	96.5%	97.0%	97.3%	97.0%	96.3%	96.6%	97.8%	97.1%	95.8%	95.9%	97.4%	97.0%	94.4%	96.1%	98.9%	97.8%	88.9%	95.2%	96.7%	---	98.5%	97.0%	96.8%	96.3%	95.6%	97.9%	97.7%
None	1,125	957	766	789	407	491	10	267	269	381	474	303	127	51	36	15	69	2	5	503	25	48	383	308	217	630	260	51
	24.1%	26.0%	20.4%	20.5%	29.5%	23.6%	17.9%	35.1%	26.7%	21.5%	26.8%	24.1%	25.9%	27.4%	29.0%	17.2%	30.4%	25.0%	25.0%	25.0%	24.8%	23.6%	37.0%	24.7%	17.5%	69.8%	13.2%	7.1%
1 time	1,203	1,006	1,026	1,037	404	545	13	204	262	502	519	315	129	46	31	25	64	2	4	568	22	51	324	378	264	148	743	93
	25.8%	27.3%	27.3%	26.9%	29.2%	26.2%	23.2%	26.8%	26.0%	28.3%	29.3%	25.1%	26.3%	24.7%	25.0%	28.7%	28.2%	25.0%	20.0%	28.2%	21.8%	25.1%	31.3%	30.3%	21.3%	16.4%	37.6%	12.9%
2	1,016	735	868	832	255	449	13	120	187	416	339	277	99	30	27	19	42	1	6	422	26	44	174	257	282	66	523	123
	21.8%	20.0%	23.1%	21.6%	18.5%	21.6%	23.2%	15.8%	18.6%	23.4%	19.2%	22.0%	20.2%	16.1%	21.8%	21.8%	18.5%	12.5%	30.0%	21.0%	25.7%	21.7%	16.8%	20.6%	22.8%	7.3%	26.5%	17.1%
3	551	436	500	482	146	254	10	72	139	201	191	156	64	25	18	9	27	0	1	245	7	28	81	135	195	33	282	112
	11.8%	11.8%	13.3%	12.5%	10.6%	12.2%	17.9%	9.5%	13.8%	11.3%	10.8%	12.4%	13.1%	13.4%	14.5%	10.3%	11.9%	0.0%	5.0%	12.2%	6.9%	13.8%	7.8%	10.8%	15.7%	3.7%	14.3%	15.6%
4	310	203	256	306	68	125	3	33	49	114	94	75	28	6	5	6	5	2	2	119	7	9	32	70	94	8	111	79
	6.6%	5.5%	6.8%	7.9%	4.9%	6.0%	5.4%	4.3%	4.9%	6.4%	5.3%	6.0%	5.7%	3.2%	4.0%	6.9%	2.2%	25.0%	10.0%	5.9%	6.9%	4.4%	3.1%	5.6%	7.6%	0.9%	5.6%	11.0%
5 to 9	358	262	270	315	90	160	4	53	73	126	117	98	35	20	4	9	17	0	2	122	11	22	31	88	135	14	46	193
	7.7%	7.1%	7.2%	8.2%	6.5%	7.7%	7.1%	7.0%	7.2%	7.1%	6.6%	7.8%	7.1%	10.8%	3.2%	10.3%	7.5%	0.0%	10.0%	6.1%	10.9%	10.8%	3.0%	7.1%	10.9%	1.6%	2.3%	26.8%
10 or more times	101	82	71	92	12	59	3	12	29	34	35	33	8	8	3	4	3	1	0	34	3	1	11	11	52	4	9	69
	2.2%	2.2%	1.9%	2.4%	0.9%	2.8%	5.4%	1.6%	2.9%	1.9%	2.0%	2.6%	1.6%	4.3%	2.4%	4.6%	1.3%	12.5%	0.0%	1.7%	3.0%	0.5%	1.1%	0.9%	4.2%	0.4%	0.5%	9.6%
5 or more times	459	344	341	407	102	219	7	65	102	160	152	131	43	28	7	13	20	1	2	156	14	23	42	99	187	18	55	262
	9.8%	9.3%	9.1%	10.6%	7.4%	10.5%	12.5%	8.5%	10.1%	9.0%	8.6%	10.4%	8.8%	15.1%	5.6%	14.9%	8.8%	12.5%	10.0%	7.7%	13.9%	11.3%	4.1%	7.9%	15.1%	2.0%	2.8%	36.4%
Significantly different from column:*	■■■■		■■■■		F	E								O,Q,T	N,P,U	O,T	N			N,P,U	O,T		X,Y	W,Y	W,X	AB	AB	AA,Z

NA - There is no "no experience" category for this question.

*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.

T-12

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

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 who visited their personal doctor to get care (Q10 & Q11)

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,539	2,724	2,991	3,064	975	1,592	46	494	739	1,393	1,295	954	363	135	88	72	158	6	15	1,510	76	155	653	939	1,022	273	1,714	669
Number missing or multiple answer	22	12	16	20	5	7	0	4	2	6	8	3	1	1	0	0	1	0	0	6	1	0	2	5	5	3	6	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	NA	NA	NA	NA	NA	NA
Usable responses	3,517	2,712	2,975	3,044	970	1,585	46	490	737	1,387	1,287	951	362	134	88	72	157	6	15	1,504	75	155	651	934	1,017	270	1,708	667
	99.4%	99.6%	99.5%	99.3%	99.5%	99.6%	100.0%	99.2%	99.7%	99.6%	99.4%	99.7%	99.7%	99.3%	100.0%	100.0%	99.4%	100.0%	100.0%	99.6%	---	100.0%	99.7%	99.5%	99.5%	98.9%	99.6%	99.7%
Never	51	47	31	34	22	20	0	7	13	24	25	12	6	1	1	1	3	0	0	17	3	4	7	21	16	11	25	9
	1.5%	1.7%	1.0%	1.1%	2.3%	1.3%	0.0%	1.4%	1.8%	1.7%	1.9%	1.3%	1.7%	0.7%	1.1%	1.4%	1.9%	0.0%	0.0%	1.1%	4.0%	2.6%	1.1%	2.2%	1.6%	4.1%	1.5%	1.3%
Sometimes	232	147	161	171	51	85	1	25	38	77	73	55	12	10	8	5	6	0	4	74	6	9	18	37	83	25	86	32
	6.6%	5.4%	5.4%	5.6%	5.3%	5.4%	2.2%	5.1%	5.2%	5.6%	5.7%	5.8%	3.3%	7.5%	9.1%	6.9%	3.8%	0.0%	26.7%	4.9%	8.0%	5.8%	2.8%	4.0%	8.2%	9.3%	5.0%	4.8%
Usually	592	529	540	619	193	304	9	101	144	261	263	180	60	32	22	12	40	1	6	283	10	25	102	188	215	42	349	129
	16.8%	19.5%	18.2%	20.3%	19.9%	19.2%	19.6%	20.6%	19.5%	18.8%	20.4%	18.9%	16.6%	23.9%	25.0%	16.7%	25.5%	16.7%	40.0%	18.8%	13.3%	16.1%	15.7%	20.1%	21.1%	15.6%	20.4%	19.3%
Always	2,642	1,989	2,243	2,220	704	1,176	36	357	542	1,025	926	704	284	91	57	54	108	5	5	1,130	56	117	524	688	703	192	1,248	497
	75.1%	73.3%	75.4%	72.9%	72.6%	74.2%	78.3%	72.9%	73.5%	73.9%	72.0%	74.0%	78.5%	67.9%	64.8%	75.0%	68.8%	83.3%	33.3%	75.1%	74.7%	75.5%	80.5%	73.7%	69.1%	71.1%	73.1%	74.5%
Significantly different from column:*											M		K	S	S,T		S			N,O,Q	O		X,Y	W,Y	W,X			
Usually or Always	3,234	2,518	2,783	2,839	897	1,480	45	458	686	1,286	1,189	884	344	123	79	66	148	6	11	1,413	66	142	626	876	918	234	1,597	626
	92.0%	92.8%	93.5%	93.3%	92.5%	93.4%	97.8%	93.5%	93.1%	92.7%	92.4%	93.0%	95.0%	91.8%	89.8%	91.7%	94.3%	100.0%	73.3%	93.9%	88.0%	91.6%	96.2%	93.8%	90.3%	86.7%	93.5%	93.9%
Significantly different from column:*																							X,Y	W,Y	W,X	AA,AB	Z	Z

NA - There is no "no experience" category for this question.

*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.

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

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 who visited their personal doctor to get care (Q10 & Q11)

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)									Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,539	2,724	2,991	3,064	975	1,592	46	494	739	1,393	1,295	954	363	135	88	72	158	6	15	1,510	76	155	653	939	1,022	273	1,714	669
Number missing or multiple answer	19	19	15	19	4	13	0	4	1	12	10	6	1	2	0	1	1	0	1	6	1	3	3	6	10	7	6	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	NA	NA	NA	NA	NA	NA
Usable responses	3,520	2,705	2,976	3,045	971	1,579	46	490	738	1,381	1,285	948	362	133	88	71	157	6	14	1,504	75	152	650	933	1,012	266	1,708	665
	99.5%	99.3%	99.5%	99.4%	99.6%	99.2%	100.0%	99.2%	99.9%	99.1%	99.2%	99.4%	99.7%	98.5%	100.0%	98.6%	99.4%	100.0%	93.3%	99.6%	---	98.1%	99.5%	99.4%	99.0%	97.4%	99.6%	99.4%
Never	54	51	44	43	18	27	0	6	18	23	22	18	6	1	2	0	1	0	0	22	5	4	8	15	23	10	31	10
	1.5%	1.9%	1.5%	1.4%	1.9%	1.7%	0.0%	1.2%	2.4%	1.7%	1.7%	1.9%	1.7%	0.8%	2.3%	0.0%	0.6%	0.0%	0.0%	1.5%	6.7%	2.6%	1.2%	1.6%	2.3%	3.8%	1.8%	1.5%
Sometimes	233	166	179	196	50	106	3	30	55	75	75	65	21	12	5	8	10	0	2	82	5	10	19	50	89	18	101	43
	6.6%	6.1%	6.0%	6.4%	5.1%	6.7%	6.5%	6.1%	7.5%	5.4%	5.8%	6.9%	5.8%	9.0%	5.7%	11.3%	6.4%	0.0%	14.3%	5.5%	6.7%	6.6%	2.9%	5.4%	8.8%	6.8%	5.9%	6.5%
Usually	542	484	530	608	190	260	10	94	129	240	220	174	65	25	22	9	30	2	6	271	9	25	87	169	205	31	304	138
	15.4%	17.9%	17.8%	20.0%	19.6%	16.5%	21.7%	19.2%	17.5%	17.4%	17.1%	18.4%	18.0%	18.8%	25.0%	12.7%	19.1%	33.3%	42.9%	18.0%	12.0%	16.4%	13.4%	18.1%	20.3%	11.7%	17.8%	20.8%
Always	2,691	2,004	2,223	2,198	713	1,186	33	360	536	1,043	968	691	270	95	59	54	116	4	6	1,129	56	113	536	699	695	207	1,272	474
	76.4%	74.1%	74.7%	72.2%	73.4%	75.1%	71.7%	73.5%	72.6%	75.5%	75.3%	72.9%	74.6%	71.4%	67.0%	76.1%	73.9%	66.7%	42.9%	75.1%	74.7%	74.3%	82.5%	74.9%	68.7%	77.8%	74.5%	71.3%
Significantly different from column:*		A																					X,Y	W,Y	W,X	AB		Z
Usually or Always	3,233	2,488	2,753	2,806	903	1,446	43	454	665	1,283	1,188	865	335	120	81	63	146	6	12	1,400	65	138	623	868	900	238	1,576	612
	91.8%	92.0%	92.5%	92.2%	93.0%	91.6%	93.5%	92.7%	90.1%	92.9%	92.5%	91.2%	92.5%	90.2%	92.0%	88.7%	93.0%	100.0%	85.7%	93.1%	86.7%	90.8%	95.8%	93.0%	88.9%	89.5%	92.3%	92.0%
Significantly different from column:*									J	I										U	T		X,Y	W,Y	W,X			

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

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 who visited their personal doctor to get care (Q10 & Q11)

| | 2021 CSS Average | 2021 | 2020 | 2019 | Gender Identity (Q40) | | | Age (Q38) | | | Education (Q41) | | | Primary Race (Q56RC) | | | | | | | | | Health Status (Q31) | | | Doctor Visits in Last 6 Months (Q7) | | |
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,539	2,724	2,991	3,064	975	1,592	46	494	739	1,393	1,295	954	363	135	88	72	158	6	15	1,510	76	155	653	939	1,022	273	1,714	669
Number missing or multiple answer	22	17	9	13	8	7	0	4	3	8	9	5	1	1	1	0	1	0	1	10	0	1	4	6	6	6	10	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	NA	NA	NA	NA	NA	NA
Usable responses	3,517	2,707	2,982	3,051	967	1,585	46	490	736	1,385	1,286	949	362	134	87	72	157	6	14	1,500	76	154	649	933	1,016	267	1,704	668
	99.4%	99.4%	99.7%	99.6%	99.2%	99.6%	100.0%	99.2%	99.6%	99.4%	99.3%	99.5%	99.7%	99.3%	98.9%	100.0%	99.4%	100.0%	93.3%	99.3%	---	99.4%	99.4%	99.4%	99.4%	97.8%	99.4%	99.9%
Never	43	41	38	48	17	18	0	7	14	17	17	18	2	1	2	0	1	0	0	18	3	2	5	11	21	10	23	7
	1.2%	1.5%	1.3%	1.6%	1.8%	1.1%	0.0%	1.4%	1.9%	1.2%	1.3%	1.9%	0.6%	0.7%	2.3%	0.0%	0.6%	0.0%	0.0%	1.2%	3.9%	1.3%	0.8%	1.2%	2.1%	3.7%	1.3%	1.0%
Sometimes	188	157	158	171	49	96	3	22	48	77	70	57	21	13	5	2	7	0	3	77	6	13	22	49	75	11	90	50
	5.3%	5.8%	5.3%	5.6%	5.1%	6.1%	6.5%	4.5%	6.5%	5.6%	5.4%	6.0%	5.8%	9.7%	5.7%	2.8%	4.5%	0.0%	21.4%	5.1%	7.9%	8.4%	3.4%	5.3%	7.4%	4.1%	5.3%	7.5%
Usually	430	356	406	472	135	198	7	65	101	176	171	124	44	19	16	9	22	1	6	184	7	25	59	133	149	26	225	96
	12.2%	13.2%	13.6%	15.5%	14.0%	12.5%	15.2%	13.3%	13.7%	12.7%	13.3%	13.1%	12.2%	14.2%	18.4%	12.5%	14.0%	16.7%	42.9%	12.3%	9.2%	16.2%	9.1%	14.3%	14.7%	9.7%	13.2%	14.4%
Always	2,856	2,153	2,380	2,360	766	1,273	36	396	573	1,115	1,028	750	295	101	64	61	127	5	5	1,221	60	114	563	740	771	220	1,366	515
	81.2%	79.5%	79.8%	77.4%	79.2%	80.3%	78.3%	80.8%	77.9%	80.5%	79.9%	79.0%	81.5%	75.4%	73.6%	84.7%	80.9%	83.3%	35.7%	81.4%	78.9%	74.0%	86.7%	79.3%	75.9%	82.4%	80.2%	77.1%
Significantly different from column:*		D																		V		T	X,Y	W	W			
Usually or Always	3,286	2,509	2,786	2,832	901	1,471	43	461	674	1,291	1,199	874	339	120	80	70	149	6	11	1,405	67	139	622	873	920	246	1,591	611
	93.4%	92.7%	93.4%	92.8%	93.2%	92.8%	93.5%	94.1%	91.6%	93.2%	93.2%	92.1%	93.6%	89.6%	92.0%	97.2%	94.9%	100.0%	78.6%	93.7%	88.2%	90.3%	95.8%	93.6%	90.6%	92.1%	93.4%	91.5%
Significantly different from column:*														P		N,U				P			Y	Y	W,X			

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

39930

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 who visited their personal doctor to get care (Q10 & Q11)

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,539	2,724	2,991	3,064	975	1,592	46	494	739	1,393	1,295	954	363	135	88	72	158	6	15	1,510	76	155	653	939	1,022	273	1,714	669
Number missing or multiple answer	25	19	16	23	7	10	0	3	3	12	11	7	0	1	0	0	1	0	0	10	0	1	2	7	9	6	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	NA	NA	NA	NA	NA	NA
Usable responses	3,514	2,705	2,975	3,041	968	1,582	46	491	736	1,381	1,284	947	363	134	88	72	157	6	15	1,500	76	154	651	932	1,013	267	1,707	666
	99.3%	99.3%	99.5%	99.2%	99.3%	99.4%	100.0%	99.4%	99.6%	99.1%	99.2%	99.3%	100.0%	99.3%	100.0%	100.0%	99.4%	100.0%	100.0%	99.3%	---	99.4%	99.7%	99.3%	99.1%	97.8%	99.6%	99.6%
Never	89	75	62	57	25	37	0	14	19	34	32	24	10	3	2	2	2	0	0	33	1	9	13	21	34	15	46	10
	2.5%	2.8%	2.1%	1.9%	2.6%	2.3%	0.0%	2.9%	2.6%	2.5%	2.5%	2.5%	2.8%	2.2%	2.3%	2.8%	1.3%	0.0%	0.0%	2.2%	1.3%	5.8%	2.0%	2.3%	3.4%	5.6%	2.7%	1.5%
Sometimes	285	208	218	245	72	120	5	50	54	92	100	76	21	13	6	10	14	0	1	93	7	14	35	64	96	22	126	56
	8.1%	7.7%	7.3%	8.1%	7.4%	7.6%	10.9%	10.2%	7.3%	6.7%	7.8%	8.0%	5.8%	9.7%	6.8%	13.9%	8.9%	0.0%	6.7%	6.2%	9.2%	9.1%	5.4%	6.9%	9.5%	8.2%	7.4%	8.4%
Usually	673	567	655	702	217	308	15	109	160	276	267	193	84	36	24	12	42	0	9	302	16	33	112	193	238	40	359	151
	19.2%	21.0%	22.0%	23.1%	22.4%	19.5%	32.6%	22.2%	21.7%	20.0%	20.8%	20.4%	23.1%	26.9%	27.3%	16.7%	26.8%	0.0%	60.0%	20.1%	21.1%	21.4%	17.2%	20.7%	23.5%	15.0%	21.0%	22.7%
Always	2,467	1,855	2,040	2,037	654	1,117	26	318	503	979	885	654	248	82	56	48	99	6	5	1,072	52	98	491	654	645	190	1,176	449
	70.2%	68.6%	68.6%	67.0%	67.6%	70.6%	56.5%	64.8%	68.3%	70.9%	68.9%	69.1%	68.3%	61.2%	63.6%	66.7%	63.1%	100.0%	33.3%	71.5%	68.4%	63.6%	75.4%	70.2%	63.7%	71.2%	68.9%	67.4%
Significantly different from column:*					G	F		J		H				S,T	S	S	S,T			N,O,P,Q,U	N,Q,V	S,T	X,Y	W,Y	W,X			
Usually or Always	3,140	2,422	2,695	2,739	871	1,425	41	427	663	1,255	1,152	847	332	118	80	60	141	6	14	1,374	68	131	603	847	883	230	1,535	600
	89.4%	89.5%	90.6%	90.1%	90.0%	90.1%	89.1%	87.0%	90.1%	90.9%	89.7%	89.4%	91.5%	88.1%	90.9%	83.3%	89.8%	100.0%	93.3%	91.6%	89.5%	85.1%	92.6%	90.9%	87.2%	86.1%	89.9%	90.1%
Significantly different from column:*								J		H							T			P,V		T	Y	Y	W,X			

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

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 who visited their personal doctor to get care (Q10 & Q11)

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,539	2,724	2,991	3,064	975	1,592	46	494	739	1,393	1,295	954	363	135	88	72	158	6	15	1,510	76	155	653	939	1,022	273	1,714	669
Number missing or multiple answer	58	20	28	28	10	9	0	3	6	9	10	6	2	1	0	1	3	0	0	11	1	0	6	5	7	4	11	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	NA	NA	NA	NA	NA	NA
Usable responses	3,481	2,704	2,963	3,036	965	1,583	46	491	733	1,384	1,285	948	361	134	88	71	155	6	15	1,499	75	155	647	934	1,015	269	1,703	666
	98.4%	99.3%	99.1%	99.1%	99.0%	99.4%	100.0%	99.4%	99.2%	99.4%	99.2%	99.4%	99.4%	99.3%	100.0%	98.6%	98.1%	100.0%	100.0%	99.3%	---	100.0%	99.1%	99.5%	99.3%	98.5%	99.4%	99.6%
Yes	2,106	1,731	1,893	1,921	565	1,071	30	304	491	876	763	648	254	91	53	43	89	4	8	969	50	112	349	567	746	108	989	588
	60.5%	64.0%	63.9%	63.3%	58.5%	67.7%	65.2%	61.9%	67.0%	63.3%	59.4%	68.4%	70.4%	67.9%	60.2%	60.6%	57.4%	66.7%	53.3%	64.6%	66.7%	72.3%	53.9%	60.7%	73.5%	40.1%	58.1%	88.3%
No	1,375	973	1,070	1,115	400	512	16	187	242	508	522	300	107	43	35	28	66	2	7	530	25	43	298	367	269	161	714	78
	39.5%	36.0%	36.1%	36.7%	41.5%	32.3%	34.8%	38.1%	33.0%	36.7%	40.6%	31.6%	29.6%	32.1%	39.8%	39.4%	42.6%	33.3%	46.7%	35.4%	33.3%	27.7%	46.1%	39.3%	26.5%	59.9%	41.9%	11.7%
Significantly different from column:*		A			F	E					L,M	K	K				V					Q	X,Y	W,Y	W,X	AA,AB	AB,Z	AA,Z

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

39930

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

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)

| | 2021 CSS Average | 2021 | 2020 | 2019 | Gender Identity (Q40) | | | Age (Q38) | | | Education (Q41) | | | Primary Race (Q56RC) | | | | | | | | | Health Status (Q31) | | | Doctor Visits in Last 6 Months (Q7) | | |
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,106	1,731	1,893	1,921	565	1,071	30	304	491	876	763	648	254	91	53	43	89	4	8	969	50	112	349	567	746	108	989	588
Number missing or multiple answer	45	30	45	46	12	15	1	7	6	15	8	15	5	0	0	0	0	0	0	18	0	1	8	10	9	1	23	6
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	NA	NA	NA	NA	NA	NA
Usable responses	2,061	1,701	1,848	1,875	553	1,056	29	297	485	861	755	633	249	91	53	43	89	4	8	951	50	111	341	557	737	107	966	582
	97.9%	98.3%	97.6%	97.6%	97.9%	98.6%	96.7%	97.7%	98.8%	98.3%	99.0%	97.7%	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.1%	---	99.1%	97.7%	98.2%	98.8%	99.1%	97.7%	99.0%
Never	113	76	87	88	25	44	0	16	26	29	31	33	7	3	2	0	4	0	1	38	3	6	8	23	40	9	40	24
	5.5%	4.5%	4.7%	4.7%	4.5%	4.2%	0.0%	5.4%	5.4%	3.4%	4.1%	5.2%	2.8%	3.3%	3.8%	0.0%	4.5%	0.0%	12.5%	4.0%	6.0%	5.4%	2.3%	4.1%	5.4%	8.4%	4.1%	4.1%
Sometimes	243	202	228	240	56	135	3	42	61	93	78	85	30	13	5	5	11	0	1	107	5	15	28	62	104	9	102	84
	11.8%	11.9%	12.3%	12.8%	10.1%	12.8%	10.3%	14.1%	12.6%	10.8%	10.3%	13.4%	12.0%	14.3%	9.4%	11.6%	12.4%	0.0%	12.5%	11.3%	10.0%	13.5%	8.2%	11.1%	14.1%	8.4%	10.6%	14.4%
Usually	519	491	477	539	176	289	7	87	138	247	208	192	73	29	18	8	25	1	4	274	16	29	86	178	208	21	285	176
	25.2%	28.9%	25.8%	28.7%	31.8%	27.4%	24.1%	29.3%	28.5%	28.7%	27.5%	30.3%	29.3%	31.9%	34.0%	18.6%	28.1%	25.0%	50.0%	28.8%	32.0%	26.1%	25.2%	32.0%	28.2%	19.6%	29.5%	30.2%
Always	1,186	932	1,056	1,008	296	588	19	152	260	492	438	323	139	46	28	30	49	3	2	532	26	61	219	294	385	68	539	298
	57.5%	54.8%	57.1%	53.8%	53.5%	55.7%	65.5%	51.2%	53.6%	57.1%	58.0%	51.0%	55.8%	50.5%	52.8%	69.8%	55.1%	75.0%	25.0%	55.9%	52.0%	55.0%	64.2%	52.8%	52.2%	63.6%	55.8%	51.2%
Significantly different from column:*	▮		▮								L	K		P		N							X,Y	W	W	AB		Z
Usually or Always	1,705	1,423	1,533	1,547	472	877	26	239	398	739	646	515	212	75	46	38	74	4	6	806	42	90	305	472	593	89	824	474
	82.7%	83.7%	83.0%	82.5%	85.4%	83.0%	89.7%	80.5%	82.1%	85.8%	85.6%	81.4%	85.1%	82.4%	86.8%	88.4%	83.1%	100.0%	75.0%	84.8%	84.0%	81.1%	89.4%	84.7%	80.5%	83.2%	85.3%	81.4%
Significantly different from column:*	▮		▮					J		H	L	K											X,Y	W,Y	W,X		AB	AA

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

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)

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)									Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,835	3,815	3,875	3,960	1,425	2,162	58	778	1,038	1,852	1,844	1,290	505	197	129	88	232	9	21	2,081	106	206	1,068	1,288	1,287	945	2,016	737
Number missing or multiple answer	188	154	107	129	55	81	1	30	35	73	76	42	19	13	5	5	5	2	0	70	5	11	47	50	38	74	56	13
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	NA	NA	NA	NA	NA	NA
Usable responses	4,647	3,661	3,768	3,831	1,370	2,081	57	748	1,003	1,779	1,768	1,248	486	184	124	83	227	7	21	2,011	101	195	1,021	1,238	1,249	871	1,960	724
	96.1%	96.0%	97.2%	96.7%	96.1%	96.3%	98.3%	96.1%	96.6%	96.1%	95.9%	96.7%	96.2%	93.4%	96.1%	94.3%	97.8%	77.8%	100.0%	96.6%	---	94.7%	95.6%	96.1%	97.0%	92.2%	97.2%	98.2%
0 Worst personal doctor possible	38	30	23	27	13	14	1	2	13	13	14	11	1	3	1	0	1	0	0	16	0	1	5	10	13	11	13	5
	0.8%	0.8%	0.6%	0.7%	0.9%	0.7%	1.8%	0.3%	1.3%	0.7%	0.8%	0.9%	0.2%	1.6%	0.8%	0.0%	0.4%	0.0%	0.0%	0.8%	0.0%	0.5%	0.5%	0.8%	1.0%	1.3%	0.7%	0.7%
1	23	15	16	21	8	6	0	5	5	4	9	3	2	0	0	1	0	0	0	8	0	1	3	6	4	4	11	0
	0.5%	0.4%	0.4%	0.5%	0.6%	0.3%	0.0%	0.7%	0.5%	0.2%	0.5%	0.2%	0.4%	0.0%	0.0%	1.2%	0.0%	0.0%	0.0%	0.4%	0.0%	0.5%	0.3%	0.5%	0.3%	0.5%	0.6%	0.0%
2	32	34	32	30	10	15	1	6	13	10	16	11	2	1	0	1	1	0	2	21	1	2	5	9	17	5	20	7
	0.7%	0.9%	0.8%	0.8%	0.7%	0.7%	1.8%	0.8%	1.3%	0.6%	0.9%	0.9%	0.4%	0.5%	0.0%	1.2%	0.4%	0.0%	9.5%	1.0%	1.0%	1.0%	0.5%	0.7%	1.4%	0.6%	1.0%	1.0%
3	56	48	49	37	16	32	0	6	15	27	21	20	7	3	0	1	1	0	0	28	3	2	6	10	30	10	29	7
	1.2%	1.3%	1.3%	1.0%	1.2%	1.5%	0.0%	0.8%	1.5%	1.5%	1.2%	1.6%	1.4%	1.6%	0.0%	1.2%	0.4%	0.0%	0.0%	1.4%	3.0%	1.0%	0.6%	0.8%	2.4%	1.1%	1.5%	1.0%
4	47	43	53	67	13	30	0	5	15	23	21	14	7	5	0	0	1	0	0	20	2	6	7	14	21	8	21	12
	1.0%	1.2%	1.4%	1.7%	0.9%	1.4%	0.0%	0.7%	1.5%	1.3%	1.2%	1.1%	1.4%	2.7%	0.0%	0.0%	0.4%	0.0%	0.0%	1.0%	2.0%	3.1%	0.7%	1.1%	1.7%	0.9%	1.1%	1.7%
5	163	162	174	156	66	91	1	45	45	69	89	44	23	7	3	3	10	0	1	95	6	10	35	54	68	66	71	21
	3.5%	4.4%	4.6%	4.1%	4.8%	4.4%	1.8%	6.0%	4.5%	3.9%	5.0%	3.5%	4.7%	3.8%	2.4%	3.6%	4.4%	0.0%	4.8%	4.7%	5.9%	5.1%	3.4%	4.4%	5.4%	7.6%	3.6%	2.9%
6	146	120	112	124	41	70	2	29	37	48	44	51	18	6	2	7	8	0	2	65	1	9	30	43	40	41	56	19
	3.1%	3.3%	3.0%	3.2%	3.0%	3.4%	3.5%	3.9%	3.7%	2.7%	2.5%	4.1%	3.7%	3.3%	1.6%	8.4%	3.5%	0.0%	9.5%	3.2%	1.0%	4.6%	2.9%	3.5%	3.2%	4.7%	2.9%	2.6%
7	320	281	265	299	109	145	8	82	71	113	127	97	40	15	14	3	16	1	1	152	4	12	78	100	90	77	132	64
	6.9%	7.7%	7.0%	7.8%	8.0%	7.0%	14.0%	11.0%	7.1%	6.4%	7.2%	7.8%	8.2%	8.2%	11.3%	3.6%	7.0%	14.3%	4.8%	7.6%	4.0%	6.2%	7.6%	8.1%	7.2%	8.8%	6.7%	8.8%
8	699	615	595	662	253	331	10	149	175	277	294	210	89	32	23	12	33	2	4	345	19	27	158	207	229	146	333	120
	15.0%	16.8%	15.8%	17.3%	18.5%	15.9%	17.5%	19.9%	17.4%	15.6%	16.6%	16.8%	18.3%	17.4%	18.5%	14.5%	14.5%	28.6%	19.0%	17.2%	18.8%	13.8%	15.5%	16.7%	18.3%	16.8%	17.0%	16.6%
9	692	647	676	687	255	352	18	134	181	311	291	232	104	30	32	20	48	1	3	348	19	38	172	228	224	134	358	140
	14.9%	17.7%	17.9%	17.9%	18.6%	16.9%	31.6%	17.9%	18.0%	17.5%	16.5%	18.6%	21.4%	16.3%	25.8%	24.1%	21.1%	14.3%	14.3%	17.3%	18.8%	19.5%	16.8%	18.4%	17.9%	15.4%	18.3%	19.3%
10 Best personal doctor possible	2,431	1,666	1,773	1,721	586	995	16	285	433	884	842	555	193	82	49	35	108	3	8	913	46	87	522	557	513	369	916	329
	52.3%	45.5%	47.1%	44.9%	42.8%	47.8%	28.1%	38.1%	43.2%	49.7%	47.6%	44.5%	39.7%	44.6%	39.5%	42.2%	47.6%	42.9%	38.1%	45.4%	45.5%	44.6%	51.1%	45.0%	41.1%	42.4%	46.7%	45.4%

NA - There is no "no experience" category for this question.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

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)

| | 2021 CSS Average | 2021 | 2020 | 2019 | Gender Identity (Q40) | | | Age (Q38) | | | Education (Q41) | | | Primary Race (Q56RC) | | | | | | | | | Health Status (Q31) | | | Doctor Visits in Last 6 Months (Q7) | | |
| | | | | | Male | Female | Non-binary, genderqueer, or other | 18 to 34 | 35 to 54 | 55 or more | HS grad or less | Some college | College grad or more | American Indian or Alaska Native | Asian | Black or African American | Hispanic or Latino/a | Middle Eastern/Northern African | Native Hawaiian or Pacific Islander | White | Other | Multiracial | Excellent or Very good | Good | Fair or Poor | None | 1 to 4 | 5 or more |
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,835	3,815	3,875	3,960	1,425	2,162	58	778	1,038	1,852	1,844	1,290	505	197	129	88	232	9	21	2,081	106	206	1,068	1,288	1,287	945	2,016	737
Number missing or multiple answer	188	154	107	129	55	81	1	30	35	73	76	42	19	13	5	5	5	2	0	70	5	11	47	50	38	74	56	13
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	NA	NA	NA	NA	NA	NA
Usable responses	4,647	3,661	3,768	3,831	1,370	2,081	57	748	1,003	1,779	1,768	1,248	486	184	124	83	227	7	21	2,011	101	195	1,021	1,238	1,249	871	1,960	724
	96.1%	96.0%	97.2%	96.7%	96.1%	96.3%	98.3%	96.1%	96.6%	96.1%	95.9%	96.7%	96.2%	93.4%	96.1%	94.3%	97.8%	77.8%	100.0%	96.6%	---	94.7%	95.6%	96.1%	97.0%	92.2%	97.2%	98.2%
0 to 4	196	170	173	182	60	97	2	24	61	77	81	59	19	12	1	3	4	0	2	93	6	12	26	49	85	38	94	31
	4.2%	4.6%	4.6%	4.8%	4.4%	4.7%	3.5%	3.2%	6.1%	4.3%	4.6%	4.7%	3.9%	6.5%	0.8%	3.6%	1.8%	0.0%	9.5%	4.6%	5.9%	6.2%	2.5%	4.0%	6.8%	4.4%	4.8%	4.3%
5	163	162	174	156	66	91	1	45	45	69	89	44	23	7	3	3	10	0	1	95	6	10	35	54	68	66	71	21
	3.5%	4.4%	4.6%	4.1%	4.8%	4.4%	1.8%	6.0%	4.5%	3.9%	5.0%	3.5%	4.7%	3.8%	2.4%	3.6%	4.4%	0.0%	4.8%	4.7%	5.9%	5.1%	3.4%	4.4%	5.4%	7.6%	3.6%	2.9%
6 or 7	466	401	377	423	150	215	10	111	108	161	171	148	58	21	16	10	24	1	3	217	5	21	108	143	130	118	188	83
	10.0%	11.0%	10.0%	11.0%	10.9%	10.3%	17.5%	14.8%	10.8%	9.1%	9.7%	11.9%	11.9%	11.4%	12.9%	12.0%	10.6%	14.3%	14.3%	10.8%	5.0%	10.8%	10.6%	11.6%	10.4%	13.5%	9.6%	11.5%
8 to 10	3,822	2,928	3,044	3,070	1,094	1,678	44	568	789	1,472	1,427	997	386	144	104	67	189	6	15	1,606	84	152	852	992	966	649	1,607	589
	82.2%	80.0%	80.8%	80.1%	79.9%	80.6%	77.2%	75.9%	78.7%	82.7%	80.7%	79.9%	79.4%	78.3%	83.9%	80.7%	83.3%	85.7%	71.4%	79.9%	83.2%	77.9%	83.4%	80.1%	77.3%	74.5%	82.0%	81.4%
Significantly different from column:*		A						J	J	H,I													X,Y	W	W	AA,AB	Z	Z
0 to 6	505	452	459	462	167	258	5	98	143	194	214	154	60	25	6	13	22	0	5	253	13	31	91	146	193	145	221	71
	10.9%	12.3%	12.2%	12.1%	12.2%	12.4%	8.8%	13.1%	14.3%	10.9%	12.1%	12.3%	12.3%	13.6%	4.8%	15.7%	9.7%	0.0%	23.8%	12.6%	12.9%	15.9%	8.9%	11.8%	15.5%	16.6%	11.3%	9.8%
7 to 8	1,019	896	860	961	362	476	18	231	246	390	421	307	129	47	37	15	49	3	5	497	23	39	236	307	319	223	465	184
	21.9%	24.5%	22.8%	25.1%	26.4%	22.9%	31.6%	30.9%	24.5%	21.9%	23.8%	24.6%	26.5%	25.5%	29.8%	18.1%	21.6%	42.9%	23.8%	24.7%	22.8%	20.0%	23.1%	24.8%	25.5%	25.6%	23.7%	25.4%
9 to 10	3,123	2,313	2,449	2,408	841	1,347	34	419	614	1,195	1,133	787	297	112	81	55	156	4	11	1,261	65	125	694	785	737	503	1,274	469
	67.2%	63.2%	65.0%	62.9%	61.4%	64.7%	59.6%	56.0%	61.2%	67.2%	64.1%	63.1%	61.1%	60.9%	65.3%	66.3%	68.7%	57.1%	52.4%	62.7%	64.4%	64.1%	68.0%	63.4%	59.0%	57.7%	65.0%	64.8%
Significantly different from column:*		A			F	E		I,J	H,J	H,I													X,Y	W,Y	W,X	AA,AB	Z	Z

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

39930

Question 19

In the last 6 months, did you make any appointments with a specialist?

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)									Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	6,161	4,678	4,756	4,794	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	102	35	35	34	11	22	1	6	7	21	24	7	2	7	3	1	5	0	0	11	2	1	10	12	11	12	8	5
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	NA	NA	NA	NA	NA	NA
Usable responses	6,059	4,643	4,721	4,760	1,835	2,510	75	1,043	1,281	2,128	2,224	1,570	622	234	180	111	295	14	23	2,471	128	261	1,379	1,574	1,469	1,487	2,239	780
	98.3%	99.3%	99.3%	99.3%	99.4%	99.1%	98.7%	99.4%	99.5%	99.0%	98.9%	99.6%	99.7%	97.1%	98.4%	99.1%	98.3%	100.0%	100.0%	99.6%	---	99.6%	99.3%	99.2%	99.3%	99.2%	99.6%	99.4%
Yes	2,577	1,960	2,055	2,079	684	1,158	35	320	548	1,019	829	751	295	95	55	37	80	7	13	1,115	49	132	407	639	829	191	1,094	612
	42.5%	42.2%	43.5%	43.7%	37.3%	46.1%	46.7%	30.7%	42.8%	47.9%	37.3%	47.8%	47.4%	40.6%	30.6%	33.3%	27.1%	50.0%	56.5%	45.1%	38.3%	50.6%	29.5%	40.6%	56.4%	12.8%	48.9%	78.5%
No	3,482	2,683	2,666	2,681	1,151	1,352	40	723	733	1,109	1,395	819	327	139	125	74	215	7	10	1,356	79	129	972	935	640	1,296	1,145	168
	57.5%	57.8%	56.5%	56.3%	62.7%	53.9%	53.3%	69.3%	57.2%	52.1%	62.7%	52.2%	52.6%	59.4%	69.4%	66.7%	72.9%	50.0%	43.5%	54.9%	61.7%	49.4%	70.5%	59.4%	43.6%	87.2%	51.1%	21.5%
Significantly different from column:*					F	E		I,J	H,J	H,I	L,M	K	K	O,Q,V	N,S,T,V	S,T,V	N,S,T,U,V		O,P,Q	O,P,Q	Q,V	N,O,P,Q,U	X,Y	W,Y	W,X	AA,AB	AB,Z	AA,Z

NA - There is no "no experience" category for this question.

*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.

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

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)

| | 2021 CSS Average | 2021 | 2020 | 2019 | Gender Identity (Q40) | | | Age (Q38) | | | Education (Q41) | | | Primary Race (Q56RC) | | | | | | | | | Health Status (Q31) | | | Doctor Visits in Last 6 Months (Q7) | | |
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,577	1,960	2,055	2,079	684	1,158	35	320	548	1,019	829	751	295	95	55	37	80	7	13	1,115	49	132	407	639	829	191	1,094	612
Number missing or multiple answer	61	51	33	23	15	24	0	4	6	30	18	14	8	2	3	0	3	0	2	24	0	5	10	9	22	11	30	6
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	NA	NA	NA	NA	NA	NA
Usable responses	2,516	1,909	2,022	2,056	669	1,134	35	316	542	989	811	737	287	93	52	37	77	7	11	1,091	49	127	397	630	807	180	1,064	606
	97.6%	97.4%	98.4%	98.9%	97.8%	97.9%	100.0%	98.8%	98.9%	97.1%	97.8%	98.1%	97.3%	97.9%	94.5%	100.0%	96.3%	100.0%	84.6%	97.8%	---	96.2%	97.5%	98.6%	97.3%	94.2%	97.3%	99.0%
Never	94	105	124	114	33	64	5	24	36	43	38	44	19	10	1	0	7	1	0	57	2	10	20	33	50	17	53	33
	3.7%	5.5%	6.1%	5.5%	4.9%	5.6%	14.3%	7.6%	6.6%	4.3%	4.7%	6.0%	6.6%	10.8%	1.9%	0.0%	9.1%	14.3%	0.0%	5.2%	4.1%	7.9%	5.0%	5.2%	6.2%	9.4%	5.0%	5.4%
Sometimes	368	298	318	345	97	177	9	66	96	123	116	123	44	15	16	6	13	2	3	152	10	19	54	88	141	33	158	96
	14.6%	15.6%	15.7%	16.8%	14.5%	15.6%	25.7%	20.9%	17.7%	12.4%	14.3%	16.7%	15.3%	16.1%	30.8%	16.2%	16.9%	28.6%	27.3%	13.9%	20.4%	15.0%	13.6%	14.0%	17.5%	18.3%	14.8%	15.8%
Usually	686	585	589	603	211	343	8	97	156	313	223	236	104	34	17	13	21	2	5	320	18	39	103	187	268	47	330	192
	27.3%	30.6%	29.1%	29.3%	31.5%	30.2%	22.9%	30.7%	28.8%	31.6%	27.5%	32.0%	36.2%	36.6%	32.7%	35.1%	27.3%	28.6%	45.5%	29.3%	36.7%	30.7%	25.9%	29.7%	33.2%	26.1%	31.0%	31.7%
Always	1,368	921	991	994	328	550	13	129	254	510	434	334	120	34	18	18	36	2	3	562	19	59	220	322	348	83	523	285
	54.4%	48.2%	49.0%	48.3%	49.0%	48.5%	37.1%	40.8%	46.9%	51.6%	53.5%	45.3%	41.8%	36.6%	34.6%	48.6%	46.8%	28.6%	27.3%	51.5%	38.8%	46.5%	55.4%	51.1%	43.1%	46.1%	49.2%	47.0%
Significantly different from column:*		A						J		H	L,M	K	K	T	T						N,O			Y	Y	W,X			
Usually or Always	2,054	1,506	1,580	1,597	539	893	21	226	410	823	657	570	224	68	35	31	57	4	8	882	37	98	323	509	616	130	853	477
	81.6%	78.9%	78.1%	77.7%	80.6%	78.7%	60.0%	71.5%	75.6%	83.2%	81.0%	77.3%	78.0%	73.1%	67.3%	83.8%	74.0%	57.1%	72.7%	80.8%	75.5%	77.2%	81.4%	80.8%	76.3%	72.2%	80.2%	78.7%
Significantly different from column:*		A			G	G	E,F	J	J	H,I				T						O			Y	Y	W,X	AA	Z	

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

39930

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

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)

| | 2021 CSS Average | 2021 | 2020 | 2019 | Gender Identity (Q40) | | | Age (Q38) | | | Education (Q41) | | | Primary Race (Q56RC) | | | | | | | | | Health Status (Q31) | | | Doctor Visits in Last 6 Months (Q7) | | |
| | | | | | Male | Female | Non-binary, genderqueer, or other | 18 to 34 | 35 to 54 | 55 or more | HS grad or less | Some college | College grad or more | American Indian or Alaska Native | Asian | Black or African American | Hispanic or Latino/a | Middle Eastern/Northern African | Native Hawaiian or Pacific Islander | White | Other | Multiracial | Excellent or Very good | Good | Fair or Poor | None | 1 to 4 | 5 or more |
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,577	1,960	2,055	2,079	684	1,158	35	320	548	1,019	829	751	295	95	55	37	80	7	13	1,115	49	132	407	639	829	191	1,094	612
Number missing or multiple answer	78	71	43	28	19	39	1	7	13	40	25	23	10	3	4	0	4	0	2	33	1	8	12	18	32	13	38	15
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	NA	NA	NA	NA	NA	NA
Usable responses	2,499	1,889	2,012	2,051	665	1,119	34	313	535	979	804	728	285	92	51	37	76	7	11	1,082	48	124	395	621	797	178	1,056	597
	97.0%	96.4%	97.9%	98.7%	97.2%	96.6%	97.1%	97.8%	97.6%	96.1%	97.0%	96.9%	96.6%	96.8%	92.7%	100.0%	95.0%	100.0%	84.6%	97.0%	---	93.9%	97.1%	97.2%	96.1%	93.2%	96.5%	97.5%
None	73	55	76	98	24	25	4	7	18	28	29	17	7	5	1	1	2	0	0	28	2	3	12	17	24	12	34	6
	2.9%	2.9%	3.8%	4.8%	3.6%	2.2%	11.8%	2.2%	3.4%	2.9%	3.6%	2.3%	2.5%	5.4%	2.0%	2.7%	2.6%	0.0%	0.0%	2.6%	4.2%	2.4%	3.0%	2.7%	3.0%	6.7%	3.2%	1.0%
1 specialist	1,144	962	997	1,029	350	564	16	186	271	478	436	361	131	45	31	17	45	3	5	556	25	54	255	363	315	121	631	180
	45.8%	50.9%	49.6%	50.2%	52.6%	50.4%	47.1%	59.4%	50.7%	48.8%	54.2%	49.6%	46.0%	48.9%	60.8%	45.9%	59.2%	42.9%	45.5%	51.4%	52.1%	43.5%	64.6%	58.5%	39.5%	68.0%	59.8%	30.2%
2	727	478	553	541	163	292	7	74	134	253	196	178	86	21	15	10	14	3	1	285	8	35	84	150	222	36	258	171
	29.1%	25.3%	27.5%	26.4%	24.5%	26.1%	20.6%	23.6%	25.0%	25.8%	24.4%	24.5%	30.2%	22.8%	29.4%	27.0%	18.4%	42.9%	9.1%	26.3%	16.7%	28.2%	21.3%	24.2%	27.9%	20.2%	24.4%	28.6%
3	337	237	239	226	86	140	3	28	65	137	87	108	34	15	3	6	10	1	1	134	4	20	27	62	138	6	95	128
	13.5%	12.5%	11.9%	11.0%	12.9%	12.5%	8.8%	8.9%	12.1%	14.0%	10.8%	14.8%	11.9%	16.3%	5.9%	16.2%	13.2%	14.3%	9.1%	12.4%	8.3%	16.1%	6.8%	10.0%	17.3%	3.4%	9.0%	21.4%
4	126	81	88	76	22	51	0	11	18	45	29	30	15	3	0	1	2	0	3	42	5	5	9	14	50	1	23	55
	5.0%	4.3%	4.4%	3.7%	3.3%	4.6%	0.0%	3.5%	3.4%	4.6%	3.6%	4.1%	5.3%	3.3%	0.0%	2.7%	2.6%	0.0%	27.3%	3.9%	10.4%	4.0%	2.3%	2.3%	6.3%	0.6%	2.2%	9.2%
5 or more specialists	92	76	59	81	20	47	4	7	29	38	27	34	12	3	1	2	3	0	1	37	4	7	8	15	48	2	15	57
	3.7%	4.0%	2.9%	3.9%	3.0%	4.2%	11.8%	2.2%	5.4%	3.9%	3.4%	4.7%	4.2%	3.3%	2.0%	5.4%	3.9%	0.0%	9.1%	3.4%	8.3%	5.6%	2.0%	2.4%	6.0%	1.1%	1.4%	9.5%
3 or more specialists	555	394	386	383	128	238	7	46	112	220	143	172	61	21	4	9	15	1	5	213	13	32	44	91	236	9	133	240
	22.2%	20.9%	19.2%	18.7%	19.2%	21.3%	20.6%	14.7%	20.9%	22.5%	17.8%	23.6%	21.4%	22.8%	7.8%	24.3%	19.7%	14.3%	45.5%	19.7%	27.1%	25.8%	11.1%	14.7%	29.6%	5.1%	12.6%	40.2%
Significantly different from column:*								I,J	H	H	L	K		O	N,P,T,U,V	O				O	O	O	Y	Y	W,X	AA,AB	AB,Z	AA,Z

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 22

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)

| | 2021 CSS Average | 2021 | 2020 | 2019 | Gender Identity (Q40) | | | Age (Q38) | | | Education (Q41) | | | Primary Race (Q56RC) | | | | | | | | | Health Status (Q31) | | | Doctor Visits in Last 6 Months (Q7) | | |
| | | | | | Male | Female | Non-binary, genderqueer, or other | 18 to 34 | 35 to 54 | 55 or more | HS grad or less | Some college | College grad or more | American Indian or Alaska Native | Asian | Black or African American | Hispanic or Latino/a | Middle Eastern/Northern African | Native Hawaiian or Pacific Islander | White | Other | Multiracial | Excellent or Very good | Good | Fair or Poor | None | 1 to 4 | 5 or more |
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,426	1,834	1,936	1,953	641	1,094	30	306	517	951	775	711	278	87	50	36	74	7	11	1,054	46	121	383	604	773	166	1,022	591
Number missing or multiple answer	24	36	25	11	8	19	0	7	7	14	17	9	2	2	1	1	1	0	1	14	1	3	5	13	8	3	21	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	NA	NA	NA	NA	NA	NA
Usable responses	2,402	1,798	1,911	1,942	633	1,075	30	299	510	937	758	702	276	85	49	35	73	7	10	1,040	45	118	378	591	765	163	1,001	580
	99.0%	98.0%	98.7%	99.4%	98.8%	98.3%	100.0%	97.7%	98.6%	98.5%	97.8%	98.7%	99.3%	97.7%	98.0%	97.2%	98.6%	100.0%	90.9%	98.7%	---	97.5%	98.7%	97.8%	99.0%	98.2%	97.9%	98.1%
0 Worst specialist possible	11	8	18	22	3	4	0	0	4	3	0	6	1	1	0	0	0	0	0	5	0	0	0	2	5	1	2	4
	0.5%	0.4%	0.9%	1.1%	0.5%	0.4%	0.0%	0.0%	0.8%	0.3%	0.0%	0.9%	0.4%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%	0.0%	0.0%	0.0%	0.3%	0.7%	0.6%	0.2%	0.7%
1	14	9	13	15	1	6	1	3	1	4	4	2	2	1	0	0	0	0	0	5	0	0	1	2	5	0	5	3
	0.6%	0.5%	0.7%	0.8%	0.2%	0.6%	3.3%	1.0%	0.2%	0.4%	0.5%	0.3%	0.7%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%	0.0%	0.0%	0.3%	0.3%	0.7%	0.0%	0.5%	0.5%
2	13	16	13	12	6	9	1	2	2	12	7	6	3	1	0	0	2	0	0	9	0	2	2	4	10	2	10	4
	0.5%	0.9%	0.7%	0.6%	0.9%	0.8%	3.3%	0.7%	0.4%	1.3%	0.9%	0.9%	1.1%	1.2%	0.0%	0.0%	2.7%	0.0%	0.0%	0.9%	0.0%	1.7%	0.5%	0.7%	1.3%	1.2%	1.0%	0.7%
3	21	14	19	26	4	10	0	4	1	9	5	8	1	1	0	0	0	0	0	7	1	3	2	5	7	0	8	6
	0.9%	0.8%	1.0%	1.3%	0.6%	0.9%	0.0%	1.3%	0.2%	1.0%	0.7%	1.1%	0.4%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.7%	2.2%	2.5%	0.5%	0.8%	0.9%	0.0%	0.8%	1.0%
4	26	30	25	24	9	17	1	3	5	17	13	9	5	1	0	0	1	0	1	15	1	3	2	7	19	5	15	10
	1.1%	1.7%	1.3%	1.2%	1.4%	1.6%	3.3%	1.0%	1.0%	1.8%	1.7%	1.3%	1.8%	1.2%	0.0%	0.0%	1.4%	0.0%	10.0%	1.4%	2.2%	2.5%	0.5%	1.2%	2.5%	3.1%	1.5%	1.7%
5	80	71	72	85	20	44	3	12	16	40	28	32	8	7	3	3	2	0	1	26	3	6	10	18	40	7	39	24
	3.3%	3.9%	3.8%	4.4%	3.2%	4.1%	10.0%	4.0%	3.1%	4.3%	3.7%	4.6%	2.9%	8.2%	6.1%	8.6%	2.7%	0.0%	10.0%	2.5%	6.7%	5.1%	2.6%	3.0%	5.2%	4.3%	3.9%	4.1%
6	82	57	60	74	26	29	2	14	26	17	19	30	8	5	1	0	2	2	0	34	3	4	8	17	32	8	30	18
	3.4%	3.2%	3.1%	3.8%	4.1%	2.7%	6.7%	4.7%	5.1%	1.8%	2.5%	4.3%	2.9%	5.9%	2.0%	0.0%	2.7%	28.6%	0.0%	3.3%	6.7%	3.4%	2.1%	2.9%	4.2%	4.9%	3.0%	3.1%
7	170	140	136	141	46	88	0	23	54	58	52	53	30	4	2	2	3	0	1	85	4	14	27	44	62	9	78	45
	7.1%	7.8%	7.1%	7.3%	7.3%	8.2%	0.0%	7.7%	10.6%	6.2%	6.9%	7.5%	10.9%	4.7%	4.1%	5.7%	4.1%	0.0%	10.0%	8.2%	8.9%	11.9%	7.1%	7.4%	8.1%	5.5%	7.8%	7.8%
8	367	310	297	314	129	167	4	44	98	160	135	123	40	12	5	8	11	1	2	179	11	16	46	114	138	30	174	98
	15.3%	17.2%	15.5%	16.2%	20.4%	15.5%	13.3%	14.7%	19.2%	17.1%	17.8%	17.5%	14.5%	14.1%	10.2%	22.9%	15.1%	14.3%	20.0%	17.2%	24.4%	13.6%	12.2%	19.3%	18.0%	18.4%	17.4%	16.9%
9	411	359	378	403	127	216	7	67	91	191	143	136	71	22	11	8	19	3	1	197	8	32	71	136	135	30	202	116
	17.1%	20.0%	19.8%	20.8%	20.1%	20.1%	23.3%	22.4%	17.8%	20.4%	18.9%	19.4%	25.7%	25.9%	22.4%	22.9%	26.0%	42.9%	10.0%	18.9%	17.8%	27.1%	18.8%	23.0%	17.6%	18.4%	20.2%	20.0%
10 Best specialist possible	1,207	784	880	826	262	485	11	127	212	426	352	297	107	30	27	14	33	1	4	478	14	38	209	242	312	71	438	252
	50.2%	43.6%	46.0%	42.5%	41.4%	45.1%	36.7%	42.5%	41.6%	45.5%	46.4%	42.3%	38.8%	35.3%	55.1%	40.0%	45.2%	14.3%	40.0%	46.0%	31.1%	32.2%	55.3%	40.9%	40.8%	43.6%	43.8%	43.4%

NA - There is no "no experience" category for this question.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 22

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)

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)									Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,426	1,834	1,936	1,953	641	1,094	30	306	517	951	775	711	278	87	50	36	74	7	11	1,054	46	121	383	604	773	166	1,022	591
Number missing or multiple answer	24	36	25	11	8	19	0	7	7	14	17	9	2	2	1	1	1	0	1	14	1	3	5	13	8	3	21	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	NA	NA	NA	NA	NA	NA
Usable responses	2,402	1,798	1,911	1,942	633	1,075	30	299	510	937	758	702	276	85	49	35	73	7	10	1,040	45	118	378	591	765	163	1,001	580
	99.0%	98.0%	98.7%	99.4%	98.8%	98.3%	100.0%	97.7%	98.6%	98.5%	97.8%	98.7%	99.3%	97.7%	98.0%	97.2%	98.6%	100.0%	90.9%	98.7%	---	97.5%	98.7%	97.8%	99.0%	98.2%	97.9%	98.1%
0 to 4	85	77	88	99	23	46	3	12	13	45	29	31	12	5	0	0	3	0	1	41	2	8	7	20	46	8	40	27
	3.5%	4.3%	4.6%	5.1%	3.6%	4.3%	10.0%	4.0%	2.5%	4.8%	3.8%	4.4%	4.3%	5.9%	0.0%	0.0%	4.1%	0.0%	10.0%	3.9%	4.4%	6.8%	1.9%	3.4%	6.0%	4.9%	4.0%	4.7%
5	80	71	72	85	20	44	3	12	16	40	28	32	8	7	3	3	2	0	1	26	3	6	10	18	40	7	39	24
	3.3%	3.9%	3.8%	4.4%	3.2%	4.1%	10.0%	4.0%	3.1%	4.3%	3.7%	4.6%	2.9%	8.2%	6.1%	8.6%	2.7%	0.0%	10.0%	2.5%	6.7%	5.1%	2.6%	3.0%	5.2%	4.3%	3.9%	4.1%
6 or 7	252	197	196	215	72	117	2	37	80	75	71	83	38	9	3	2	5	2	1	119	7	18	35	61	94	17	108	63
	10.5%	11.0%	10.3%	11.1%	11.4%	10.9%	6.7%	12.4%	15.7%	8.0%	9.4%	11.8%	13.8%	10.6%	6.1%	5.7%	6.8%	28.6%	10.0%	11.4%	15.6%	15.3%	9.3%	10.3%	12.3%	10.4%	10.8%	10.9%
8 to 10	1,985	1,453	1,555	1,543	518	868	22	238	401	777	630	556	218	64	43	30	63	5	7	854	33	86	326	492	585	131	814	466
	82.6%	80.8%	81.4%	79.5%	81.8%	80.7%	73.3%	79.6%	78.6%	82.9%	83.1%	79.2%	79.0%	75.3%	87.8%	85.7%	86.3%	71.4%	70.0%	82.1%	73.3%	72.9%	86.2%	83.2%	76.5%	80.4%	81.3%	80.3%
Significantly different from column:*									J	I					V		V				O,Q,T		Y	Y	W,X			
0 to 6	247	205	220	258	69	119	8	38	55	102	76	93	28	17	4	3	7	2	2	101	8	18	25	55	118	23	109	69
	10.3%	11.4%	11.5%	13.3%	10.9%	11.1%	26.7%	12.7%	10.8%	10.9%	10.0%	13.2%	10.1%	20.0%	8.2%	8.6%	9.6%	28.6%	20.0%	9.7%	17.8%	15.3%	6.6%	9.3%	15.4%	14.1%	10.9%	11.9%
7 to 8	537	450	433	455	175	255	4	67	152	218	187	176	70	16	7	10	14	1	3	264	15	30	73	158	200	39	252	143
	22.4%	25.0%	22.7%	23.4%	27.6%	23.7%	13.3%	22.4%	29.8%	23.3%	24.7%	25.1%	25.4%	18.8%	14.3%	28.6%	19.2%	14.3%	30.0%	25.4%	33.3%	25.4%	19.3%	26.7%	26.1%	23.9%	25.2%	24.7%
9 to 10	1,618	1,143	1,258	1,229	389	701	18	194	303	617	495	433	178	52	38	22	52	4	5	675	22	70	280	378	447	101	640	368
	67.4%	63.6%	65.8%	63.3%	61.5%	65.2%	60.0%	64.9%	59.4%	65.8%	65.3%	61.7%	64.5%	61.2%	77.6%	62.9%	71.2%	57.1%	50.0%	64.9%	48.9%	59.3%	74.1%	64.0%	58.4%	62.0%	63.9%	63.4%
Significantly different from column:*		A							J	I					U,V		U				O,Q,T	O	X,Y	W,Y	W,X			

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 23

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

Base: All respondents

| | 2021 CSS Average | 2021 | 2020 | 2019 | Gender Identity (Q40) | | | Age (Q38) | | | Education (Q41) | | | Primary Race (Q56RC) | | | | | | | | | Health Status (Q31) | | | Doctor Visits in Last 6 Months (Q7) | | |
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	6,161	4,678	4,756	4,794	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	165	123	65	80	34	61	2	16	15	68	55	30	10	8	6	2	9	1	1	48	2	9	22	26	51	33	56	16
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	NA	NA	NA	NA	NA	NA
Usable responses	5,996	4,555	4,691	4,714	1,812	2,471	74	1,033	1,273	2,081	2,193	1,547	614	233	177	110	291	13	22	2,434	128	253	1,367	1,560	1,429	1,466	2,191	769
	97.3%	97.4%	98.6%	98.3%	98.2%	97.6%	97.4%	98.5%	98.8%	96.8%	97.6%	98.1%	98.4%	96.7%	96.7%	98.2%	97.0%	92.9%	95.7%	98.1%	---	96.6%	98.4%	98.4%	96.6%	97.8%	97.5%	98.0%
Yes	2,160	1,327	1,541	1,159	515	725	25	283	357	629	615	437	212	68	52	49	96	2	14	675	30	91	341	414	503	247	715	322
	36.0%	29.1%	32.9%	24.6%	28.4%	29.3%	33.8%	27.4%	28.0%	30.2%	28.0%	28.2%	34.5%	29.2%	29.4%	44.5%	33.0%	15.4%	63.6%	27.7%	23.4%	36.0%	24.9%	26.5%	35.2%	16.8%	32.6%	41.9%
No	3,836	3,228	3,150	3,555	1,297	1,746	49	750	916	1,452	1,578	1,110	402	165	125	61	195	11	8	1,759	98	162	1,026	1,146	926	1,219	1,476	447
	64.0%	70.9%	67.1%	75.4%	71.6%	70.7%	66.2%	72.6%	72.0%	69.8%	72.0%	71.8%	65.5%	70.8%	70.6%	55.5%	67.0%	84.6%	36.4%	72.3%	76.6%	64.0%	75.1%	73.5%	64.8%	83.2%	67.4%	58.1%
Significantly different from column:*		A,C,D									M	M	K,L	P,S	P,S	N,O,Q,R,T,U	P,S,U		P,S	N,O,Q,R,T,U	P,S,V	P,Q,S,V	S,T,U	Y	Y	W,X	AA,AB	AB,Z	AA,Z

NA - There is no "no experience" category for this question.

*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.

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 tried to get information from the health plan's customer service (Q23)

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,160	1,327	1,541	1,159	515	725	25	283	357	629	615	437	212	68	52	49	96	2	14	675	30	91	341	414	503	247	715	322
Number missing or multiple answer	54	25	28	23	8	13	0	4	7	10	13	5	4	2	0	0	3	0	0	9	0	1	5	7	8	6	11	6
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	NA	NA	NA	NA	NA	NA
Usable responses	2,106	1,302	1,513	1,136	507	712	25	279	350	619	602	432	208	66	52	49	93	2	14	666	30	90	336	407	495	241	704	316
	97.5%	98.1%	98.2%	98.0%	98.4%	98.2%	100.0%	98.6%	98.0%	98.4%	97.9%	98.9%	98.1%	97.1%	100.0%	100.0%	96.9%	100.0%	100.0%	98.7%	---	98.9%	98.5%	98.3%	98.4%	97.6%	98.5%	98.1%
Never	55	31	46	28	14	15	2	6	13	11	14	15	2	1	0	0	5	0	2	15	0	1	10	8	12	9	18	4
	2.6%	2.4%	3.0%	2.5%	2.8%	2.1%	8.0%	2.2%	3.7%	1.8%	2.3%	3.5%	1.0%	1.5%	0.0%	0.0%	5.4%	0.0%	14.3%	2.3%	0.0%	1.1%	3.0%	2.0%	2.4%	3.7%	2.6%	1.3%
Sometimes	300	204	221	183	71	109	8	56	53	82	82	71	37	13	16	7	9	0	1	97	5	19	42	49	98	46	98	53
	14.2%	15.7%	14.6%	16.1%	14.0%	15.3%	32.0%	20.1%	15.1%	13.2%	13.6%	16.4%	17.8%	19.7%	30.8%	14.3%	9.7%	0.0%	7.1%	14.6%	16.7%	21.1%	12.5%	12.0%	19.8%	19.1%	13.9%	16.8%
Usually	528	345	431	323	123	202	6	76	92	165	162	111	56	22	17	14	33	0	5	156	7	21	77	115	140	62	197	81
	25.1%	26.5%	28.5%	28.4%	24.3%	28.4%	24.0%	27.2%	26.3%	26.7%	26.9%	25.7%	26.9%	33.3%	32.7%	28.6%	35.5%	0.0%	35.7%	23.4%	23.3%	23.3%	22.9%	28.3%	28.3%	25.7%	28.0%	25.6%
Always	1,223	722	815	602	299	386	9	141	192	361	344	235	113	30	19	28	46	2	6	398	18	49	207	235	245	124	391	178
	58.1%	55.5%	53.9%	53.0%	59.0%	54.2%	36.0%	50.5%	54.9%	58.3%	57.1%	54.4%	54.3%	45.5%	36.5%	57.1%	49.5%	100.0%	42.9%	59.8%	60.0%	54.4%	61.6%	57.7%	49.5%	51.5%	55.5%	56.3%
Significantly different from column:*					G	E		J		H				T	P,T,U,V	O				N,O	O	O	Y	Y	W,X			
Usually or Always	1,751	1,067	1,246	925	422	588	15	217	284	526	506	346	169	52	36	42	79	2	11	554	25	70	284	350	385	186	588	259
	83.1%	82.0%	82.4%	81.4%	83.2%	82.6%	60.0%	77.8%	81.1%	85.0%	84.1%	80.1%	81.3%	78.8%	69.2%	85.7%	84.9%	100.0%	78.6%	83.2%	83.3%	77.8%	84.5%	86.0%	77.8%	77.2%	83.5%	82.0%
Significantly different from column:*								J		H				P,Q,T	O	O				O			Y	Y	W,X	AA	Z	

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

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 tried to get information from the health plan's customer service (Q23)

| | 2021 CSS Average | 2021 | 2020 | 2019 | Gender Identity (Q40) | | | Age (Q38) | | | Education (Q41) | | | Primary Race (Q56RC) | | | | | | | | | Health Status (Q31) | | | Doctor Visits in Last 6 Months (Q7) | | |
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,160	1,327	1,541	1,159	515	725	25	283	357	629	615	437	212	68	52	49	96	2	14	675	30	91	341	414	503	247	715	322
Number missing or multiple answer	67	32	31	23	10	17	0	5	6	15	9	12	6	2	2	1	2	0	0	15	0	1	6	10	10	10	12	6
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	NA	NA	NA	NA	NA	NA
Usable responses	2,093	1,295	1,510	1,136	505	708	25	278	351	614	606	425	206	66	50	48	94	2	14	660	30	90	335	404	493	237	703	316
	96.9%	97.6%	98.0%	98.0%	98.1%	97.7%	100.0%	98.2%	98.3%	97.6%	98.5%	97.3%	97.2%	97.1%	96.2%	98.0%	97.9%	100.0%	100.0%	97.8%	---	98.9%	98.2%	97.6%	98.0%	96.0%	98.3%	98.1%
Never	31	15	29	17	10	3	2	2	10	3	6	8	1	1	0	0	0	0	1	8	0	1	3	5	7	5	6	4
	1.5%	1.2%	1.9%	1.5%	2.0%	0.4%	8.0%	0.7%	2.8%	0.5%	1.0%	1.9%	0.5%	1.5%	0.0%	0.0%	0.0%	0.0%	7.1%	1.2%	0.0%	1.1%	0.9%	1.2%	1.4%	2.1%	0.9%	1.3%
Sometimes	97	59	62	62	17	38	2	16	13	27	24	23	9	3	2	3	5	0	2	26	0	10	14	17	24	8	36	14
	4.6%	4.6%	4.1%	5.5%	3.4%	5.4%	8.0%	5.8%	3.7%	4.4%	4.0%	5.4%	4.4%	4.5%	4.0%	6.3%	5.3%	0.0%	14.3%	3.9%	0.0%	11.1%	4.2%	4.2%	4.9%	3.4%	5.1%	4.4%
Usually	333	227	260	224	82	128	5	48	65	104	107	71	37	18	21	16	18	0	2	96	2	12	43	67	108	42	132	49
	15.9%	17.5%	17.2%	19.7%	16.2%	18.1%	20.0%	17.3%	18.5%	16.9%	17.7%	16.7%	18.0%	27.3%	42.0%	33.3%	19.1%	0.0%	14.3%	14.5%	6.7%	13.3%	12.8%	16.6%	21.9%	17.7%	18.8%	15.5%
Always	1,632	994	1,159	833	396	539	16	212	263	480	469	323	159	44	27	29	71	2	9	530	28	67	275	315	354	182	529	249
	78.0%	76.8%	76.8%	73.3%	78.4%	76.1%	64.0%	76.3%	74.9%	78.2%	77.4%	76.0%	77.2%	66.7%	54.0%	60.4%	75.5%	100.0%	64.3%	80.3%	93.3%	74.4%	82.1%	78.0%	71.8%	76.8%	75.2%	78.8%
Significantly different from column:*														T,U	Q,T,U,V	T,U	O,U			N,O,P	N,O,P,Q,V	O,U	Y	Y	W,X			
Usually or Always	1,965	1,221	1,419	1,057	478	667	21	260	328	584	576	394	196	62	48	45	89	2	11	626	30	79	318	382	462	224	661	298
	93.9%	94.3%	94.0%	93.0%	94.7%	94.2%	84.0%	93.5%	93.4%	95.1%	95.0%	92.7%	95.1%	93.9%	96.0%	93.8%	94.7%	100.0%	78.6%	94.8%	100.0%	87.8%	94.9%	94.6%	93.7%	94.5%	94.0%	94.3%
Significantly different from column:*																				V		T						

NA - There is no "no experience" category for this question.

*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.

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 26

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

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	6,161	4,678	4,756	4,794	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	274	206	159	124	71	91	4	34	43	90	81	59	25	13	8	3	16	1	1	81	5	11	45	49	71	55	90	39
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	NA	NA	NA	NA	NA	NA
Usable responses	5,887	4,472	4,597	4,670	1,775	2,441	72	1,015	1,245	2,059	2,167	1,518	599	228	175	109	284	13	22	2,401	125	251	1,344	1,537	1,409	1,444	2,157	746
	95.6%	95.6%	96.7%	97.4%	96.2%	96.4%	94.7%	96.8%	96.7%	95.8%	96.4%	96.3%	96.0%	94.6%	95.6%	97.3%	94.7%	92.9%	95.7%	96.7%	---	95.8%	96.8%	96.9%	95.2%	96.3%	96.0%	95.0%
Yes	1,360	1,323	1,479	1,422	545	687	31	314	354	605	635	461	175	75	36	41	102	2	8	684	36	89	357	446	458	284	706	288
	23.1%	29.6%	32.2%	30.4%	30.7%	28.1%	43.1%	30.9%	28.4%	29.4%	29.3%	30.4%	29.2%	32.9%	20.6%	37.6%	35.9%	15.4%	36.4%	28.5%	28.8%	35.5%	26.6%	29.0%	32.5%	19.7%	32.7%	38.6%
No	4,527	3,149	3,118	3,248	1,230	1,754	41	701	891	1,454	1,532	1,057	424	153	139	68	182	11	14	1,717	89	162	987	1,091	951	1,160	1,451	458
	76.9%	70.4%	67.8%	69.6%	69.3%	71.9%	56.9%	69.1%	71.6%	70.6%	70.7%	69.6%	70.8%	67.1%	79.4%	62.4%	64.1%	84.6%	63.6%	71.5%	71.2%	64.5%	73.4%	71.0%	67.5%	80.3%	67.3%	61.4%
Significantly different from column:*		A,C	■	■	G	G	E,F								O	N,P,Q,T,V	O,T	O,T			O,P,Q,V		O,T	Y	Y	W,X	AA,AB	AB,Z	AA,Z

NA - There is no "no experience" category for this question.

*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.

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 27

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

Base: All respondents who received forms to fill out from the health plan (Q26)

| | 2021 CSS Average | 2021 | 2020 | 2019 | Gender Identity (Q40) | | | Age (Q38) | | | Education (Q41) | | | Primary Race (Q56RC) | | | | | | | | | Health Status (Q31) | | | Doctor Visits in Last 6 Months (Q7) | | |
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	5,887	4,472	4,597	4,670	1,775	2,441	72	1,015	1,245	2,059	2,167	1,518	599	228	175	109	284	13	22	2,401	125	251	1,344	1,537	1,409	1,444	2,157	746
Number missing or multiple answer	51	41	41	29	17	18	1	6	16	15	20	11	5	2	2	2	4	0	0	15	0	8	10	15	10	13	17	9
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	NA	NA	NA	NA	NA	NA
Usable responses	5,836	4,431	4,556	4,641	1,758	2,423	71	1,009	1,229	2,044	2,147	1,507	594	226	173	107	280	13	22	2,386	125	243	1,334	1,522	1,399	1,431	2,140	737
	99.1%	99.1%	99.1%	99.4%	99.0%	99.3%	98.6%	99.4%	98.7%	99.3%	99.1%	99.3%	99.2%	99.1%	98.9%	98.2%	98.6%	100.0%	100.0%	99.4%	---	96.8%	99.3%	99.0%	99.3%	99.1%	99.2%	98.8%
Never	32	48	60	54	27	15	3	8	18	21	19	17	10	3	0	0	6	0	0	25	1	2	10	12	24	14	15	16
	0.5%	1.1%	1.3%	1.2%	1.5%	0.6%	4.2%	0.8%	1.5%	1.0%	0.9%	1.1%	1.7%	1.3%	0.0%	0.0%	2.1%	0.0%	0.0%	1.0%	0.8%	0.8%	0.7%	0.8%	1.7%	1.0%	0.7%	2.2%
Sometimes	181	212	215	216	99	87	15	62	49	91	116	65	21	9	9	11	20	0	2	99	6	18	52	63	85	60	113	33
	3.1%	4.8%	4.7%	4.7%	5.6%	3.6%	21.1%	6.1%	4.0%	4.5%	5.4%	4.3%	3.5%	4.0%	5.2%	10.3%	7.1%	0.0%	9.1%	4.1%	4.8%	7.4%	3.9%	4.1%	6.1%	4.2%	5.3%	4.5%
Usually	387	452	516	508	174	257	5	115	112	213	205	158	75	34	16	10	29	1	2	239	11	26	116	153	167	83	248	113
	6.6%	10.2%	11.3%	10.9%	9.9%	10.6%	7.0%	11.4%	9.1%	10.4%	9.5%	10.5%	12.6%	15.0%	9.2%	9.3%	10.4%	7.7%	9.1%	10.0%	8.8%	10.7%	8.7%	10.1%	11.9%	5.8%	11.6%	15.3%
Always	5,236	3,719	3,765	3,863	1,458	2,064	48	824	1,050	1,719	1,807	1,267	488	180	148	86	225	12	18	2,023	107	197	1,156	1,294	1,123	1,274	1,764	575
	89.7%	83.9%	82.6%	83.2%	82.9%	85.2%	67.6%	81.7%	85.4%	84.1%	84.2%	84.1%	82.2%	79.6%	85.5%	80.4%	80.4%	92.3%	81.8%	84.8%	85.6%	81.1%	86.7%	85.0%	80.3%	89.0%	82.4%	78.0%
Significantly different from column:*		A			F,G	E,G	E,F	I	H					T						N			Y	Y	W,X	AA,AB	AB,Z	AA,Z
Usually or Always	5,623	4,171	4,281	4,371	1,632	2,321	53	939	1,162	1,932	2,012	1,425	563	214	164	96	254	13	20	2,262	118	223	1,272	1,447	1,290	1,357	2,012	688
	96.4%	94.1%	94.0%	94.2%	92.8%	95.8%	74.6%	93.1%	94.5%	94.5%	93.7%	94.6%	94.8%	94.7%	94.8%	89.7%	90.7%	100.0%	90.9%	94.8%	94.4%	91.8%	95.4%	95.1%	92.2%	94.8%	94.0%	93.4%
Significantly different from column:*		A			F,G	E	E								T	T				P,Q,V		T	Y	Y	W,X			

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

39930

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

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)									Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	6,161	4,678	4,756	4,794	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	240	513	504	657	170	287	5	96	118	254	244	153	63	36	21	10	32	2	1	252	16	27	154	159	147	221	217	56
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	NA	NA	NA	NA	NA	NA
Usable responses	5,921	4,165	4,252	4,137	1,676	2,245	71	953	1,170	1,895	2,004	1,424	561	205	162	102	268	12	22	2,230	114	235	1,235	1,427	1,333	1,278	2,030	729
	96.1%	89.0%	89.4%	86.3%	90.8%	88.7%	93.4%	90.8%	90.8%	88.2%	89.1%	90.3%	89.9%	85.1%	88.5%	91.1%	89.3%	85.7%	95.7%	89.8%	---	89.7%	88.9%	90.0%	90.1%	85.3%	90.3%	92.9%
0 Worst health plan possible	47	29	34	38	7	19	0	4	12	11	13	9	4	2	0	0	0	0	0	15	0	3	4	6	17	13	11	5
	0.8%	0.7%	0.8%	0.9%	0.4%	0.8%	0.0%	0.4%	1.0%	0.6%	0.6%	0.6%	0.7%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%	1.3%	0.3%	0.4%	1.3%	1.0%	0.5%	0.7%
1	37	20	14	24	5	12	1	2	8	8	6	10	2	1	0	0	0	0	0	8	2	4	5	2	11	6	8	5
	0.6%	0.5%	0.3%	0.6%	0.3%	0.5%	1.4%	0.2%	0.7%	0.4%	0.3%	0.7%	0.4%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%	1.8%	1.7%	0.4%	0.1%	0.8%	0.5%	0.4%	0.7%
2	35	39	23	27	13	21	1	5	10	22	11	21	4	5	2	0	0	0	1	19	1	0	5	8	23	7	15	13
	0.6%	0.9%	0.5%	0.7%	0.8%	0.9%	1.4%	0.5%	0.9%	1.2%	0.5%	1.5%	0.7%	2.4%	1.2%	0.0%	0.0%	0.0%	4.5%	0.9%	0.9%	0.0%	0.4%	0.6%	1.7%	0.5%	0.7%	1.8%
3	49	40	56	44	18	21	0	12	16	11	16	16	6	5	1	1	1	1	0	20	3	2	9	10	20	14	19	6
	0.8%	1.0%	1.3%	1.1%	1.1%	0.9%	0.0%	1.3%	1.4%	0.6%	0.8%	1.1%	1.1%	2.4%	0.6%	1.0%	0.4%	8.3%	0.0%	0.9%	2.6%	0.9%	0.7%	0.7%	1.5%	1.1%	0.9%	0.8%
4	82	64	71	75	23	33	5	20	23	19	31	20	10	3	1	3	4	0	0	31	2	8	15	21	27	26	25	9
	1.4%	1.5%	1.7%	1.8%	1.4%	1.5%	7.0%	2.1%	2.0%	1.0%	1.5%	1.4%	1.8%	1.5%	0.6%	2.9%	1.5%	0.0%	0.0%	1.4%	1.8%	3.4%	1.2%	1.5%	2.0%	1.2%	1.2%	1.2%
5	333	297	297	299	132	137	5	81	78	122	137	106	37	20	6	11	11	1	1	159	7	19	69	95	113	132	110	46
	5.6%	7.1%	7.0%	7.2%	7.9%	6.1%	7.0%	8.5%	6.7%	6.4%	6.8%	7.4%	6.6%	9.8%	3.7%	10.8%	4.1%	8.3%	4.5%	7.1%	6.1%	8.1%	5.6%	6.7%	8.5%	10.3%	5.4%	6.3%
6	276	241	226	226	85	133	8	73	67	90	110	80	41	11	6	4	11	1	3	134	6	13	61	79	86	67	127	37
	4.7%	5.8%	5.3%	5.5%	5.1%	5.9%	11.3%	7.7%	5.7%	4.7%	5.5%	5.6%	7.3%	5.4%	3.7%	3.9%	4.1%	8.3%	13.6%	6.0%	5.3%	5.5%	4.9%	5.5%	6.5%	5.2%	6.3%	5.1%
7	576	441	500	492	178	228	11	126	143	155	178	166	77	27	23	12	24	2	1	233	16	29	124	162	135	163	196	75
	9.7%	10.6%	11.8%	11.9%	10.6%	10.2%	15.5%	13.2%	12.2%	8.2%	8.9%	11.7%	13.7%	13.2%	14.2%	11.8%	9.0%	16.7%	4.5%	10.4%	14.0%	12.3%	10.0%	11.4%	10.1%	12.8%	9.7%	10.3%
8	987	781	776	790	318	411	18	206	225	318	354	282	108	31	31	14	49	1	4	425	19	42	218	302	228	243	391	128
	16.7%	18.8%	18.3%	19.1%	19.0%	18.3%	25.4%	21.6%	19.2%	16.8%	17.7%	19.8%	19.3%	15.1%	19.1%	13.7%	18.3%	8.3%	18.2%	19.1%	16.7%	17.9%	17.7%	21.2%	17.1%	19.0%	19.3%	17.6%
9	903	728	762	704	284	420	9	166	177	370	329	260	119	30	28	18	40	2	0	415	15	48	219	247	242	176	387	145
	15.3%	17.5%	17.9%	17.0%	16.9%	18.7%	12.7%	17.4%	15.1%	19.5%	16.4%	18.3%	21.2%	14.6%	17.3%	17.6%	14.9%	16.7%	0.0%	18.6%	13.2%	20.4%	17.7%	17.3%	18.2%	13.8%	19.1%	19.9%
10 Best health plan possible	2,596	1,485	1,493	1,418	613	810	13	258	411	769	819	454	153	70	64	39	128	4	12	771	43	67	506	495	431	431	741	260
	43.8%	35.7%	35.1%	34.3%	36.6%	36.1%	18.3%	27.1%	35.1%	40.6%	40.9%	31.9%	27.3%	34.1%	39.5%	38.2%	47.8%	33.3%	54.5%	34.6%	37.7%	28.5%	41.0%	34.7%	32.3%	33.7%	36.5%	35.7%

NA - There is no "no experience" category for this question.

State Oregon Health Plan

39930

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

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

					Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)									Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
	2021 CSS Average	2021	2020	2019	Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	6,161	4,678	4,756	4,794	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	240	513	504	657	170	287	5	96	118	254	244	153	63	36	21	10	32	2	1	252	16	27	154	159	147	221	217	56
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	NA	NA	NA	NA	NA	NA
Usable responses	5,921 96.1%	4,165 89.0%	4,252 89.4%	4,137 86.3%	1,676 90.8%	2,245 88.7%	71 93.4%	953 90.8%	1,170 90.8%	1,895 88.2%	2,004 89.1%	1,424 90.3%	561 89.9%	205 85.1%	162 88.5%	102 91.1%	268 89.3%	12 85.7%	22 95.7%	2,230 89.8%	114 ---	235 89.7%	1,235 88.9%	1,427 90.0%	1,333 90.1%	1,278 85.3%	2,030 90.3%	729 92.9%
0 to 4	250 4.2%	192 4.6%	198 4.7%	208 5.0%	66 3.9%	106 4.7%	7 9.9%	43 4.5%	69 5.9%	71 3.7%	77 3.8%	76 5.3%	26 4.6%	16 7.8%	4 2.5%	4 3.9%	5 1.9%	1 8.3%	1 4.5%	93 4.2%	8 7.0%	17 7.2%	38 3.1%	47 3.3%	98 7.4%	66 5.2%	78 3.8%	38 5.2%
5	333 5.6%	297 7.1%	297 7.0%	299 7.2%	132 7.9%	137 6.1%	5 7.0%	81 8.5%	78 6.7%	122 6.4%	137 6.8%	106 7.4%	37 6.6%	20 9.8%	6 3.7%	11 10.8%	11 4.1%	1 8.3%	1 4.5%	159 7.1%	7 6.1%	19 8.1%	69 5.6%	95 6.7%	113 8.5%	132 10.3%	110 5.4%	46 6.3%
6 or 7	852 14.4%	682 16.4%	726 17.1%	718 17.4%	263 15.7%	361 16.1%	19 26.8%	199 20.9%	210 17.9%	245 12.9%	288 14.4%	246 17.3%	118 21.0%	38 18.5%	29 17.9%	16 15.7%	35 13.1%	3 25.0%	4 18.2%	367 16.5%	22 19.3%	42 17.9%	185 15.0%	241 16.9%	221 16.6%	230 18.0%	323 15.9%	112 15.4%
8 to 10	4,486 75.8%	2,994 71.9%	3,031 71.3%	2,912 70.4%	1,215 72.5%	1,641 73.1%	40 56.3%	630 66.1%	813 69.5%	1,457 76.9%	1,502 75.0%	996 69.9%	380 67.7%	131 63.9%	123 75.9%	71 69.6%	217 81.0%	7 58.3%	16 72.7%	1,611 72.2%	77 67.5%	157 66.8%	943 76.4%	1,044 73.2%	901 67.6%	850 66.5%	1,519 74.8%	533 73.1%
Significantly different from column:*		A			G	G	E,F	J	J	H,I	L,M	K	K	O,Q,T	N	Q	N,P,T,U,V			N,Q	Q	Q	Y	Y	W,X	AA,AB	Z	Z
0 to 6	859 14.5%	730 17.5%	721 17.0%	733 17.7%	283 16.9%	376 16.7%	20 28.2%	197 20.7%	214 18.3%	283 14.9%	324 16.2%	262 18.4%	104 18.5%	47 22.9%	16 9.9%	19 18.6%	27 10.1%	3 25.0%	5 22.7%	386 17.3%	21 18.4%	49 20.9%	168 13.6%	221 15.5%	297 22.3%	265 20.7%	315 15.5%	121 16.6%
7 to 8	1,563 26.4%	1,222 29.3%	1,276 30.0%	1,282 31.0%	496 29.6%	639 28.5%	29 40.8%	332 34.8%	368 31.5%	473 25.0%	532 26.5%	448 31.5%	185 33.0%	58 28.3%	54 33.3%	26 25.5%	73 27.2%	3 25.0%	5 22.7%	658 29.5%	35 30.7%	71 30.2%	342 27.7%	464 32.5%	363 27.2%	406 31.8%	587 28.9%	203 27.8%
9 to 10	3,499 59.1%	2,213 53.1%	2,255 53.0%	2,122 51.3%	897 53.5%	1,230 54.8%	22 31.0%	424 44.5%	588 50.3%	1,139 60.1%	1,148 57.3%	714 50.1%	272 48.5%	100 48.8%	92 56.8%	57 55.9%	168 62.7%	6 50.0%	12 54.5%	1,186 53.2%	58 50.9%	115 48.9%	725 58.7%	742 52.0%	673 50.5%	607 47.5%	1,128 55.6%	405 55.6%
Significantly different from column:*		A			G	G	E,F	I,J	H,J	H,I	L,M	K	K	Q			N,T,U,V				Q	Q	Q	X,Y	W	W	AA,AB	Z	Z

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 28a

In the last 6 months, did you have a health problem for which you needed special medical equipment, such as a cane, a wheelchair, or oxygen equipment?

Base: All respondents

| | 2021 CSS Average | 2021 | 2020 | 2019 | Gender Identity (Q40) | | | Age (Q38) | | | Education (Q41) | | | Primary Race (Q56RC) | | | | | | | | | Health Status (Q31) | | | Doctor Visits in Last 6 Months (Q7) | | |
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	**4,678**	4,756	4,794	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	---	**214**	276	249	63	112	0	32	40	102	96	59	17	19	10	4	11	1	1	94	3	8	58	55	62	93	82	28
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	NA	NA	NA	NA	NA	NA
Usable responses	---	**4,464**	4,480	4,545	1,783	2,420	76	1,017	1,248	2,047	2,152	1,518	607	222	173	108	289	13	22	2,388	127	254	1,331	1,531	1,418	1,406	2,165	757
	---	**95.4%**	94.2%	94.8%	96.6%	95.6%	100.0%	96.9%	96.9%	95.3%	95.7%	96.3%	97.3%	92.1%	94.5%	96.4%	96.3%	92.9%	95.7%	96.2%	---	96.9%	95.8%	96.5%	95.8%	93.8%	96.4%	96.4%
Yes	---	**676**	671	755	257	372	14	68	172	409	291	258	94	37	18	23	25	1	5	363	22	45	74	170	397	90	337	223
	---	**15.1%**	15.0%	16.6%	14.4%	15.4%	18.4%	6.7%	13.8%	20.0%	13.5%	17.0%	15.5%	16.7%	10.4%	21.3%	8.7%	7.7%	22.7%	15.2%	17.3%	17.7%	5.6%	11.1%	28.0%	6.4%	15.6%	29.5%
No	---	**3,788**	3,809	3,790	1,526	2,048	62	949	1,076	1,638	1,861	1,260	513	185	155	85	264	12	17	2,025	105	209	1,257	1,361	1,021	1,316	1,828	534
	---	**84.9%**	85.0%	83.4%	85.6%	84.6%	81.6%	93.3%	86.2%	80.0%	86.5%	83.0%	84.5%	83.3%	89.6%	78.7%	91.3%	92.3%	77.3%	84.8%	82.7%	82.3%	94.4%	88.9%	72.0%	93.6%	84.4%	70.5%
Significantly different from column:*								I,J	H,J	H,I	L	K		Q	P,V	O,Q	N,P,T,U,V			Q	Q	O,Q	X,Y	W,Y	W,X	AA,AB	AB,Z	AA,Z

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 28b

In the last 6 months, how often was it easy to get the medical equipment you needed through your health plan?

Base: All respondents who needed special equipment (Q28a)

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	676	671	755	257	372	14	68	172	409	291	258	94	37	18	23	25	1	5	363	22	45	74	170	397	90	337	223
Number missing or multiple answer	---	22	38	27	9	8	1	4	4	11	7	8	3	1	3	1	0	0	0	8	0	3	7	4	6	8	8	5
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	NA	NA	NA	NA	NA	NA
Usable responses	---	654	633	728	248	364	13	64	168	398	284	250	91	36	15	22	25	1	5	355	22	42	67	166	391	82	329	218
	---	96.7%	94.3%	96.4%	96.5%	97.8%	92.9%	94.1%	97.7%	97.3%	97.6%	96.9%	96.8%	97.3%	83.3%	95.7%	100.0%	100.0%	100.0%	97.8%	---	93.3%	90.5%	97.6%	98.5%	91.1%	97.6%	97.8%
Never	---	121	107	143	52	60	2	13	39	63	42	48	25	7	1	2	3	0	0	62	7	8	7	27	79	20	60	38
	---	18.5%	16.9%	19.6%	21.0%	16.5%	15.4%	20.3%	23.2%	15.8%	14.8%	19.2%	27.5%	19.4%	6.7%	9.1%	12.0%	0.0%	0.0%	17.5%	31.8%	19.0%	10.4%	16.3%	20.2%	24.4%	18.2%	17.4%
Sometimes	---	107	88	105	32	64	3	13	24	63	38	42	19	4	2	4	5	0	2	53	2	9	8	28	62	8	54	41
	---	16.4%	13.9%	14.4%	12.9%	17.6%	23.1%	20.3%	14.3%	15.8%	13.4%	16.8%	20.9%	11.1%	13.3%	18.2%	20.0%	0.0%	40.0%	14.9%	9.1%	21.4%	11.9%	16.9%	15.9%	9.8%	16.4%	18.8%
Usually	---	136	152	168	54	75	1	13	37	81	69	42	20	5	5	7	4	0	1	82	4	7	11	27	93	17	60	53
	---	20.8%	24.0%	23.1%	21.8%	20.6%	7.7%	20.3%	22.0%	20.4%	24.3%	16.8%	22.0%	13.9%	33.3%	31.8%	16.0%	0.0%	20.0%	23.1%	18.2%	16.7%	16.4%	16.3%	23.8%	20.7%	18.2%	24.3%
Always	---	290	286	312	110	165	7	25	68	191	135	118	27	20	7	9	13	1	2	158	9	18	41	84	157	37	155	86
	---	44.3%	45.2%	42.9%	44.4%	45.3%	53.8%	39.1%	40.5%	48.0%	47.5%	47.2%	29.7%	55.6%	46.7%	40.9%	52.0%	100.0%	40.0%	44.5%	40.9%	42.9%	61.2%	50.6%	40.2%	45.1%	47.1%	39.4%
Significantly different from column:*											M	M	K,L										Y	Y	W,X			
Usually or Always	---	426	438	480	164	240	8	38	105	272	204	160	47	25	12	16	17	1	3	240	13	25	52	111	250	54	215	139
	---	65.1%	69.2%	65.9%	66.1%	65.9%	61.5%	59.4%	62.5%	68.3%	71.8%	64.0%	51.6%	69.4%	80.0%	72.7%	68.0%	100.0%	60.0%	67.6%	59.1%	59.5%	77.6%	66.9%	63.9%	65.9%	65.3%	63.8%
Significantly different from column:*											M	M	K,L										Y		W			

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 28c

In the last 6 months, did you have any health problems that needed special therapy, such as physical, occupational, or speech therapy?

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)									Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	**4,678**	4,756	4,794	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	---	**204**	153	97	58	102	0	22	36	101	84	56	18	17	4	4	14	1	2	92	2	8	48	48	58	73	89	34
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	NA	NA	NA	NA	NA	NA
Usable responses	---	**4,474**	4,603	4,697	1,788	2,430	76	1,027	1,252	2,048	2,164	1,521	606	224	179	108	286	13	21	2,390	128	254	1,341	1,538	1,422	1,426	2,158	751
	---	**95.6%**	96.8%	98.0%	96.9%	96.0%	100.0%	97.9%	97.2%	95.3%	96.3%	96.4%	97.1%	92.9%	97.8%	96.4%	95.3%	92.9%	91.3%	96.3%	---	96.9%	96.5%	97.0%	96.1%	95.1%	96.0%	95.7%
Yes	---	**746**	858	920	249	444	19	113	216	391	291	305	119	46	27	26	38	1	7	382	20	57	136	209	366	76	364	280
	---	**16.7%**	18.6%	19.6%	13.9%	18.3%	25.0%	11.0%	17.3%	19.1%	13.4%	20.1%	19.6%	20.5%	15.1%	24.1%	13.3%	7.7%	33.3%	16.0%	15.6%	22.4%	10.1%	13.6%	25.7%	5.3%	16.9%	37.3%
No	---	**3,728**	3,745	3,777	1,539	1,986	57	914	1,036	1,657	1,873	1,216	487	178	152	82	248	12	14	2,008	108	197	1,205	1,329	1,056	1,350	1,794	471
	---	**83.3%**	81.4%	80.4%	86.1%	81.7%	75.0%	89.0%	82.7%	80.9%	86.6%	79.9%	80.4%	79.5%	84.9%	75.9%	86.7%	92.3%	66.7%	84.0%	84.4%	77.6%	89.9%	86.4%	74.3%	94.7%	83.1%	62.7%
Significantly different from column:*		C,D			F,G	E	E	I,J	H	H	L,M	K	K	Q		Q,T	N,P,V			P,V		Q,T	X,Y	W,Y	W,X	AA,AB	AB,Z	AA,Z

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 28d

In the last 6 months, how often was it easy to get the special therapy you needed through your health plan?

Base: All respondents who needed special therapy (Q28c)

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)									Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	746	858	920	249	444	19	113	216	391	291	305	119	46	27	26	38	1	7	382	20	57	136	209	366	76	364	280
Number missing or multiple answer	---	22	26	34	5	14	0	0	6	13	7	7	6	0	1	0	1	0	0	11	1	1	4	4	10	1	9	9
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	NA	NA	NA	NA	NA	NA
Usable responses	---	724	832	886	244	430	19	113	210	378	284	298	113	46	26	26	37	1	7	371	19	56	132	205	356	75	355	271
	---	97.1%	97.0%	96.3%	98.0%	96.8%	100.0%	100.0%	97.2%	96.7%	97.6%	97.7%	95.0%	100.0%	96.3%	100.0%	97.4%	100.0%	100.0%	97.1%	---	98.2%	97.1%	98.1%	97.3%	98.7%	97.5%	96.8%
Never		99	90	134	38	48	5	22	32	42	38	39	17	4	2	0	5	1	0	52	2	10	12	23	60	19	53	22
		13.7%	10.8%	15.1%	15.6%	11.2%	26.3%	19.5%	15.2%	11.1%	13.4%	13.1%	15.0%	8.7%	7.7%	0.0%	13.5%	100.0%	0.0%	14.0%	10.5%	17.9%	9.1%	11.2%	16.9%	25.3%	14.9%	8.1%
Sometimes		107	137	156	29	67	3	22	30	49	25	55	20	12	3	6	5	0	3	46	3	9	19	30	51	10	53	39
		14.8%	16.5%	17.6%	11.9%	15.6%	15.8%	19.5%	14.3%	13.0%	8.8%	18.5%	17.7%	26.1%	11.5%	23.1%	13.5%	0.0%	42.9%	12.4%	15.8%	16.1%	14.4%	14.6%	14.3%	13.3%	14.9%	14.4%
Usually		190	224	212	71	108	6	34	51	100	71	79	34	12	7	10	13	0	2	93	4	20	33	58	91	18	89	79
		26.2%	26.9%	23.9%	29.1%	25.1%	31.6%	30.1%	24.3%	26.5%	25.0%	26.5%	30.1%	26.1%	26.9%	38.5%	35.1%	0.0%	28.6%	25.1%	21.1%	35.7%	25.0%	28.3%	25.6%	24.0%	25.1%	29.2%
Always		328	381	384	106	207	5	35	97	187	150	125	42	18	14	10	14	0	2	180	10	17	68	94	154	28	160	131
		45.3%	45.8%	43.3%	43.4%	48.1%	26.3%	31.0%	46.2%	49.5%	52.8%	41.9%	37.2%	39.1%	53.8%	38.5%	37.8%	0.0%	28.6%	48.5%	52.6%	30.4%	51.5%	45.9%	43.3%	37.3%	45.1%	48.3%
Significantly different from column:*								I,J	H	H	L,M	K	K	V						V		O,T						
Usually or Always	---	518	605	596	177	315	11	69	148	287	221	204	76	30	21	20	27	0	4	273	14	37	101	152	245	46	249	210
	---	71.5%	72.7%	67.3%	72.5%	73.3%	57.9%	61.1%	70.5%	75.9%	77.8%	68.5%	67.3%	65.2%	80.8%	76.9%	73.0%	0.0%	57.1%	73.6%	73.7%	66.1%	76.5%	74.1%	68.8%	61.3%	70.1%	77.5%
Significantly different from column:*								J		H	L,M	K	K													AB	AB	AA,Z

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 28e

In the last 6 months, how often did a doctor or other health provider talk too fast when talking to you?

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	4,678	4,756	4,794	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	---	254	191	177	81	93	2	34	43	106	93	64	23	13	5	3	15	1	0	95	6	9	62	54	61	149	65	24
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	NA	NA	NA	NA	NA	NA
Usable responses	---	4,424	4,565	4,617	1,765	2,439	74	1,015	1,245	2,043	2,155	1,513	601	228	178	109	285	13	23	2,387	124	253	1,327	1,532	1,419	1,350	2,182	761
	---	94.6%	96.0%	96.3%	95.6%	96.3%	97.4%	96.8%	96.7%	95.1%	95.9%	95.9%	96.3%	94.6%	97.3%	97.3%	95.0%	92.9%	100.0%	96.2%	---	96.6%	95.5%	96.6%	95.9%	90.1%	97.1%	96.9%
Never	---	3,487	3,527	3,559	1,409	1,921	53	792	989	1,624	1,710	1,184	483	166	134	85	216	7	17	1,943	92	201	1,143	1,216	1,021	1,166	1,673	554
	---	78.8%	77.3%	77.1%	79.8%	78.8%	71.6%	78.0%	79.4%	79.5%	79.4%	78.3%	80.4%	72.8%	75.3%	78.0%	75.8%	53.8%	73.9%	81.4%	74.2%	79.4%	86.1%	79.4%	72.0%	86.4%	76.7%	72.8%
Sometimes	---	682	738	764	259	380	15	170	187	301	315	246	97	50	30	17	46	4	2	335	18	41	134	237	283	125	376	160
	---	15.4%	16.2%	16.5%	14.7%	15.6%	20.3%	16.7%	15.0%	14.7%	14.6%	16.3%	16.1%	21.9%	16.9%	15.6%	16.1%	30.8%	8.7%	14.0%	14.5%	16.2%	10.1%	15.5%	19.9%	9.3%	17.2%	21.0%
Usually	---	145	149	144	52	82	6	37	40	63	76	47	16	8	13	4	7	2	2	62	6	8	28	47	68	33	74	31
	---	3.3%	3.3%	3.1%	2.9%	3.4%	8.1%	3.6%	3.2%	3.1%	3.5%	3.1%	2.7%	3.5%	7.3%	3.7%	2.5%	15.4%	8.7%	2.6%	4.8%	3.2%	2.1%	3.1%	4.8%	2.4%	3.4%	4.1%
Always	---	110	151	150	45	56	0	16	29	55	54	36	5	4	1	3	16	0	2	47	8	3	22	32	47	26	59	16
	---	2.5%	3.3%	3.2%	2.5%	2.3%	0.0%	1.6%	2.3%	2.7%	2.5%	2.4%	0.8%	1.8%	0.6%	2.8%	5.6%	0.0%	8.7%	2.0%	6.5%	1.2%	1.7%	2.1%	3.3%	1.9%	2.7%	2.1%
Significantly different from column:*		C,D									M	M	K,L	Q	Q		N,O,T,V			Q		Q	Y	Y	W,X			
Never or Sometimes	---	4,169	4,265	4,323	1,668	2,301	68	962	1,176	1,925	2,025	1,430	580	216	164	102	262	11	19	2,278	110	242	1,277	1,453	1,304	1,291	2,049	714
	---	94.2%	93.4%	93.6%	94.5%	94.3%	91.9%	94.8%	94.5%	94.2%	94.0%	94.5%	96.5%	94.7%	92.1%	93.6%	91.9%	84.6%	82.6%	95.4%	88.7%	95.7%	96.2%	94.8%	91.9%	95.6%	93.9%	93.8%
Significantly different from column:*											M	K			T		T			O,Q,U	N,T,V	U	Y	Y	W,X	AA	Z	

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

39930

Question 28f

In the last 6 months, how often did a doctor or other health provider interrupt you when you were talking?

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	**4,678**	4,756	4,794	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	---	**246**	199	177	69	91	4	35	40	95	86	61	22	9	9	2	9	1	1	96	6	8	68	49	50	143	68	21
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	NA	NA	NA	NA	NA	NA
Usable responses	---	**4,432**	4,557	4,617	1,777	2,441	72	1,014	1,248	2,054	2,162	1,516	602	232	174	110	291	13	22	2,386	124	254	1,321	1,537	1,430	1,356	2,179	764
	---	**94.7%**	95.8%	96.3%	96.3%	96.4%	94.7%	96.7%	96.9%	95.6%	96.2%	96.1%	96.5%	96.3%	95.1%	98.2%	97.0%	92.9%	95.7%	96.1%	---	96.9%	95.1%	96.9%	96.6%	90.5%	97.0%	97.3%
Never	---	**3,736**	3,792	3,830	1,528	2,042	48	856	1,041	1,747	1,874	1,235	500	192	155	95	265	11	15	2,028	99	203	1,195	1,332	1,091	1,231	1,833	565
	---	**84.3%**	83.2%	83.0%	86.0%	83.7%	66.7%	84.4%	83.4%	85.1%	86.7%	81.5%	83.1%	82.8%	89.1%	86.4%	91.1%	84.6%	68.2%	85.0%	79.8%	79.9%	90.5%	86.7%	76.3%	90.8%	84.1%	74.0%
Sometimes	---	**562**	623	645	202	326	20	124	169	253	223	237	87	36	13	11	22	1	5	301	20	36	108	167	268	94	280	174
	---	**12.7%**	13.7%	14.0%	11.4%	13.4%	27.8%	12.2%	13.5%	12.3%	10.3%	15.6%	14.5%	15.5%	7.5%	10.0%	7.6%	7.7%	22.7%	12.6%	16.1%	14.2%	8.2%	10.9%	18.7%	6.9%	12.8%	22.8%
Usually	---	**81**	73	67	29	42	4	27	22	27	38	24	13	3	6	3	2	0	2	28	3	12	11	25	41	17	36	21
	---	**1.8%**	1.6%	1.5%	1.6%	1.7%	5.6%	2.7%	1.8%	1.3%	1.8%	1.6%	2.2%	1.3%	3.4%	2.7%	0.7%	0.0%	9.1%	1.2%	2.4%	4.7%	0.8%	1.6%	2.9%	1.3%	1.7%	2.7%
Always	---	**53**	69	75	18	31	0	7	16	27	27	20	2	1	0	1	2	1	0	29	2	3	7	13	30	14	30	4
	---	**1.2%**	1.5%	1.6%	1.0%	1.3%	0.0%	0.7%	1.3%	1.3%	1.2%	1.3%	0.3%	0.4%	0.0%	0.9%	0.7%	7.7%	0.0%	1.2%	1.6%	1.2%	0.5%	0.8%	2.1%	1.0%	1.4%	0.5%
Significantly different from column:*												M	L										Y	Y	W,X			
Never or Sometimes	---	**4,298**	4,415	4,475	1,730	2,368	68	980	1,210	2,000	2,097	1,472	587	228	168	106	287	12	20	2,329	119	239	1,303	1,499	1,359	1,325	2,113	739
	---	**97.0%**	96.9%	96.9%	97.4%	97.0%	94.4%	96.6%	97.0%	97.4%	97.0%	97.1%	97.5%	98.3%	96.6%	96.4%	98.6%	92.3%	90.9%	97.6%	96.0%	94.1%	98.6%	97.5%	95.0%	97.7%	97.0%	96.7%
Significantly different from column:*														V			V			V	N,Q,T		X,Y	W,Y	W,X			

NA - There is no "no experience" category for this question.

*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.

T-38

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

39930

Question 28g

In the last 6 months, how often did a doctor or other health provider use a condescending, sarcastic or rude tone or manner with you?

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	**4,678**	4,756	4,794	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	---	**215**	184	184	55	74	2	25	33	80	63	53	21	8	8	2	6	1	0	80	5	8	56	36	39	127	54	22
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	NA	NA	NA	NA	NA	NA
Usable responses	---	**4,463**	4,572	4,610	1,791	2,458	74	1,024	1,255	2,069	2,185	1,524	603	233	175	110	294	13	23	2,402	125	254	1,333	1,550	1,441	1,372	2,193	763
	---	**95.4%**	96.1%	96.2%	97.0%	97.1%	97.4%	97.6%	97.4%	96.3%	97.2%	96.6%	96.6%	96.7%	95.6%	98.2%	98.0%	92.9%	100.0%	96.8%	---	96.9%	96.0%	97.7%	97.4%	91.5%	97.6%	97.2%
Never	---	**3,972**	4,037	4,092	1,634	2,157	59	913	1,097	1,865	2,004	1,308	529	196	166	93	279	10	18	2,152	105	215	1,262	1,403	1,185	1,274	1,961	627
	---	**89.0%**	88.3%	88.8%	91.2%	87.8%	79.7%	89.2%	87.4%	90.1%	91.7%	85.8%	87.7%	84.1%	94.9%	84.5%	94.9%	76.9%	78.3%	89.6%	84.0%	84.6%	94.7%	90.5%	82.2%	92.9%	89.4%	82.2%
Sometimes	---	**378**	394	418	131	222	11	90	123	152	143	159	63	28	6	13	11	3	2	188	16	32	50	122	193	68	177	115
	---	**8.5%**	8.6%	9.1%	7.3%	9.0%	14.9%	8.8%	9.8%	7.3%	6.5%	10.4%	10.4%	12.0%	3.4%	11.8%	3.7%	23.1%	8.7%	7.8%	12.8%	12.6%	3.8%	7.9%	13.4%	5.0%	8.1%	15.1%
Usually	---	**65**	84	56	13	45	4	17	20	24	18	34	9	6	3	2	1	0	2	35	2	4	14	15	33	12	31	17
	---	**1.5%**	1.8%	1.2%	0.7%	1.8%	5.4%	1.7%	1.6%	1.2%	0.8%	2.2%	1.5%	2.6%	1.7%	1.8%	0.3%	0.0%	8.7%	1.5%	1.6%	1.6%	1.1%	1.0%	2.3%	0.9%	1.4%	2.2%
Always	---	**48**	57	44	13	34	0	4	15	28	20	23	2	3	0	2	3	0	1	27	2	3	7	10	30	18	24	4
	---	**1.1%**	1.2%	1.0%	0.7%	1.4%	0.0%	0.4%	1.2%	1.4%	0.9%	1.5%	0.3%	1.3%	0.0%	1.8%	1.0%	0.0%	4.3%	1.1%	1.6%	1.2%	0.5%	0.6%	2.1%	1.3%	1.1%	0.5%
Significantly different from column:*					F	E		I,J	H	H		M	L										Y	Y	W,X			
Never or Sometimes	---	**4,350**	4,431	4,510	1,765	2,379	70	1,003	1,220	2,017	2,147	1,467	592	224	172	106	290	13	20	2,340	121	247	1,312	1,525	1,378	1,342	2,138	742
	---	**97.5%**	96.9%	97.8%	98.5%	96.8%	94.6%	97.9%	97.2%	97.5%	98.3%	96.3%	98.2%	96.1%	98.3%	96.4%	98.6%	100.0%	87.0%	97.4%	96.8%	97.2%	98.4%	98.4%	95.6%	97.8%	97.5%	97.2%
Significantly different from column:*					F	E					L	K,M	L										Y	Y	W,X			

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 28h

In the last 6 months, did you feel you could trust a doctor or other health provider with your medical care?

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	**4,678**	4,756	4,794	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	---	**229**	233	228	58	77	2	36	29	80	69	49	25	10	10	3	10	1	0	74	7	8	55	45	41	138	51	23
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	NA	NA	NA	NA	NA	NA
Usable responses	---	**4,449**	4,523	4,566	1,788	2,455	74	1,013	1,259	2,069	2,179	1,528	599	231	173	109	290	13	23	2,408	123	254	1,334	1,541	1,439	1,361	2,196	762
	---	**95.1%**	95.1%	95.2%	96.9%	97.0%	97.4%	96.6%	97.7%	96.3%	96.9%	96.9%	96.0%	95.9%	94.5%	97.3%	96.7%	92.9%	100.0%	97.0%	---	96.9%	96.0%	97.2%	97.2%	90.8%	97.7%	97.1%
Yes, definitely	---	**3,196**	3,292	3,229	1,289	1,781	44	734	870	1,524	1,596	1,076	430	159	126	71	217	5	15	1,785	80	165	1,042	1,144	922	911	1,633	570
	---	**71.8%**	72.8%	70.7%	72.1%	72.5%	59.5%	72.5%	69.1%	73.7%	73.2%	70.4%	71.8%	68.8%	72.8%	65.1%	74.8%	38.5%	65.2%	74.1%	65.0%	65.0%	78.1%	74.2%	64.1%	66.9%	74.4%	74.8%
Yes, somewhat	---	**959**	977	1,084	384	520	20	218	288	426	449	350	131	59	37	27	51	4	7	495	30	65	221	314	389	291	469	164
	---	**21.6%**	21.6%	23.7%	21.5%	21.2%	27.0%	21.5%	22.9%	20.6%	20.6%	22.9%	21.9%	25.5%	21.4%	24.8%	17.6%	30.8%	30.4%	20.6%	24.4%	25.6%	16.6%	20.4%	27.0%	21.4%	21.4%	21.5%
No	---	**294**	254	253	115	154	10	61	101	119	134	102	38	13	10	11	22	4	1	128	13	24	71	83	128	159	94	28
	---	**6.6%**	5.6%	5.5%	6.4%	6.3%	13.5%	6.0%	8.0%	5.8%	6.1%	6.7%	6.3%	5.6%	5.8%	10.1%	7.6%	30.8%	4.3%	5.3%	10.6%	9.4%	5.3%	5.4%	8.9%	11.7%	4.3%	3.7%
Yes, definitely or Yes, somewhat	---	**4,155**	4,269	4,313	1,673	2,301	64	952	1,158	1,950	2,045	1,426	561	218	163	98	268	9	22	2,280	110	230	1,263	1,458	1,311	1,202	2,102	734
	---	**93.4%**	94.4%	94.5%	93.6%	93.7%	86.5%	94.0%	92.0%	94.2%	93.9%	93.3%	93.7%	94.4%	94.2%	89.9%	92.4%	69.2%	95.7%	94.7%	89.4%	90.6%	94.7%	94.6%	91.1%	88.3%	95.7%	96.3%
Significantly different from column:*		C,D							J	I										P,U,V	T	T	Y	Y	W,X	AA,AB	Z	Z

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 28i

A regular dentist is one you would go to for check-ups and cleanings or when you have a cavity or tooth pain. Do you have a regular dentist?

Base: All respondents

| | 2021 CSS Average | 2021 | 2020 | 2019 | Gender Identity (Q40) | | | Age (Q38) | | | Education (Q41) | | | Primary Race (Q56RC) | | | | | | | | | Health Status (Q31) | | | Doctor Visits in Last 6 Months (Q7) | | |
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	**4,678**	4,756	4,794	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	---	**196**	206	200	40	59	3	18	22	67	52	35	17	8	4	3	4	0	0	50	4	10	29	35	41	77	74	29
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	NA	NA	NA	NA	NA	NA
Usable responses	---	**4,482**	4,550	4,594	1,806	2,473	73	1,031	1,266	2,082	2,196	1,542	607	233	179	109	296	14	23	2,432	126	252	1,360	1,551	1,439	1,422	2,173	756
	---	**95.8%**	95.7%	95.8%	97.8%	97.7%	96.1%	98.3%	98.3%	96.9%	97.7%	97.8%	97.3%	96.7%	97.8%	97.3%	98.7%	100.0%	100.0%	98.0%	---	96.2%	97.9%	97.8%	97.2%	94.9%	96.7%	96.3%
Yes	---	**2,409**	2,495	2,570	879	1,426	37	579	728	1,044	1,149	816	368	113	95	61	176	6	14	1,338	62	130	811	822	706	682	1,227	430
	---	**53.7%**	54.8%	55.9%	48.7%	57.7%	50.7%	56.2%	57.5%	50.1%	52.3%	52.9%	60.6%	48.5%	53.1%	56.0%	59.5%	42.9%	60.9%	55.0%	49.2%	51.6%	59.6%	53.0%	49.1%	48.0%	56.5%	56.9%
No	---	**2,073**	2,055	2,024	927	1,047	36	452	538	1,038	1,047	726	239	120	84	48	120	8	9	1,094	64	122	549	729	733	740	946	326
	---	**46.3%**	45.2%	44.1%	51.3%	42.3%	49.3%	43.8%	42.5%	49.9%	47.7%	47.1%	39.4%	51.5%	46.9%	44.0%	40.5%	57.1%	39.1%	45.0%	50.8%	48.4%	40.4%	47.0%	50.9%	52.0%	43.5%	43.1%
Significantly different from column:*		D			F	E		J	J	H,I	M	M	K,L	Q		N							X,Y	W,Y	W,X	AA,AB	Z	Z

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 28j

In the last 6 months, did you go to a dentist's office or clinic for care?

Base: All respondents

					Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)									Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
	2021 CSS Average	2021	2020	2019	Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	4,678	4,756	4,794	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	---	165	170	191	29	42	1	7	15	54	42	21	10	9	6	3	1	0	0	35	2	6	22	30	24	60	62	28
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	NA	NA	NA	NA	NA	NA
Usable responses	---	4,513	4,586	4,603	1,817	2,490	75	1,042	1,273	2,095	2,206	1,556	614	232	177	109	299	14	23	2,447	128	256	1,367	1,556	1,456	1,439	2,185	757
	---	96.5%	96.4%	96.0%	98.4%	98.3%	98.7%	99.3%	98.8%	97.5%	98.1%	98.7%	98.4%	96.3%	96.7%	97.3%	99.7%	100.0%	100.0%	98.6%	---	97.7%	98.4%	98.1%	98.4%	96.0%	97.2%	96.4%
Yes	---	1,485	1,796	1,877	545	872	27	378	455	617	679	522	238	63	59	38	119	5	12	809	39	94	514	496	435	330	813	298
	---	32.9%	39.2%	40.8%	30.0%	35.0%	36.0%	36.3%	35.7%	29.5%	30.8%	33.5%	38.8%	27.2%	33.3%	34.9%	39.8%	35.7%	52.2%	33.1%	30.5%	36.7%	37.6%	31.9%	29.9%	22.9%	37.2%	39.4%
No	---	3,028	2,790	2,726	1,272	1,618	48	664	818	1,478	1,527	1,034	376	169	118	71	180	9	11	1,638	89	162	853	1,060	1,021	1,109	1,372	459
	---	67.1%	60.8%	59.2%	70.0%	65.0%	64.0%	63.7%	64.3%	70.5%	69.2%	66.5%	61.2%	72.8%	66.7%	65.1%	60.2%	64.3%	47.8%	66.9%	69.5%	63.3%	62.4%	68.1%	70.1%	77.1%	62.8%	60.6%
Significantly different from column:*		C,D			F	E		J	J	H,I	M	M	K,L	Q,S,V			N,T		N,U	Q	S	N	X,Y	W	W	AA,AB	Z	Z

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

39930

Question 28k

In the last 6 months, how often did the dentists or dental staff explain what they were doing while treating you?

Base: All respondents who went to a dentist's office/clinic to get care (Q28j)

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	1,485	1,796	1,877	545	872	27	378	455	617	679	522	238	63	59	38	119	5	12	809	39	94	514	496	435	330	813	298
Number missing or multiple answer	---	18	24	25	3	13	1	3	5	10	9	5	3	2	0	0	1	0	0	7	0	1	6	5	6	5	9	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	NA	NA	NA	NA	NA	NA
Usable responses	---	1,467	1,772	1,852	542	859	26	375	450	607	670	517	235	61	59	38	118	5	12	802	39	93	508	491	429	325	804	295
	---	98.8%	98.7%	98.7%	99.4%	98.5%	96.3%	99.2%	98.9%	98.4%	98.7%	99.0%	98.7%	96.8%	100.0%	100.0%	99.2%	100.0%	100.0%	99.1%	---	98.9%	98.8%	99.0%	98.6%	98.5%	98.9%	99.0%
Never	---	26	34	26	10	13	2	4	9	12	14	8	3	1	1	1	2	1	0	10	2	1	7	8	10	7	13	5
	---	1.8%	1.9%	1.4%	1.8%	1.5%	7.7%	1.1%	2.0%	2.0%	2.1%	1.5%	1.3%	1.6%	1.7%	2.6%	1.7%	20.0%	0.0%	1.2%	5.1%	1.1%	1.4%	1.6%	2.3%	2.2%	1.6%	1.7%
Sometimes	---	109	142	149	28	72	4	34	35	35	43	42	20	7	6	5	8	1	3	52	3	10	30	34	39	21	60	24
	---	7.4%	8.0%	8.0%	5.2%	8.4%	15.4%	9.1%	7.8%	5.8%	6.4%	8.1%	8.5%	11.5%	10.2%	13.2%	6.8%	20.0%	25.0%	6.5%	7.7%	10.8%	5.9%	6.9%	9.1%	6.5%	7.5%	8.1%
Usually	---	260	326	359	97	153	5	70	72	114	116	97	41	13	11	8	19	1	1	139	7	20	69	104	79	48	155	50
	---	17.7%	18.4%	19.4%	17.9%	17.8%	19.2%	18.7%	16.0%	18.8%	17.3%	18.8%	17.4%	21.3%	18.6%	21.1%	16.1%	20.0%	8.3%	17.3%	17.9%	21.5%	13.6%	21.2%	18.4%	14.8%	19.3%	16.9%
Always	---	1,072	1,270	1,318	407	621	15	267	334	446	497	370	171	40	41	24	89	2	8	601	27	62	402	345	301	249	576	216
	---	73.1%	71.7%	71.2%	75.1%	72.3%	57.7%	71.2%	74.2%	73.5%	74.2%	71.6%	72.8%	65.6%	69.5%	63.2%	75.4%	40.0%	66.7%	74.9%	69.2%	66.7%	79.1%	70.3%	70.2%	76.6%	71.6%	73.2%
Significantly different from column:*					G		E																X,Y	W	W			
Usually or Always	---	1,332	1,596	1,677	504	774	20	337	406	560	613	467	212	53	52	32	108	3	9	740	34	82	471	449	380	297	731	266
	---	90.8%	90.1%	90.6%	93.0%	90.1%	76.9%	89.9%	90.2%	92.3%	91.5%	90.3%	90.2%	86.9%	88.1%	84.2%	91.5%	60.0%	75.0%	92.3%	87.2%	88.2%	92.7%	91.4%	88.6%	91.4%	90.9%	90.2%
Significantly different from column:*																							Y		W			

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 28l

If you tried to get an appointment for yourself with a dentist who specializes in a particular type of dental care (such as root canals or gum disease) in the last 6 months, how often did you get an appointment as soon as you wanted?

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	4,678	4,756	4,794	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer		361	309	317	113	136	4	29	66	163	145	78	25	27	7	6	18	1	1	138	6	14	76	84	96	127	155	53
Number no experience		3,057	3,074	3,087	1,243	1,684	59	772	839	1,397	1,452	1,085	449	129	101	68	187	7	13	1737	80	171	969	1,089	931	986	1,467	516
Usable responses	---	1,260	1,373	1,390	490	712	13	248	383	589	651	414	150	85	75	38	95	6	9	607	44	77	344	413	453	386	625	216
		26.9%	28.9%	29.0%	26.5%	28.1%	17.1%	23.6%	29.7%	27.4%	29.0%	26.3%	24.0%	35.3%	41.0%	33.9%	31.7%	42.9%	39.1%	24.5%	---	29.4%	24.8%	26.0%	30.6%	25.8%	27.8%	27.5%
Never	---	523	516	499	210	283	8	103	148	252	272	179	54	34	35	13	22	4	3	267	17	26	135	159	201	180	234	95
		41.5%	37.6%	35.9%	42.9%	39.7%	61.5%	41.5%	38.6%	42.8%	41.8%	43.2%	36.0%	40.0%	46.7%	34.2%	23.2%	66.7%	33.3%	44.0%	38.6%	33.8%	39.2%	38.5%	44.4%	46.6%	37.4%	44.0%
Sometimes	---	207	229	235	81	118	3	52	66	83	102	66	32	14	14	9	16	1	2	87	11	15	56	67	78	61	113	25
		16.4%	16.7%	16.9%	16.5%	16.6%	23.1%	21.0%	17.2%	14.1%	15.7%	15.9%	21.3%	16.5%	18.7%	23.7%	16.8%	16.7%	22.2%	14.3%	25.0%	19.5%	16.3%	16.2%	17.2%	15.8%	18.1%	11.6%
Usually	---	227	273	264	80	140	2	42	77	104	121	70	33	18	15	3	24	0	3	108	5	16	62	89	70	64	121	40
		18.0%	19.9%	19.0%	16.3%	19.7%	15.4%	16.9%	20.1%	17.7%	18.6%	16.9%	22.0%	21.2%	20.0%	7.9%	25.3%	0.0%	33.3%	17.8%	11.4%	20.8%	18.0%	21.5%	15.5%	16.6%	19.4%	18.5%
Always	---	303	355	392	119	171	0	51	92	150	156	99	31	19	11	13	33	1	1	145	11	20	91	98	104	81	157	56
		24.0%	25.9%	28.2%	24.3%	24.0%	0.0%	20.6%	24.0%	25.5%	24.0%	23.9%	20.7%	22.4%	14.7%	34.2%	34.7%	16.7%	11.1%	23.9%	25.0%	26.0%	26.5%	23.7%	23.0%	21.0%	25.1%	25.9%
Significantly different from column:*		D													P,Q	O	O,T			Q								
Usually or Always	---	530	628	656	199	311	2	93	169	254	277	169	64	37	26	16	57	1	4	253	16	36	153	187	174	145	278	96
		42.1%	45.7%	47.2%	40.6%	43.7%	15.4%	37.5%	44.1%	43.1%	42.5%	40.8%	42.7%	43.5%	34.7%	42.1%	60.0%	16.7%	44.4%	41.7%	36.4%	46.8%	44.5%	45.3%	38.4%	37.6%	44.5%	44.4%
Significantly different from column:*		D				G	F								Q	Q		N,O,T,U			Q	Q			Y	X	AA	Z	

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 28m

In the last 6 months, if you needed to see a dentist right away because of a dental emergency, how often did you get to see a dentist as soon as you wanted?

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	**4,678**	4,756	4,794	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer		**328**	267	290	91	123	3	27	51	143	126	68	24	19	8	9	8	2	1	123	4	7	71	71	76	124	136	48
Number no experience		**3,225**	3,273	3,241	1,330	1,766	58	795	888	1,492	1,533	1,136	483	152	114	68	198	8	14	1806	94	177	1,023	1,148	990	1,035	1,548	551
Usable responses	---	**1,125**	1,216	1,263	425	643	15	227	349	514	589	373	117	70	61	35	94	4	8	553	32	78	295	367	414	340	563	186
		24.0%	25.6%	26.3%	23.0%	25.4%	19.7%	21.6%	27.1%	23.9%	26.2%	23.7%	18.8%	29.0%	33.3%	31.3%	31.3%	28.6%	34.8%	22.3%	---	29.8%	21.2%	23.1%	28.0%	22.7%	25.1%	23.7%
Never	---	**466**	453	457	180	257	8	92	134	225	240	163	43	29	33	14	29	2	3	227	17	29	119	128	194	162	215	74
		41.4%	37.3%	36.2%	42.4%	40.0%	53.3%	40.5%	38.4%	43.8%	40.7%	43.7%	36.8%	41.4%	54.1%	40.0%	30.9%	50.0%	37.5%	41.0%	53.1%	37.2%	40.3%	34.9%	46.9%	40.3%	38.2%	39.8%
Sometimes	---	**186**	199	191	74	101	5	50	61	67	94	56	28	8	14	9	21	1	2	81	7	17	36	81	62	53	98	28
		16.5%	16.4%	15.1%	17.4%	15.7%	33.3%	22.0%	17.5%	13.0%	16.0%	15.0%	23.9%	11.4%	23.0%	25.7%	22.3%	25.0%	25.0%	14.6%	21.9%	21.8%	12.2%	22.1%	15.0%	15.6%	17.4%	15.1%
Usually	---	**179**	219	218	61	112	1	33	69	73	108	54	12	11	6	2	16	0	2	88	2	15	47	66	60	49	100	27
		15.9%	18.0%	17.3%	14.4%	17.4%	6.7%	14.5%	19.8%	14.2%	18.3%	14.5%	10.3%	15.7%	9.8%	5.7%	17.0%	0.0%	25.0%	15.9%	6.3%	19.2%	15.9%	18.0%	14.5%	14.4%	17.8%	14.5%
Always	---	**294**	345	397	110	173	1	52	85	149	147	100	34	22	8	10	28	1	1	157	6	17	93	92	98	76	150	57
		26.1%	28.4%	31.4%	25.9%	26.9%	6.7%	22.9%	24.4%	29.0%	25.0%	26.8%	29.1%	31.4%	13.1%	28.6%	29.8%	25.0%	12.5%	28.4%	18.8%	21.8%	31.5%	25.1%	23.7%	22.4%	26.6%	30.6%
Significantly different from column:*		D												O	N,Q,T	O				O			Y		W	AB		Z
Usually or Always	---	**473**	564	615	171	285	2	85	154	222	255	154	46	33	14	12	44	1	3	245	8	32	140	158	158	125	250	84
		42.0%	46.4%	48.7%	40.2%	44.3%	13.3%	37.4%	44.1%	43.2%	43.3%	41.3%	39.3%	47.1%	23.0%	34.3%	46.8%	25.0%	37.5%	44.3%	25.0%	41.0%	47.5%	43.1%	38.2%	36.8%	44.4%	45.2%
Significantly different from column:*		C,D			G	G	E,F							O,U	N,Q,T,V	O,U				O,U	N,Q,T	O	Y		W	AA	Z	

*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.

State Oregon Health Plan

39930

Question 28n

Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist?

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	4,678	4,756	4,794	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	---	819	755	824	265	406	8	103	156	437	363	246	77	52	16	16	33	3	1	351	19	34	165	251	271	267	375	139
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	NA	NA	NA	NA	NA	NA
Usable responses	---	3,859	4,001	3,970	1,581	2,126	68	946	1,132	1,712	1,885	1,331	547	189	167	96	267	11	22	2,131	111	228	1,224	1,335	1,209	1,232	1,872	646
	---	82.5%	84.1%	82.8%	85.6%	84.0%	89.5%	90.2%	87.9%	79.7%	83.9%	84.4%	87.7%	78.4%	91.3%	85.7%	89.0%	78.6%	95.7%	85.9%	---	87.0%	88.1%	84.2%	81.7%	82.2%	83.3%	82.3%
0 Extremely difficult	---	305	356	347	108	181	5	57	94	146	135	125	30	14	9	8	19	1	2	155	10	23	60	91	139	87	157	55
	---	7.9%	8.9%	8.7%	6.8%	8.5%	7.4%	6.0%	8.3%	8.5%	7.2%	9.4%	5.5%	7.4%	5.4%	8.3%	7.1%	9.1%	9.1%	7.3%	9.0%	10.1%	4.9%	6.8%	11.5%	7.1%	8.4%	8.5%
1	---	90	91	89	38	50	0	21	25	42	32	40	16	7	0	1	2	0	0	53	1	9	27	27	33	25	45	19
	---	2.3%	2.3%	2.2%	2.4%	2.4%	0.0%	2.2%	2.2%	2.5%	1.7%	3.0%	2.9%	3.7%	0.0%	1.0%	0.7%	0.0%	0.0%	2.5%	0.9%	3.9%	2.2%	2.0%	2.7%	2.0%	2.4%	2.9%
2	---	111	114	106	49	55	4	26	44	39	43	48	18	7	6	3	3	0	0	63	4	7	31	26	52	31	50	26
	---	2.9%	2.8%	2.7%	3.1%	2.6%	5.9%	2.7%	3.9%	2.3%	2.3%	3.6%	3.3%	3.7%	3.6%	3.1%	1.1%	0.0%	0.0%	3.0%	3.6%	3.1%	2.5%	1.9%	4.3%	2.5%	2.7%	4.0%
3	---	141	124	130	51	77	8	38	41	55	61	58	18	7	5	4	7	0	3	81	3	8	40	46	50	50	71	18
	---	3.7%	3.1%	3.3%	3.2%	3.6%	11.8%	4.0%	3.6%	3.2%	3.2%	4.4%	3.3%	3.7%	3.0%	4.2%	2.6%	0.0%	13.6%	3.8%	2.7%	3.5%	3.3%	3.4%	4.1%	4.1%	3.8%	2.8%
4	---	123	115	134	39	76	5	38	43	39	63	45	11	6	3	7	7	1	0	73	3	6	29	56	35	42	56	21
	---	3.2%	2.9%	3.4%	2.5%	3.6%	7.4%	4.0%	3.8%	2.3%	3.3%	3.4%	2.0%	3.2%	1.8%	7.3%	2.6%	9.1%	0.0%	3.4%	2.7%	2.6%	2.4%	4.2%	3.0%	3.4%	3.0%	3.3%
5	---	475	494	470	214	244	10	126	139	206	236	154	79	23	23	12	23	0	1	289	21	25	138	193	135	188	199	75
	---	12.3%	12.3%	11.8%	13.5%	11.5%	14.7%	13.3%	12.3%	12.0%	12.5%	11.6%	14.4%	12.2%	13.8%	12.5%	8.6%	0.0%	4.5%	13.6%	18.9%	11.0%	11.3%	14.5%	11.2%	15.3%	10.6%	11.6%
6	---	187	175	164	68	110	3	57	45	82	77	72	33	11	9	4	10	1	1	109	3	14	54	72	57	55	95	31
	---	4.8%	4.4%	4.1%	4.3%	5.2%	4.4%	6.0%	4.0%	4.8%	4.1%	5.4%	6.0%	5.8%	5.4%	4.2%	3.7%	9.1%	4.5%	5.1%	2.7%	6.1%	4.4%	5.4%	4.7%	4.5%	5.1%	4.8%
7	---	316	297	310	130	176	8	82	104	128	155	93	62	17	18	11	24	0	2	173	15	11	93	111	109	101	162	43
	---	8.2%	7.4%	7.8%	8.2%	8.3%	11.8%	8.7%	9.2%	7.5%	8.2%	7.0%	11.3%	9.0%	10.8%	11.5%	9.0%	0.0%	9.1%	8.1%	13.5%	4.8%	7.6%	8.3%	9.0%	8.2%	8.7%	6.7%
8	---	447	445	444	216	218	4	127	128	184	215	142	80	16	20	5	49	1	4	262	9	23	148	161	129	146	223	69
	---	11.6%	11.1%	11.2%	13.7%	10.3%	5.9%	13.4%	11.3%	10.7%	11.4%	10.7%	14.6%	8.5%	12.0%	5.2%	18.4%	9.1%	18.2%	12.3%	8.1%	10.1%	12.1%	12.1%	10.7%	11.9%	11.9%	10.7%
9	---	404	394	367	159	234	4	81	111	206	202	139	55	17	25	8	30	3	3	217	15	29	127	146	121	115	199	77
	---	10.5%	9.8%	9.2%	10.1%	11.0%	5.9%	8.6%	9.8%	12.0%	10.7%	10.4%	10.1%	9.0%	15.0%	8.3%	11.2%	27.3%	13.6%	10.2%	13.5%	12.7%	10.4%	10.9%	10.0%	9.3%	10.6%	11.9%
10 Extremely easy	---	1,260	1,396	1,409	509	705	17	293	358	585	666	415	145	64	49	33	93	4	6	656	27	73	477	406	349	392	615	212
	---	32.7%	34.9%	35.5%	32.2%	33.2%	25.0%	31.0%	31.6%	34.2%	35.3%	31.2%	26.5%	33.9%	29.3%	34.4%	34.8%	36.4%	27.3%	30.8%	24.3%	32.0%	39.0%	30.4%	28.9%	31.8%	32.9%	32.8%

NA - There is no "no experience" category for this question.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 28n

Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist?

Base: All respondents

| | 2021 CSS Average | 2021 | 2020 | 2019 | Gender Identity (Q40) | | | Age (Q38) | | | Education (Q41) | | | Primary Race (Q56RC) | | | | | | | | | Health Status (Q31) | | | Doctor Visits in Last 6 Months (Q7) | | |
| | | | | | Male | Female | Non-binary, genderqueer, or other | 18 to 34 | 35 to 54 | 55 or more | HS grad or less | Some college | College grad or more | American Indian or Alaska Native | Asian | Black or African American | Hispanic or Latino/a | Middle Eastern/Northern African | Native Hawaiian or Pacific Islander | White | Other | Multiracial | Excellent or Very good | Good | Fair or Poor | None | 1 to 4 | 5 or more |
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	4,678	4,756	4,794	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	---	819	755	824	265	406	8	103	156	437	363	246	77	52	16	16	33	3	1	351	19	34	165	251	271	267	375	139
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	NA	NA	NA	NA	NA	NA
Usable responses	---	3,859	4,001	3,970	1,581	2,126	68	946	1,132	1,712	1,885	1,331	547	189	167	96	267	11	22	2,131	111	228	1,224	1,335	1,209	1,232	1,872	646
	---	82.5%	84.1%	82.8%	85.6%	84.0%	89.5%	90.2%	87.9%	79.7%	83.9%	84.4%	87.7%	78.4%	91.3%	85.7%	89.0%	78.6%	95.7%	85.9%	---	87.0%	88.1%	84.2%	81.7%	82.2%	83.3%	82.3%
0 to 4	---	770	800	806	285	439	22	180	247	321	334	316	93	41	23	23	38	2	5	425	21	53	187	246	309	235	379	139
	---	20.0%	20.0%	20.3%	18.0%	20.6%	32.4%	19.0%	21.8%	18.8%	17.7%	23.7%	17.0%	21.7%	13.8%	24.0%	14.2%	18.2%	22.7%	19.9%	18.9%	23.2%	15.3%	18.4%	25.6%	19.1%	20.2%	21.5%
5	---	475	494	470	214	244	10	126	139	206	236	154	79	23	23	12	23	0	1	289	21	25	138	193	135	188	199	75
	---	12.3%	12.3%	11.8%	13.5%	11.5%	14.7%	13.3%	12.3%	12.0%	12.5%	11.6%	14.4%	12.2%	13.8%	12.5%	8.6%	0.0%	4.5%	13.6%	18.9%	11.0%	11.3%	14.5%	11.2%	15.3%	10.6%	11.6%
6 or 7	---	503	472	474	198	286	11	139	149	210	232	165	95	28	27	15	34	1	3	282	18	25	147	183	166	156	257	74
	---	13.0%	11.8%	11.9%	12.5%	13.5%	16.2%	14.7%	13.2%	12.3%	12.3%	12.4%	17.4%	14.8%	16.2%	15.6%	12.7%	9.1%	13.6%	13.2%	16.2%	11.0%	12.0%	13.7%	13.7%	12.7%	13.7%	11.5%
8 to 10	---	2,111	2,235	2,220	884	1,157	25	501	597	975	1,083	696	280	97	94	46	172	8	13	1,135	51	125	752	713	599	653	1,037	358
	---	54.7%	55.9%	55.9%	55.9%	54.4%	36.8%	53.0%	52.7%	57.0%	57.5%	52.3%	51.2%	51.3%	56.3%	47.9%	64.4%	72.7%	59.1%	53.3%	45.9%	54.8%	61.4%	53.4%	49.5%	53.0%	55.4%	55.4%
Significantly different from column:*					G	G	E,F	J	J	H,I	L,M	K	K	Q		Q	N,P,T,U,V			Q	Q	Q	X,Y	W	W			
0 to 6	---	1,432	1,469	1,440	567	793	35	363	431	609	647	542	205	75	55	39	71	3	7	823	45	92	379	511	501	478	673	245
	---	37.1%	36.7%	36.3%	35.9%	37.3%	51.5%	38.4%	38.1%	35.6%	34.3%	40.7%	37.5%	39.7%	32.9%	40.6%	26.6%	27.3%	31.8%	38.6%	40.5%	40.4%	31.0%	38.3%	41.4%	38.8%	36.0%	37.9%
7 to 8	---	763	742	754	346	394	12	209	232	312	370	235	142	33	38	16	73	1	6	435	24	34	241	272	238	247	385	112
	---	19.8%	18.5%	19.0%	21.9%	18.5%	17.6%	22.1%	20.5%	18.2%	19.6%	17.7%	26.0%	17.5%	22.8%	16.7%	27.3%	9.1%	27.3%	20.4%	21.6%	14.9%	19.7%	20.4%	19.7%	20.0%	20.6%	17.3%
9 to 10	---	1,664	1,790	1,776	668	939	21	374	469	791	868	554	200	81	74	41	123	7	9	873	42	102	604	552	470	507	814	289
	---	43.1%	44.7%	44.7%	42.3%	44.2%	30.9%	39.5%	41.4%	46.2%	46.0%	41.6%	36.6%	42.9%	44.3%	42.7%	46.1%	63.6%	40.9%	41.0%	37.8%	44.7%	49.3%	41.3%	38.9%	41.2%	43.5%	44.7%
Significantly different from column:*						G	F	J	J	H,I	L,M	K,M	K,L										X,Y	W	W			

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 29a

In the last 6 months, did you have a healthcare visit by phone or video?

Base: All respondents

| | 2021 CSS Average | 2021 | 2020 | 2019 | Gender Identity (Q40) | | | Age (Q38) | | | Education (Q41) | | | Primary Race (Q56RC) | | | | | | | | | Health Status (Q31) | | | Doctor Visits in Last 6 Months (Q7) | | |
| | | | | | Male | Female | Non-binary, genderqueer, or other | 18 to 34 | 35 to 54 | 55 or more | HS grad or less | Some college | College grad or more | American Indian or Alaska Native | Asian | Black or African American | Hispanic or Latino/a | Middle Eastern/Northern African | Native Hawaiian or Pacific Islander | White | Other | Multiracial | Excellent or Very good | Good | Fair or Poor | None | 1 to 4 | 5 or more |
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	4,678	---	---	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	---	198	---	---	30	42	1	6	16	51	39	24	8	7	4	4	2	0	0	32	3	6	17	23	34	68	79	30
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	NA	NA	NA	NA	NA	NA
Usable responses	---	4,480	---	---	1,816	2,490	75	1,043	1,272	2,098	2,209	1,553	616	234	179	108	298	14	23	2,450	127	256	1,372	1,563	1,446	1,431	2,168	755
	---	95.8%	---	---	98.4%	98.3%	98.7%	99.4%	98.8%	97.6%	98.3%	98.5%	98.7%	97.1%	97.8%	96.4%	99.3%	100.0%	100.0%	98.7%	---	97.7%	98.8%	98.5%	97.7%	95.5%	96.5%	96.2%
Yes	---	1,784	---	---	604	1,103	40	359	533	862	780	671	292	109	59	49	108	3	7	988	54	98	397	596	750	150	1,028	554
	---	39.8%	---	---	33.3%	44.3%	53.3%	34.4%	41.9%	41.1%	35.3%	43.2%	47.4%	46.6%	33.0%	45.4%	36.2%	21.4%	30.4%	40.3%	42.5%	38.3%	28.9%	38.1%	51.9%	10.5%	47.4%	73.4%
No	---	2,696	---	---	1,212	1,387	35	684	739	1,236	1,429	882	324	125	120	59	190	11	16	1,462	73	158	975	967	696	1,281	1,140	201
	---	60.2%	---	---	66.7%	55.7%	46.7%	65.6%	58.1%	58.9%	64.7%	56.8%	52.6%	53.4%	67.0%	54.6%	63.8%	78.6%	69.6%	59.7%	57.5%	61.7%	71.1%	61.9%	48.1%	89.5%	52.6%	26.6%
Significantly different from column:*	■	■	■	■	F,G	E	E	I,J	H	H	L,M	K	K	O,Q	N,P	O	N						X,Y	W,Y	W,X	AA,AB	AB,Z	AA,Z

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 29b

What type of device did you use for a healthcare visit by phone or video? (Please check <u>ALL</u> that apply.)

Base: All respondents who had a healthcare visit by phone or video in the last 6 months (Q29a)

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)									Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	1,784	---	---	604	1,103	40	359	533	862	780	671	292	109	59	49	108	3	7	988	54	98	397	596	750	150	1,028	554
Number missing or multiple answer	---	28	---	---	5	16	0	4	3	15	15	5	0	1	1	1	7	0	0	9	0	0	6	6	10	6	13	7
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	NA	NA	NA	NA	NA	NA
Usable responses	---	1,756	---	---	599	1,087	40	355	530	847	765	666	292	108	58	48	101	3	7	979	54	98	391	590	740	144	1,015	547
	---	98.4%	---	---	99.2%	98.5%	100.0%	98.9%	99.4%	98.3%	98.1%	99.3%	100.0%	99.1%	98.3%	98.0%	93.5%	100.0%	100.0%	99.1%	---	100.0%	98.5%	99.0%	98.7%	96.0%	98.7%	98.7%
Personal computer with video	---	367	---	---	127	216	18	121	118	125	108	148	107	18	11	10	22	1	2	226	9	24	110	122	133	21	196	141
	---	20.9%	---	---	21.2%	19.9%	45.0%	34.1%	22.3%	14.8%	14.1%	22.2%	36.6%	16.7%	19.0%	20.8%	21.8%	33.3%	28.6%	23.1%	16.7%	24.5%	28.1%	20.7%	18.0%	14.6%	19.3%	25.8%
Smartphone or tablet with video	---	879	---	---	279	564	22	209	304	356	357	355	152	49	29	27	51	3	6	476	25	53	190	304	370	51	496	310
	---	50.1%	---	---	46.6%	51.9%	55.0%	58.9%	57.4%	42.0%	46.7%	53.3%	52.1%	45.4%	50.0%	56.3%	50.5%	100.0%	85.7%	48.6%	46.3%	54.1%	48.6%	51.5%	50.0%	35.4%	48.9%	56.7%
Telephone without video	---	860	---	---	310	515	17	142	246	459	401	319	121	52	26	25	48	0	2	466	29	55	174	270	396	96	474	261
	---	49.0%	---	---	51.8%	47.4%	42.5%	40.0%	46.4%	54.2%	52.4%	47.9%	41.4%	48.1%	44.8%	52.1%	47.5%	0.0%	28.6%	47.6%	53.7%	56.1%	44.5%	45.8%	53.5%	66.7%	46.7%	47.7%
Other	---	70	---	---	18	51	0	12	15	42	31	28	10	9	4	2	5	0	1	25	3	3	13	19	36	5	41	19
	---	4.0%	---	---	3.0%	4.7%	0.0%	3.4%	2.8%	5.0%	4.1%	4.2%	3.4%	8.3%	6.9%	4.2%	5.0%	0.0%	14.3%	2.6%	5.6%	3.1%	3.3%	3.2%	4.9%	3.5%	4.0%	3.5%

NA - There is no "no experience" category for this question.

Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 29c

In the last 6 months, how often were you concerned about privacy during a healthcare visit by phone or video?

Base: All respondents who had a healthcare visit by phone or video in the last 6 months (Q29a)

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	1,784	---	---	604	1,103	40	359	533	862	780	671	292	109	59	49	108	3	7	988	54	98	397	596	750	150	1,028	554
Number missing or multiple answer	---	21	---	---	3	14	0	3	6	9	11	4	1	2	2	0	0	0	0	8	1	2	2	5	10	6	7	7
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	NA	NA	NA	NA	NA	NA
Usable responses	---	1,763	---	---	601	1,089	40	356	527	853	769	667	291	107	57	49	108	3	7	980	53	96	395	591	740	144	1,021	547
	---	98.8%	---	---	99.5%	98.7%	100.0%	99.2%	98.9%	99.0%	98.6%	99.4%	99.7%	98.2%	96.6%	100.0%	100.0%	100.0%	100.0%	99.2%	---	98.0%	99.5%	99.2%	98.7%	96.0%	99.3%	98.7%
Never	---	1,450	---	---	491	905	30	295	435	697	627	555	241	80	32	37	76	1	3	854	39	79	338	487	594	101	866	444
	---	82.2%	---	---	81.7%	83.1%	75.0%	82.9%	82.5%	81.7%	81.5%	83.2%	82.8%	74.8%	56.1%	75.5%	70.4%	33.3%	42.9%	87.1%	73.6%	82.3%	85.6%	82.4%	80.3%	70.1%	84.8%	81.2%
Sometimes	---	189	---	---	61	115	6	41	57	89	78	69	36	15	16	8	19	1	2	79	6	13	36	62	87	25	87	71
	---	10.7%	---	---	10.1%	10.6%	15.0%	11.5%	10.8%	10.4%	10.1%	10.3%	12.4%	14.0%	28.1%	16.3%	17.6%	33.3%	28.6%	8.1%	11.3%	13.5%	9.1%	10.5%	11.8%	17.4%	8.5%	13.0%
Usually	---	47	---	---	14	28	4	9	18	19	27	12	7	2	2	2	5	0	0	25	5	0	8	16	22	9	23	13
	---	2.7%	---	---	2.3%	2.6%	10.0%	2.5%	3.4%	2.2%	3.5%	1.8%	2.4%	1.9%	3.5%	4.1%	4.6%	0.0%	0.0%	2.6%	9.4%	0.0%	2.0%	2.7%	3.0%	6.3%	2.3%	2.4%
Always	---	77	---	---	35	41	0	11	17	48	37	31	7	10	7	2	8	1	2	22	3	4	13	26	37	9	45	19
	---	4.4%	---	---	5.8%	3.8%	0.0%	3.1%	3.2%	5.6%	4.8%	4.6%	2.4%	9.3%	12.3%	4.1%	7.4%	33.3%	28.6%	2.2%	5.7%	4.2%	3.3%	4.4%	5.0%	6.3%	4.4%	3.5%
Significantly different from column:*								J	I																			
Never or Sometimes	---	1,639	---	---	552	1,020	36	336	492	786	705	624	277	95	48	45	95	2	5	933	45	92	374	549	681	126	953	515
	---	93.0%	---	---	91.8%	93.7%	90.0%	94.4%	93.4%	92.1%	91.7%	93.6%	95.2%	88.8%	84.2%	91.8%	88.0%	66.7%	71.4%	95.2%	84.9%	95.8%	94.7%	92.9%	92.0%	87.5%	93.3%	94.1%
Significantly different from column:*														T		T,V				N,Q		Q				AA,AB	Z	Z

NA - There is no "no experience" category for this question.

*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.

T-50

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 29d

How easy or difficult has it been to use technology during a healthcare visit by phone or video?

Base: All respondents who had a healthcare visit by phone or video in the last 6 months (Q29a)

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)									Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	1,784	---	---	604	1,103	40	359	533	862	780	671	292	109	59	49	108	3	7	988	54	98	397	596	750	150	1,028	554
Number missing or multiple answer	---	37	---	---	9	22	0	3	8	21	19	9	3	3	1	0	5	0	0	14	1	3	3	12	14	9	18	7
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	NA	NA	NA	NA	NA	NA
Usable responses	---	1,747	---	---	595	1,081	40	356	525	841	761	662	289	106	58	49	103	3	7	974	53	95	394	584	736	141	1,010	547
	---	97.9%	---	---	98.5%	98.0%	100.0%	99.2%	98.5%	97.6%	97.6%	98.7%	99.0%	97.2%	98.3%	100.0%	95.4%	100.0%	100.0%	98.6%	---	96.9%	99.2%	98.0%	98.1%	94.0%	98.2%	98.7%
Very easy	---	623	---	---	221	379	16	145	202	268	252	232	129	29	20	21	41	1	1	362	21	33	187	217	212	37	366	205
	---	35.7%	---	---	37.1%	35.1%	40.0%	40.7%	38.5%	31.9%	33.1%	35.0%	44.6%	27.4%	34.5%	42.9%	39.8%	33.3%	14.3%	37.2%	39.6%	34.7%	47.5%	37.2%	28.8%	26.2%	36.2%	37.5%
Easy	---	800	---	---	271	495	18	162	250	376	361	296	129	55	30	19	46	1	4	440	21	43	161	270	349	72	455	254
	---	45.8%	---	---	45.5%	45.8%	45.0%	45.5%	47.6%	44.7%	47.4%	44.7%	44.6%	51.9%	51.7%	38.8%	44.7%	33.3%	57.1%	45.2%	39.6%	45.3%	40.9%	46.2%	47.4%	51.1%	45.0%	46.4%
Difficult	---	244	---	---	77	155	5	41	56	143	114	100	22	16	7	8	12	1	1	133	8	16	38	75	125	25	142	65
	---	14.0%	---	---	12.9%	14.3%	12.5%	11.5%	10.7%	17.0%	15.0%	15.1%	7.6%	15.1%	12.1%	16.3%	11.7%	33.3%	14.3%	13.7%	15.1%	16.8%	9.6%	12.8%	17.0%	17.7%	14.1%	11.9%
Very difficult	---	80	---	---	26	52	1	8	17	54	34	34	9	6	1	1	4	0	1	39	3	3	8	22	50	7	47	23
	---	4.6%	---	---	4.4%	4.8%	2.5%	2.2%	3.2%	6.4%	4.5%	5.1%	3.1%	5.7%	1.7%	2.0%	3.9%	0.0%	14.3%	4.0%	5.7%	3.2%	2.0%	3.8%	6.8%	5.0%	4.7%	4.2%
Very easy or Easy	---	1,423	---	---	492	874	34	307	452	644	613	528	258	84	50	40	87	2	5	802	42	76	348	487	561	109	821	459
	---	81.5%	---	---	82.7%	80.9%	85.0%	86.2%	86.1%	76.6%	80.6%	79.8%	89.3%	79.2%	86.2%	81.6%	84.5%	66.7%	71.4%	82.3%	79.2%	80.0%	88.3%	83.4%	76.2%	77.3%	81.3%	83.9%
Significantly different from column:*								J	J	H,I	M	M	K,L										X,Y	W,Y	W,X			

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 29e

In the last 6 months, was the quality of care you received during phone or video visits better or worse than the care you receive during in-person visits?

Base: All respondents who had a healthcare visit by phone or video in the last 6 months (Q29a)

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	1,784	---	---	604	1,103	40	359	533	862	780	671	292	109	59	49	108	3	7	988	54	98	397	596	750	150	1,028	554
Number missing or multiple answer	---	36	---	---	11	19	0	5	6	20	17	8	5	2	6	0	3	0	0	12	0	0	4	11	15	10	14	7
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	NA	NA	NA	NA	NA	NA
Usable responses	---	1,748	---	---	593	1,084	40	354	527	842	763	663	287	107	53	49	105	3	7	976	54	98	393	585	735	140	1,014	547
		98.0%			98.2%	98.3%	100.0%	98.6%	98.9%	97.7%	97.8%	98.8%	98.3%	98.2%	89.8%	100.0%	97.2%	100.0%	100.0%	98.8%	---	100.0%	99.0%	98.2%	98.0%	93.3%	98.6%	98.7%
Much worse	---	93	---	---	27	62	1	14	35	40	29	51	10	6	1	3	3	0	0	41	6	7	12	27	50	6	52	31
		5.3%			4.6%	5.7%	2.5%	4.0%	6.6%	4.8%	3.8%	7.7%	3.5%	5.6%	1.9%	6.1%	2.9%	0.0%	0.0%	4.2%	11.1%	7.1%	3.1%	4.6%	6.8%	4.3%	5.1%	5.7%
Slightly worse	---	322	---	---	102	202	11	85	88	145	106	145	63	29	13	7	14	2	1	187	7	15	70	111	138	15	180	119
		18.4%			17.2%	18.6%	27.5%	24.0%	16.7%	17.2%	13.9%	21.9%	22.0%	27.1%	24.5%	14.3%	13.3%	66.7%	14.3%	19.2%	13.0%	15.3%	17.8%	19.0%	18.8%	10.7%	17.8%	21.8%
About the same	---	1,089	---	---	392	657	24	206	322	549	497	395	180	61	30	28	63	1	4	636	33	63	258	365	444	93	643	329
		62.3%			66.1%	60.6%	60.0%	58.2%	61.1%	65.2%	65.1%	59.6%	62.7%	57.0%	56.6%	57.1%	60.0%	33.3%	57.1%	65.2%	61.1%	64.3%	65.6%	62.4%	60.4%	66.4%	63.4%	60.1%
Slightly better	---	124	---	---	37	80	4	24	41	55	62	40	18	2	3	4	12	0	0	62	6	8	28	41	52	13	72	36
		7.1%			6.2%	7.4%	10.0%	6.8%	7.8%	6.5%	8.1%	6.0%	6.3%	1.9%	5.7%	8.2%	11.4%	0.0%	0.0%	6.4%	11.1%	8.2%	7.1%	7.0%	7.1%	9.3%	7.1%	6.6%
Much better	---	120	---	---	35	83	0	25	41	53	69	32	16	9	6	7	13	0	2	50	2	5	25	41	51	13	67	32
		6.9%			5.9%	7.7%	0.0%	7.1%	7.8%	6.3%	9.0%	4.8%	5.6%	8.4%	11.3%	14.3%	12.4%	0.0%	28.6%	5.1%	3.7%	5.1%	6.4%	7.0%	6.9%	9.3%	6.6%	5.9%
Slightly better or Much better	---	244	---	---	72	163	4	49	82	108	131	72	34	11	9	11	25	0	2	112	8	13	53	82	103	26	139	68
		14.0%			12.1%	15.0%	10.0%	13.8%	15.6%	12.8%	17.2%	10.9%	11.8%	10.3%	17.0%	22.4%	23.8%	0.0%	28.6%	11.5%	14.8%	13.3%	13.5%	14.0%	14.0%	18.6%	13.7%	12.4%
Significantly different from column:*											L,M	K	K	P,Q			N,T	N,T		P,Q								

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 30a

In the last 6 months, did you try to get a COVID-19 test?

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	4,678	---	---	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	---	220	---	---	32	53	0	7	23	55	49	27	9	7	3	3	7	1	0	40	2	3	20	29	37	77	88	35
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	NA	NA	NA	NA	NA	NA
Usable responses	---	4,458	---	---	1,814	2,479	76	1,042	1,265	2,094	2,199	1,550	615	234	180	109	293	13	23	2,442	128	259	1,369	1,557	1,443	1,422	2,159	750
	---	95.3%	---	---	98.3%	97.9%	100.0%	99.3%	98.2%	97.4%	97.8%	98.3%	98.6%	97.1%	98.4%	97.3%	97.7%	92.9%	100.0%	98.4%	---	98.9%	98.6%	98.2%	97.5%	94.9%	96.1%	95.5%
Yes	---	1,303	---	---	474	775	30	331	382	574	549	504	221	90	42	41	105	6	6	689	39	89	382	414	482	265	661	325
	---	29.2%	---	---	26.1%	31.3%	39.5%	31.8%	30.2%	27.4%	25.0%	32.5%	35.9%	38.5%	23.3%	37.6%	35.8%	46.2%	26.1%	28.2%	30.5%	34.4%	27.9%	26.6%	33.4%	18.6%	30.6%	43.3%
No	---	3,155	---	---	1,340	1,704	46	711	883	1,520	1,650	1,046	394	144	138	68	188	7	17	1,753	89	170	987	1,143	961	1,157	1,498	425
	---	70.8%	---	---	73.9%	68.7%	60.5%	68.2%	69.8%	72.6%	75.0%	67.5%	64.1%	61.5%	76.7%	62.4%	64.2%	53.8%	73.9%	71.8%	69.5%	65.6%	72.1%	73.4%	66.6%	81.4%	69.4%	56.7%
Significantly different from column:*					F,G	E	E	J		H	L,M	K	K	O,T	N,P,Q,V	O,T	O,T			N,P,Q,V		O,T	Y	Y	W,X	AA,AB	AB,Z	AA,Z

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 30b

In the last 6 months, were you able to get a COVID-19 test?

Base: All respondents who tried to get a COVID-19 test in the last 6 months (Q30a)

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)									Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	1,303	---	---	474	775	30	331	382	574	549	504	221	90	42	41	105	6	6	689	39	89	382	414	482	265	661	325
Number missing or multiple answer	---	9	---	---	4	3	0	0	0	8	4	3	1	2	1	1	1	0	0	3	0	1	1	2	5	5	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	NA	NA	NA	NA	NA	NA
Usable responses	---	1,294	---	---	470	772	30	331	382	566	545	501	220	88	41	40	104	6	6	686	39	88	381	412	477	260	658	325
	---	99.3%	---	---	99.2%	99.6%	100.0%	100.0%	100.0%	98.6%	99.3%	99.4%	99.5%	97.8%	97.6%	97.6%	99.0%	100.0%	100.0%	99.6%	---	98.9%	99.7%	99.5%	99.0%	98.1%	99.5%	100.0%
Yes	---	1,203	---	---	433	725	25	314	354	521	515	463	200	80	39	36	99	3	5	647	32	80	348	392	441	235	611	309
	---	93.0%	---	---	92.1%	93.9%	83.3%	94.9%	92.7%	92.0%	94.5%	92.4%	90.9%	90.9%	95.1%	90.0%	95.2%	50.0%	83.3%	94.3%	82.1%	90.9%	91.3%	95.1%	92.5%	90.4%	92.9%	95.1%
No	---	91	---	---	37	47	5	17	28	45	30	38	20	8	2	4	5	3	1	39	7	8	33	20	36	25	47	16
	---	7.0%	---	---	7.9%	6.1%	16.7%	5.1%	7.3%	8.0%	5.5%	7.6%	9.1%	9.1%	4.9%	10.0%	4.8%	50.0%	16.7%	5.7%	17.9%	9.1%	8.7%	4.9%	7.5%	9.6%	7.1%	4.9%
Significantly different from column:*																							X	W		AB		Z

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 30c

In the last 6 months, how easy or difficult was it for you to get a COVID-19 test?

Base: All respondents who tried to get a COVID-19 test in the last 6 months (Q30a)

					Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)									Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
	2021 CSS Average	2021	2020	2019	Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	1,303	---	---	474	775	30	331	382	574	549	504	221	90	42	41	105	6	6	689	39	89	382	414	482	265	661	325
Number missing or multiple answer	---	24	---	---	11	10	0	0	2	19	8	10	2	2	1	2	1	0	0	8	1	3	6	5	10	7	9	5
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	NA	NA	NA	NA	NA	NA
Usable responses	---	1,279	---	---	463	765	30	331	380	555	541	494	219	88	41	39	104	6	6	681	38	86	376	409	472	258	652	320
	---	98.2%	---	---	97.7%	98.7%	100.0%	100.0%	99.5%	96.7%	98.5%	98.0%	99.1%	97.8%	97.6%	95.1%	99.0%	100.0%	100.0%	98.8%	---	96.6%	98.4%	98.8%	97.9%	97.4%	98.6%	98.5%
Very easy	---	654	---	---	239	401	9	156	196	297	291	272	84	47	8	21	46	2	2	376	14	41	209	221	217	121	337	175
	---	51.1%	---	---	51.6%	52.4%	30.0%	47.1%	51.6%	53.5%	53.8%	55.1%	38.4%	53.4%	19.5%	53.8%	44.2%	33.3%	33.3%	55.2%	36.8%	47.7%	55.6%	54.0%	46.0%	46.9%	51.7%	54.7%
Easy	---	463	---	---	169	268	13	124	130	202	200	158	93	30	27	13	45	1	2	232	16	31	115	151	184	97	240	106
	---	36.2%	---	---	36.5%	35.0%	43.3%	37.5%	34.2%	36.4%	37.0%	32.0%	42.5%	34.1%	65.9%	33.3%	43.3%	16.7%	33.3%	34.1%	42.1%	36.0%	30.6%	36.9%	39.0%	37.6%	36.8%	33.1%
Difficult	---	102	---	---	34	59	7	40	33	28	36	35	27	4	4	2	10	2	2	44	3	11	35	22	45	26	47	25
	---	8.0%	---	---	7.3%	7.7%	23.3%	12.1%	8.7%	5.0%	6.7%	7.1%	12.3%	4.5%	9.8%	5.1%	9.6%	33.3%	33.3%	6.5%	7.9%	12.8%	9.3%	5.4%	9.5%	10.1%	7.2%	7.8%
Very difficult	---	60	---	---	21	37	1	11	21	28	14	29	15	7	2	3	3	1	0	29	5	3	17	15	26	14	28	14
	---	4.7%	---	---	4.5%	4.8%	3.3%	3.3%	5.5%	5.0%	2.6%	5.9%	6.8%	8.0%	4.9%	7.7%	2.9%	16.7%	0.0%	4.3%	13.2%	3.5%	4.5%	3.7%	5.5%	5.4%	4.3%	4.4%
Very easy or Easy	---	1,117	---	---	408	669	22	280	326	499	491	430	177	77	35	34	91	3	4	608	30	72	324	372	401	218	577	281
	---	87.3%	---	---	88.1%	87.5%	73.3%	84.6%	85.8%	89.9%	90.8%	87.0%	80.8%	87.5%	85.4%	87.2%	87.5%	50.0%	66.7%	89.3%	78.9%	83.7%	86.2%	91.0%	85.0%	84.5%	88.5%	87.8%
Significantly different from column:*								J		H	M	M	K,L										X	W,Y	X			

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 30d

In the last 6 months, how often did you delay getting physical health care because of COVID-19?

Base: All respondents who tried to get a COVID-19 test in the last 6 months (Q30a)

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)									Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	4,678	---	---	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer		273	---	---	51	77	1	20	34	76	70	38	21	10	9	6	11	1	0	53	11	13	33	46	51	105	98	41
Number no experience		1,118	---	---	538	534	16	358	301	446	638	334	115	59	61	29	95	6	6	528	34	64	466	405	230	681	333	70
Usable responses	---	3,287	---	---	1,257	1,921	59	671	953	1,627	1,540	1,205	488	172	113	77	194	7	17	1,901	85	185	890	1,135	1,199	713	1,816	674
		70.3%	---	---	68.1%	75.9%	77.6%	64.0%	74.0%	75.7%	68.5%	76.4%	78.2%	71.4%	61.7%	68.8%	64.7%	50.0%	73.9%	76.6%	---	70.6%	64.1%	71.6%	81.0%	47.6%	80.8%	85.9%
Never	---	1,757	---	---	707	1,010	16	325	490	922	907	599	222	93	62	46	94	4	9	1,030	43	81	555	610	560	353	1,001	362
		53.5%	---	---	56.2%	52.6%	27.1%	48.4%	51.4%	56.7%	58.9%	49.7%	45.5%	54.1%	54.9%	59.7%	48.5%	57.1%	52.9%	54.2%	50.6%	43.8%	62.4%	53.7%	46.7%	49.5%	55.1%	53.7%
Sometimes	---	822	---	---	292	492	22	200	227	386	340	314	156	44	35	14	55	1	4	475	25	45	187	295	325	140	453	205
		25.0%	---	---	23.2%	25.6%	37.3%	29.8%	23.8%	23.7%	22.1%	26.1%	32.0%	25.6%	31.0%	18.2%	28.4%	14.3%	23.5%	25.0%	29.4%	24.3%	21.0%	26.0%	27.1%	19.6%	24.9%	30.4%
Usually	---	358	---	---	135	206	11	77	114	164	140	158	57	15	7	8	27	2	3	206	9	29	83	115	153	74	208	70
		10.9%	---	---	10.7%	10.7%	18.6%	11.5%	12.0%	10.1%	9.1%	13.1%	11.7%	8.7%	6.2%	10.4%	13.9%	28.6%	17.6%	10.8%	10.6%	15.7%	9.3%	10.1%	12.8%	10.4%	11.5%	10.4%
Always	---	350	---	---	123	206	10	69	122	155	153	134	53	20	9	9	18	0	1	190	8	30	65	115	161	146	154	37
		10.6%	---	---	9.8%	11.1%	16.9%	10.3%	12.8%	9.5%	9.9%	11.1%	10.9%	11.6%	8.0%	11.7%	9.3%	0.0%	5.9%	10.0%	9.4%	16.2%	7.3%	10.1%	13.4%	20.5%	8.5%	5.5%
Significantly different from column:*								J	I					V		V					O,Q,T		X,Y	W,Y	W,X	AA,AB	AB,Z	AA,Z
Usually or Always	---	708	---	---	258	419	21	146	236	319	293	292	110	35	16	17	45	2	4	396	17	59	148	230	314	220	362	107
		21.5%	---	---	20.5%	21.8%	35.6%	21.8%	24.8%	19.6%	19.0%	24.2%	22.5%	20.3%	14.2%	22.1%	23.2%	28.6%	23.5%	20.8%	20.0%	31.9%	16.6%	20.3%	26.2%	30.9%	19.9%	15.9%
Significantly different from column:*					G	G	E,F	J	I		L	K		V	V					V	V	N,O,T,U	X,Y	W,Y	W,X	AA,AB	AB,Z	AA,Z

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 30e

In the last 6 months, how often did you delay getting <u>dental care</u> because of COVID-19?

Base: All respondents who tried to get a COVID-19 test in the last 6 months (Q30a)

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	4,678	---	---	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer		298	---	---	56	68	2	11	33	85	71	39	15	14	3	0	11	1	1	80	10	6	33	44	52	105	126	41
Number no experience		1,566	---	---	698	829	15	361	372	824	889	499	157	85	82	30	103	7	3	815	43	81	478	569	504	632	661	228
Usable responses	---	2,814	---	---	1,092	1,635	59	677	883	1,240	1,288	1,039	452	142	98	82	186	6	19	1,587	77	175	878	973	924	762	1,460	516
		60.2%	---	---	59.2%	64.6%	77.6%	64.5%	68.6%	57.7%	57.3%	65.9%	72.4%	58.9%	53.6%	73.2%	62.0%	42.9%	82.6%	63.9%	---	66.8%	63.2%	61.3%	62.4%	50.8%	65.0%	65.7%
Never	---	1,462	---	---	612	817	17	327	442	686	755	504	181	75	52	45	97	2	12	809	38	74	513	489	440	394	771	254
		52.0%	---	---	56.0%	50.0%	28.8%	48.3%	50.1%	55.3%	58.6%	48.5%	40.0%	52.8%	53.1%	54.9%	52.2%	33.3%	63.2%	51.0%	49.4%	42.3%	58.4%	50.3%	47.6%	51.7%	52.8%	49.2%
Sometimes	---	444	---	---	181	252	7	133	128	181	183	161	96	21	20	6	35	2	2	250	10	42	138	175	123	104	239	86
		15.8%	---	---	16.6%	15.4%	11.9%	19.6%	14.5%	14.6%	14.2%	15.5%	21.2%	14.8%	20.4%	7.3%	18.8%	33.3%	10.5%	15.8%	13.0%	24.0%	15.7%	18.0%	13.3%	13.6%	16.4%	16.7%
Usually	---	280	---	---	92	173	13	80	90	108	109	107	62	15	9	11	20	2	1	156	12	17	81	107	89	74	148	49
		10.0%	---	---	8.4%	10.6%	22.0%	11.8%	10.2%	8.7%	8.5%	10.3%	13.7%	10.6%	9.2%	13.4%	10.8%	33.3%	5.3%	9.8%	15.6%	9.7%	9.2%	11.0%	9.6%	9.7%	10.1%	9.5%
Always	---	628	---	---	207	393	22	137	223	265	241	267	113	31	17	20	34	0	4	372	17	42	146	202	272	190	302	127
		22.3%	---	---	19.0%	24.0%	37.3%	20.2%	25.3%	21.4%	18.7%	25.7%	25.0%	21.8%	17.3%	24.4%	18.3%	0.0%	21.1%	23.4%	22.1%	24.0%	16.6%	20.8%	29.4%	24.9%	20.7%	24.6%
Significantly different from column:*					F,G	E,G	E,F	I	H,J	I	L,M	K	K										X,Y	W,Y	W,X	AA	Z	
Usually or Always	---	908	---	---	299	566	35	217	313	373	350	374	175	46	26	31	54	2	5	528	29	59	227	309	361	264	450	176
		32.3%	---	---	27.4%	34.6%	59.3%	32.1%	35.4%	30.1%	27.2%	36.0%	38.7%	32.4%	26.5%	37.8%	29.0%	33.3%	26.3%	33.3%	37.7%	33.7%	25.9%	31.8%	39.1%	34.6%	30.8%	34.1%
Significantly different from column:*					F,G	E,G	E,F		J	I	L,M	K	K										X,Y	W,Y	W,X			

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 30f

In the last 6 months, how often did you delay getting mental health care because of COVID-19?

Base: All respondents who tried to get a COVID-19 test in the last 6 months (Q30a)

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	**4,678**	---	---	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer		**291**			48	66	4	16	31	75	70	34	13	15	6	2	6	2	1	74	6	5	42	32	46	103	125	39
Number no experience		**2,305**			1,007	1,255	17	495	599	1,200	1,186	781	304	106	107	45	159	7	9	1265	60	118	762	845	680	884	1,079	283
Usable responses		**2,082**	---	---	791	1,211	55	538	658	874	992	762	307	120	70	65	135	5	13	1,143	64	139	585	709	754	512	1,043	463
		44.5%			42.8%	47.8%	72.4%	51.3%	51.1%	40.7%	44.1%	48.3%	49.2%	49.8%	38.3%	58.0%	45.0%	35.7%	56.5%	46.1%	---	53.1%	42.1%	44.7%	50.9%	34.2%	46.4%	59.0%
Never		**1,460**			584	827	30	336	447	669	740	496	206	86	57	41	84	2	6	835	36	84	444	503	488	347	733	336
		70.1%			73.8%	68.3%	54.5%	62.5%	67.9%	76.5%	74.6%	65.1%	67.1%	71.7%	81.4%	63.1%	62.2%	40.0%	46.2%	73.1%	56.3%	60.4%	75.9%	70.9%	64.7%	67.8%	70.3%	72.6%
Sometimes		**279**			91	174	10	88	92	97	115	116	47	19	9	14	28	0	2	124	13	23	64	105	105	63	146	61
		13.4%			11.5%	14.4%	18.2%	16.4%	14.0%	11.1%	11.6%	15.2%	15.3%	15.8%	12.9%	21.5%	20.7%	0.0%	15.4%	10.8%	20.3%	16.5%	10.9%	14.8%	13.9%	12.3%	14.0%	13.2%
Usually		**115**			45	66	3	46	39	29	43	48	23	7	2	5	6	1	2	62	5	12	32	38	44	26	66	20
		5.5%			5.7%	5.5%	5.5%	8.6%	5.9%	3.3%	4.3%	6.3%	7.5%	5.8%	2.9%	7.7%	4.4%	20.0%	15.4%	5.4%	7.8%	8.6%	5.5%	5.4%	5.8%	5.1%	6.3%	4.3%
Always		**228**			71	144	12	68	80	79	94	102	31	8	2	5	17	2	3	122	10	20	45	63	117	76	98	46
		11.0%			9.0%	11.9%	21.8%	12.6%	12.2%	9.0%	9.5%	13.4%	10.1%	6.7%	2.9%	7.7%	12.6%	40.0%	23.1%	10.7%	15.6%	14.4%	7.7%	8.9%	15.5%	14.8%	9.4%	9.9%
Significantly different from column:*					F,G	E,G	E,F	J	J	H,I	L	K			V	O					O	O	N,O	Y	Y	W,X	AA,AB	Z	Z
Usually or Always		**343**	---	---	116	210	15	114	119	108	137	150	54	15	4	10	23	3	5	184	15	32	77	101	161	102	164	66
		16.5%			14.7%	17.3%	27.3%	21.2%	18.1%	12.4%	13.8%	19.7%	17.6%	12.5%	5.7%	15.4%	17.0%	60.0%	38.5%	16.1%	23.4%	23.0%	13.2%	14.2%	21.4%	19.9%	15.7%	14.3%
Significantly different from column:*					G	E		J	J	H,I	L	K			V	O					O,V	O	N,O,T	Y	Y	W,X	AA,AB	Z	Z

*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.

State Oregon Health Plan

39930

Question 31

In general, how would you rate your overall health?

Base: All respondents

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
					Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)									Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
	2021 CSS Average	2021	2020	2019	Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
Number in sample	6,161	4,678	4,756	4,794	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	137	223	189	190	23	33	0	4	18	33	28	17	13	8	1	1	2	2	2	40	1	6	0	0	0	81	85	38
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	NA	NA	NA	NA	NA	NA
Usable responses	6,024	4,455	4,567	4,604	1,823	2,499	76	1,045	1,270	2,116	2,220	1,560	611	233	182	111	298	12	21	2,442	129	256	1,389	1,586	1,480	1,418	2,162	747
	97.8%	95.2%	96.0%	96.0%	98.8%	98.7%	100.0%	99.6%	98.6%	98.5%	98.8%	98.9%	97.9%	96.7%	99.5%	99.1%	99.3%	85.7%	91.3%	98.4%	---	97.7%	100.0%	100.0%	100.0%	94.6%	96.2%	95.2%
Poor	397	411	395	403	148	242	10	37	117	253	223	136	44	37	12	6	15	0	0	210	18	28	0	0	411	75	167	144
	6.6%	9.2%	8.6%	8.8%	8.1%	9.7%	13.2%	3.5%	9.2%	12.0%	10.0%	8.7%	7.2%	15.9%	6.6%	5.4%	5.0%	0.0%	0.0%	8.6%	14.0%	10.9%	0.0%	0.0%	27.8%	5.3%	7.7%	19.3%
Fair	1,434	1,069	1,174	1,179	405	637	16	170	293	602	553	397	99	62	30	35	69	1	6	569	27	68	0	0	1,069	273	523	239
	23.8%	24.0%	25.7%	25.6%	22.2%	25.5%	21.1%	16.3%	23.1%	28.4%	24.9%	25.4%	16.2%	26.6%	16.5%	31.5%	23.2%	8.3%	28.6%	23.3%	20.9%	26.6%	0.0%	0.0%	72.2%	19.3%	24.2%	32.0%
Good	2,062	1,586	1,534	1,571	668	872	26	361	472	745	802	553	216	78	72	38	102	6	6	892	47	80	0	1,586	0	495	814	234
	34.2%	35.6%	33.6%	34.1%	36.6%	34.9%	34.2%	34.5%	37.2%	35.2%	36.1%	35.4%	35.4%	33.5%	39.6%	34.2%	34.2%	50.0%	28.6%	36.5%	36.4%	31.3%	0.0%	100.0%	0.0%	34.9%	37.7%	31.3%
Very good	1,439	1,011	1,042	1,053	425	562	14	322	281	404	461	349	186	43	33	21	72	4	4	592	25	56	1,011	0	0	401	495	96
	23.9%	22.7%	22.8%	22.9%	23.3%	22.5%	18.4%	30.8%	22.1%	19.1%	20.8%	22.4%	30.4%	18.5%	18.1%	18.9%	24.2%	33.3%	19.0%	24.2%	19.4%	21.9%	72.8%	0.0%	0.0%	28.3%	22.9%	12.9%
Excellent	692	378	422	398	177	186	10	155	107	112	181	125	66	13	35	11	40	1	5	179	12	24	378	0	0	174	163	34
	11.5%	8.5%	9.2%	8.6%	9.7%	7.4%	13.2%	14.8%	8.4%	5.3%	8.2%	8.0%	10.8%	5.6%	19.2%	9.9%	13.4%	8.3%	23.8%	7.3%	9.3%	9.4%	27.2%	0.0%	0.0%	12.3%	7.5%	4.6%
Significantly different from column:*		A			F	E		I,J	H,J	H,I	M	M	K,L	O,Q	N,P,T,U,V	O	N,T			O,Q	O	O	X,Y	W	W	AA,AB	AB,Z	AA,Z
Excellent, Very good, or Good	4,193	2,975	2,998	3,022	1,270	1,620	50	838	860	1,261	1,444	1,027	468	134	140	70	214	11	15	1,663	84	160	1,389	1,586	0	1,070	1,472	364
	69.6%	66.8%	65.6%	65.6%	69.7%	64.8%	65.8%	80.2%	67.7%	59.6%	65.0%	65.8%	76.6%	57.5%	76.9%	63.1%	71.8%	91.7%	71.4%	68.1%	65.1%	62.5%	100.0%	100.0%	0.0%	75.5%	68.1%	48.7%
Significantly different from column:*		A			F	E		I,J	H,J	H,I	M	M	K,L	O,Q,T	N,P,T,U,V	O	N,V			N,O	O	O,Q	Y	Y	W,X	AA,AB	AB,Z	AA,Z

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 32

In general, how would you rate your overall <u>mental or emotional</u> health?

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)									Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	6,161	4,678	4,756	4,794	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	134	232	184	171	22	40	1	10	17	36	29	18	16	6	1	1	2	1	1	46	3	10	7	19	16	87	86	39
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	NA	NA	NA	NA	NA	NA
Usable responses	6,027	4,446	4,572	4,623	1,824	2,492	75	1,039	1,271	2,113	2,219	1,559	608	235	182	111	298	13	22	2,436	127	252	1,382	1,567	1,464	1,412	2,161	746
	97.8%	95.0%	96.1%	96.4%	98.8%	98.4%	98.7%	99.0%	98.7%	98.3%	98.7%	98.9%	97.4%	97.5%	99.5%	99.1%	99.3%	92.9%	95.7%	98.1%	---	96.2%	99.5%	98.8%	98.9%	94.2%	96.2%	95.0%
Poor	393	330	336	328	115	188	20	94	102	132	156	128	41	18	4	12	13	0	2	188	11	23	24	59	242	71	144	102
	6.5%	7.4%	7.3%	7.1%	6.3%	7.5%	26.7%	9.0%	8.0%	6.2%	7.0%	8.2%	6.7%	7.7%	2.2%	10.8%	4.4%	0.0%	9.1%	7.7%	8.7%	9.1%	1.7%	3.8%	16.5%	5.0%	6.7%	13.7%
Fair	1,330	1,054	1,030	1,044	361	660	21	276	287	487	531	385	122	64	33	27	65	1	7	606	30	59	123	334	589	283	519	220
	22.1%	23.7%	22.5%	22.6%	19.8%	26.5%	28.0%	26.6%	22.6%	23.0%	23.9%	24.7%	20.1%	27.2%	18.1%	24.3%	21.8%	7.7%	31.8%	24.9%	23.6%	23.4%	8.9%	21.3%	40.2%	20.0%	24.0%	29.5%
Good	1,769	1,358	1,335	1,422	579	740	19	282	386	684	689	453	203	64	58	36	100	5	2	740	43	85	269	697	384	393	687	230
	29.4%	30.5%	29.2%	30.8%	31.7%	29.7%	25.3%	27.1%	30.4%	32.4%	31.1%	29.1%	33.4%	27.2%	31.9%	32.4%	33.6%	38.5%	9.1%	30.4%	33.9%	33.7%	19.5%	44.5%	26.2%	27.8%	31.8%	30.8%
Very good	1,366	1,099	1,175	1,121	463	616	8	249	323	520	546	376	161	61	58	15	72	4	7	603	26	51	568	347	175	416	527	135
	22.7%	24.7%	25.7%	24.2%	25.4%	24.7%	10.7%	24.0%	25.4%	24.6%	24.6%	24.1%	26.5%	26.0%	31.9%	13.5%	24.2%	30.8%	31.8%	24.8%	20.5%	20.2%	41.1%	22.1%	12.0%	29.5%	24.4%	18.1%
Excellent	1,169	605	696	708	306	288	7	138	173	290	297	217	81	28	29	21	48	3	4	299	17	34	398	130	74	249	284	59
	19.4%	13.6%	15.2%	15.3%	16.8%	11.6%	9.3%	13.3%	13.6%	13.7%	13.4%	13.9%	13.3%	11.9%	15.9%	18.9%	16.1%	23.1%	18.2%	12.3%	13.4%	13.5%	28.8%	8.3%	5.1%	17.6%	13.1%	7.9%
Significantly different from column:*		A,C,D			F	E									T					P			X,Y	W,Y	W,X	AA,AB	AB,Z	AA,Z
Excellent, Very good, or Good	4,304	3,062	3,206	3,251	1,348	1,644	34	669	882	1,494	1,532	1,046	445	153	145	72	220	12	13	1,642	86	170	1,235	1,174	633	1,058	1,498	424
	71.4%	68.9%	70.1%	70.3%	73.9%	66.0%	45.3%	64.4%	69.4%	70.7%	69.0%	67.1%	73.2%	65.1%	79.7%	64.9%	73.8%	92.3%	59.1%	67.4%	67.7%	67.5%	89.4%	74.9%	43.2%	74.9%	69.3%	56.8%
Significantly different from column:*		A			F,G	E,G	E,F	I,J	H	H	M	M	K,L	O,Q	N,P,T,U,V	O	N,T			O,Q	O	O	X,Y	W,Y	W,X	AA,AB	AB,Z	AA,Z

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 33

Have you had either a flu shot or flu spray in the nose since July 1, 2020?

Base: All respondents who were flagged as being 18 to 64 as of July 1 of the measurement year

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	5,744	3,977	4,094	4,092	1,638	2,079	71	1,023	1,287	1,502	1,892	1,352	546	208	129	94	264	13	19	2,130	108	230	1,260	1,374	1,153	1,288	1,877	699
Number missing or multiple answer	116	163	129	122	6	12	0	5	7	6	10	6	4	3	0	0	4	1	0	15	1	2	7	2	9	68	56	29
Number no experience	157	89	107	64	43	43	1	40	20	29	55	22	9	5	8	4	5	1	1	46	2	5	23	36	28	31	38	14
Usable responses	5,471	3,725	3,858	3,906	1,589	2,024	70	978	1,260	1,467	1,827	1,324	533	200	121	90	255	11	18	2,069	105	223	1,230	1,336	1,116	1,189	1,783	656
	95.2%	93.7%	94.2%	95.5%	97.0%	97.4%	98.6%	95.6%	97.9%	97.7%	96.6%	97.9%	97.6%	96.2%	93.8%	95.7%	96.6%	84.6%	94.7%	97.1%	---	97.0%	97.6%	97.2%	96.8%	92.3%	95.0%	93.8%
Yes	2,139	1,392	1,512	1,531	539	821	25	294	428	665	678	479	220	73	57	33	84	1	8	828	33	67	443	482	456	268	783	307
	39.1%	37.4%	39.2%	39.2%	33.9%	40.6%	35.7%	30.1%	34.0%	45.3%	37.1%	36.2%	41.3%	36.5%	47.1%	36.7%	32.9%	9.1%	44.4%	40.0%	31.4%	30.0%	36.0%	36.1%	40.9%	22.5%	43.9%	46.8%
No	3,332	2,333	2,346	2,375	1,050	1,203	45	684	832	802	1,149	845	313	127	64	57	171	10	10	1,241	72	156	787	854	660	921	1,000	349
	60.9%	62.6%	60.8%	60.8%	66.1%	59.4%	64.3%	69.9%	66.0%	54.7%	62.9%	63.8%	58.7%	63.5%	52.9%	63.3%	67.1%	90.9%	55.6%	60.0%	68.6%	70.0%	64.0%	63.9%	59.1%	77.5%	56.1%	53.2%
Significantly different from column:*					F	E		I,J	H,J	H,I		M	L		Q,U,V		O,T			Q,V	O	O,T	Y	Y	W,X	AA,AB	Z	Z

*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.

**A plan's score for the HEDIS Flu Vaccinations for Adults measure will include only those members flagged as being age 18 to 64 as of July 1 of the measurement year.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 34

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

Base: All respondents

					Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)									Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
	2021 CSS Average	2021	2020	2019	Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	6,161	4,678	4,756	4,794	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	155	203	155	153	10	21	1	2	9	20	18	8	6	7	1	1	3	1	1	27	2	3	5	11	18	78	72	35
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	NA	NA	NA	NA	NA	NA
Usable responses	6,006	4,475	4,601	4,641	1,836	2,511	75	1,047	1,279	2,129	2,230	1,569	618	234	182	111	297	13	22	2,455	128	259	1,384	1,575	1,462	1,421	2,175	750
	97.5%	95.7%	96.7%	96.8%	99.5%	99.2%	98.7%	99.8%	99.3%	99.1%	99.2%	99.5%	99.0%	97.1%	99.5%	99.1%	99.0%	92.9%	95.7%	98.9%	---	98.9%	99.6%	99.3%	98.8%	94.8%	96.8%	95.5%
Every day	1,047	793	882	858	366	414	10	127	251	414	485	252	47	70	12	12	13	0	4	440	30	43	151	283	349	275	365	128
	17.4%	17.7%	19.2%	18.5%	19.9%	16.5%	13.3%	12.1%	19.6%	19.4%	21.7%	16.1%	7.6%	29.9%	6.6%	10.8%	4.4%	0.0%	18.2%	17.9%	23.4%	16.6%	10.9%	18.0%	23.9%	19.4%	16.8%	17.1%
Some days	633	382	432	436	180	186	6	75	115	188	196	146	37	20	7	18	19	1	5	196	14	34	96	132	148	135	177	61
	10.5%	8.5%	9.4%	9.4%	9.8%	7.4%	8.0%	7.2%	9.0%	8.8%	8.8%	9.3%	6.0%	8.5%	3.8%	16.2%	6.4%	7.7%	22.7%	8.0%	10.9%	13.1%	6.9%	8.4%	10.1%	9.5%	8.1%	8.1%
Not at all	4,270	3,270	3,261	3,324	1,281	1,891	58	837	903	1,515	1,535	1,158	531	144	162	81	261	12	12	1,806	82	181	1,126	1,151	956	1,002	1,617	559
	71.1%	73.1%	70.9%	71.6%	69.8%	75.3%	77.3%	79.9%	70.6%	71.2%	68.8%	73.8%	85.9%	61.5%	89.0%	73.0%	87.9%	92.3%	54.5%	73.6%	64.1%	69.9%	81.4%	73.1%	65.4%	70.5%	74.3%	74.5%
Don't know	56	30	26	23	9	20	1	8	10	12	14	13	3	0	1	0	4	0	1	13	2	1	11	9	9	9	16	2
	0.9%	0.7%	0.6%	0.5%	0.5%	0.8%	1.3%	0.8%	0.8%	0.6%	0.6%	0.8%	0.5%	0.0%	0.5%	0.0%	1.3%	0.0%	4.5%	0.5%	1.6%	0.4%	0.8%	0.6%	0.6%	0.6%	0.7%	0.3%
Every day or Some days	1,680	1,175	1,314	1,294	546	600	16	202	366	602	681	398	84	90	19	30	32	1	9	636	44	77	247	415	497	410	542	189
	28.0%	26.3%	28.6%	27.9%	29.7%	23.9%	21.3%	19.3%	28.6%	28.3%	30.5%	25.4%	13.6%	38.5%	10.4%	27.0%	10.8%	7.7%	40.9%	25.9%	34.4%	29.7%	17.8%	26.3%	34.0%	28.9%	24.9%	25.2%
Significantly different from column:*		C			F	E		I,J	H	H	L,M	K,M	K,L	O,P,Q,T,V	N,P,T,U,V	N,O,Q	N,P,T,U,V			N,O,Q,U	O,Q,T	N,O,Q	X,Y	W,Y	W,X	AA	Z	

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 35

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 (Q34)

				Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)									Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
	2021 CSS Average	2021	2020	2019	Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,680	1,175	1,314	1,294	546	600	16	202	366	602	681	398	84	90	19	30	32	1	9	636	44	77	247	415	497	410	542	189
Number missing or multiple answer	23	21	40	23	12	6	0	0	10	9	11	7	0	1	1	0	0	0	0	11	0	0	7	8	5	12	6	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	NA	NA	NA	NA	NA	NA
Usable responses	1,657	1,154	1,274	1,271	534	594	16	202	356	593	670	391	84	89	18	30	32	1	9	625	44	77	240	407	492	398	536	187
	98.6%	98.2%	97.0%	98.2%	97.8%	99.0%	100.0%	100.0%	97.3%	98.5%	98.4%	98.2%	100.0%	98.9%	94.7%	100.0%	100.0%	100.0%	100.0%	98.3%	---	100.0%	97.2%	98.1%	99.0%	97.1%	98.9%	98.9%
Never	467	394	353	338	201	180	8	95	129	169	220	139	32	28	6	11	11	1	2	214	11	20	104	156	130	230	127	33
	28.2%	34.1%	27.7%	26.6%	37.6%	30.3%	50.0%	47.0%	36.2%	28.5%	32.8%	35.5%	38.1%	31.5%	33.3%	36.7%	34.4%	100.0%	22.2%	34.2%	25.0%	26.0%	43.3%	38.3%	26.4%	57.8%	23.7%	17.6%
Sometimes	333	262	250	263	125	136	0	34	87	141	157	87	17	27	2	8	12	0	2	136	7	16	43	97	117	68	138	47
	20.1%	22.7%	19.6%	20.7%	23.4%	22.9%	0.0%	16.8%	24.4%	23.8%	23.4%	22.3%	20.2%	30.3%	11.1%	26.7%	37.5%	0.0%	22.2%	21.8%	15.9%	20.8%	17.9%	23.8%	23.8%	17.1%	25.7%	25.1%
Usually	259	166	248	223	74	87	4	29	43	93	93	60	13	9	7	5	3	0	2	98	13	9	30	58	75	25	92	43
	15.6%	14.4%	19.5%	17.5%	13.9%	14.6%	25.0%	14.4%	12.1%	15.7%	13.9%	15.3%	15.5%	10.1%	38.9%	16.7%	9.4%	0.0%	22.2%	15.7%	29.5%	11.7%	12.5%	14.3%	15.2%	6.3%	17.2%	23.0%
Always	598	332	423	447	134	191	4	44	97	190	200	105	22	25	3	6	6	0	3	177	13	32	63	96	170	75	179	64
	36.1%	28.8%	33.2%	35.2%	25.1%	32.2%	25.0%	21.8%	27.2%	32.0%	29.9%	26.9%	26.2%	28.1%	16.7%	20.0%	18.8%	0.0%	33.3%	28.3%	29.5%	41.6%	26.3%	23.6%	34.6%	18.8%	33.4%	34.2%
Significantly different from column:*		A,C,D			F	E		J		H				V	V	V				V		O,P,Q,T	Y	Y	W,X	AA,AB	Z	Z
Sometimes, Usually, or Always	1,190	760	921	933	333	414	8	107	227	424	450	252	52	61	12	19	21	0	7	411	33	57	136	251	362	168	409	154
	71.8%	65.9%	72.3%	73.4%	62.4%	69.7%	50.0%	53.0%	63.8%	71.5%	67.2%	64.5%	61.9%	68.5%	66.7%	63.3%	65.6%	0.0%	77.8%	65.8%	75.0%	74.0%	56.7%	61.7%	73.6%	42.2%	76.3%	82.4%
Significantly different from column:*		A,C,D			F	E		I,J	H,J	H,I													Y	Y	W,X	AA,AB	Z	Z

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 36

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 (Q34)

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,680	1,175	1,314	1,294	546	600	16	202	366	602	681	398	84	90	19	30	32	1	9	636	44	77	247	415	497	410	542	189
Number missing or multiple answer	40	30	51	24	12	15	0	1	11	15	14	12	1	2	1	0	1	0	0	12	1	0	6	10	12	17	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	NA	NA	NA	NA	NA	NA
Usable responses	1,640	1,145	1,263	1,270	534	585	16	201	355	587	667	386	83	88	18	30	31	1	9	624	43	77	241	405	485	393	535	186
	97.6%	97.4%	96.1%	98.1%	97.8%	97.5%	100.0%	99.5%	97.0%	97.5%	97.9%	97.0%	98.8%	97.8%	94.7%	100.0%	96.9%	100.0%	100.0%	98.1%	---	100.0%	97.6%	97.6%	97.6%	95.9%	98.7%	98.4%
Never	815	581	571	598	298	267	10	131	188	261	320	213	43	50	7	19	16	1	5	307	20	36	139	228	207	274	228	69
	49.7%	50.7%	45.2%	47.1%	55.8%	45.6%	62.5%	65.2%	53.0%	44.5%	48.0%	55.2%	51.8%	56.8%	38.9%	63.3%	51.6%	100.0%	55.6%	49.2%	46.5%	46.8%	57.7%	56.3%	42.7%	69.7%	42.6%	37.1%
Sometimes	323	238	266	256	105	126	6	40	74	123	146	75	16	16	6	7	8	0	2	126	8	17	40	75	119	45	127	55
	19.7%	20.8%	21.1%	20.2%	19.7%	21.5%	37.5%	19.9%	20.8%	21.0%	21.9%	19.4%	19.3%	18.2%	33.3%	23.3%	25.8%	0.0%	22.2%	20.2%	18.6%	22.1%	16.6%	18.5%	24.5%	11.5%	23.7%	29.6%
Usually	195	126	181	181	52	72	0	14	37	75	76	41	9	5	2	2	4	0	1	71	5	11	21	37	66	28	66	28
	11.9%	11.0%	14.3%	14.3%	9.7%	12.3%	0.0%	7.0%	10.4%	12.8%	11.4%	10.6%	10.8%	5.7%	11.1%	6.7%	12.9%	0.0%	11.1%	11.4%	11.6%	14.3%	8.7%	9.1%	13.6%	7.1%	12.3%	15.1%
Always	307	200	245	235	79	120	0	16	56	128	125	57	15	17	3	2	3	0	1	120	10	13	41	65	93	46	114	34
	18.7%	17.5%	19.4%	18.5%	14.8%	20.5%	0.0%	8.0%	15.8%	21.8%	18.7%	14.8%	18.1%	19.3%	16.7%	6.7%	9.7%	0.0%	11.1%	19.2%	23.3%	16.9%	17.0%	16.0%	19.2%	11.7%	21.3%	18.3%
Significantly different from column:*					F	E		I,J	H,J	H,I																AA,AB	Z	Z
Sometimes, Usually, or Always	825	564	692	672	236	318	6	70	167	326	347	173	40	38	11	11	15	0	4	317	23	41	102	177	278	119	307	117
	50.3%	49.3%	54.8%	52.9%	44.2%	54.4%	37.5%	34.8%	47.0%	55.5%	52.0%	44.8%	48.2%	43.2%	61.1%	36.7%	48.4%	0.0%	44.4%	50.8%	53.5%	53.2%	42.3%	43.7%	57.3%	30.3%	57.4%	62.9%
Significantly different from column:*		C			F	E		I,J	H,J	H,I	L	K											Y	Y	W,X	AA,AB	Z	Z

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 37

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 (Q34)

					Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)									Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
	2021 CSS Average	2021	2020	2019	Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,680	1,175	1,314	1,294	546	600	16	202	366	602	681	398	84	90	19	30	32	1	9	636	44	77	247	415	497	410	542	189
Number missing or multiple answer	49	38	59	32	18	16	0	1	16	18	19	15	1	1	2	1	1	0	0	17	2	0	11	11	15	21	11	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	NA	NA	NA	NA	NA	NA
Usable responses	1,631	1,137	1,255	1,262	528	584	16	201	350	584	662	383	83	89	17	29	31	1	9	619	42	77	236	404	482	389	531	186
	97.1%	96.8%	95.5%	97.5%	96.7%	97.3%	100.0%	99.5%	95.6%	97.0%	97.2%	96.2%	98.8%	98.9%	89.5%	96.7%	96.9%	100.0%	100.0%	97.3%	---	100.0%	95.5%	97.3%	97.0%	94.9%	98.0%	98.4%
Never	914	645	654	676	324	302	12	128	215	300	369	224	46	52	9	19	19	0	4	338	21	39	148	241	251	292	258	76
	56.0%	56.7%	52.1%	53.6%	61.4%	51.7%	75.0%	63.7%	61.4%	51.4%	55.7%	58.5%	55.4%	58.4%	52.9%	65.5%	61.3%	0.0%	44.4%	54.6%	50.0%	50.6%	62.7%	59.7%	52.1%	75.1%	48.6%	40.9%
Sometimes	304	206	244	241	96	107	1	34	60	112	123	65	17	19	6	5	7	1	4	107	8	16	37	69	95	40	115	48
	18.6%	18.1%	19.4%	19.1%	18.2%	18.3%	6.3%	16.9%	17.1%	19.2%	18.6%	17.0%	20.5%	21.3%	35.3%	17.2%	22.6%	100.0%	44.4%	17.3%	19.0%	20.8%	15.7%	17.1%	19.7%	10.3%	21.7%	25.8%
Usually	174	128	149	157	49	76	3	18	25	85	73	49	6	9	0	2	0	0	0	77	6	8	19	43	64	21	72	31
	10.7%	11.3%	11.9%	12.4%	9.3%	13.0%	18.8%	9.0%	7.1%	14.6%	11.0%	12.8%	7.2%	10.1%	0.0%	6.9%	0.0%	0.0%	0.0%	12.4%	14.3%	10.4%	8.1%	10.6%	13.3%	5.4%	13.6%	16.7%
Always	239	158	208	188	59	99	0	21	50	87	97	45	14	9	2	3	5	0	1	97	7	14	32	51	72	36	86	31
	14.7%	13.9%	16.6%	14.9%	11.2%	17.0%	0.0%	10.4%	14.3%	14.9%	14.7%	11.7%	16.9%	10.1%	11.8%	10.3%	16.1%	0.0%	11.1%	15.7%	16.7%	18.2%	13.6%	12.6%	14.9%	9.3%	16.2%	16.7%
Significantly different from column:*					F	E																				AA,AB	Z	Z
Sometimes, Usually, or Always	717	492	601	586	204	282	4	73	135	284	293	159	37	37	8	10	12	1	5	281	21	38	88	163	231	97	273	110
	44.0%	43.3%	47.9%	46.4%	38.6%	48.3%	25.0%	36.3%	38.6%	48.6%	44.3%	41.5%	44.6%	41.6%	47.1%	34.5%	38.7%	100.0%	55.6%	45.4%	50.0%	49.4%	37.3%	40.3%	47.9%	24.9%	51.4%	59.1%
Significantly different from column:*		C			F	E		J	J	H,I													Y	Y	W,X	AA,AB	Z	Z

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 38

What is your age?

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	6,161	4,678	4,756	4,794	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	144	192	148	156	9	5	1	0	0	0	13	2	3	2	2	1	5	1	2	19	1	3	8	8	8	69	71	33
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	NA	NA	NA	NA	NA	NA
Usable responses	6,017	4,486	4,608	4,638	1,837	2,527	75	1,049	1,288	2,149	2,235	1,575	621	239	181	111	295	13	21	2,463	129	259	1,381	1,578	1,472	1,430	2,176	752
	97.7%	95.9%	96.9%	96.7%	99.5%	99.8%	98.7%	100.0%	100.0%	100.0%	99.4%	99.9%	99.5%	99.2%	98.9%	99.1%	98.3%	92.9%	91.3%	99.2%	---	98.9%	99.4%	99.5%	99.5%	95.4%	96.8%	95.8%
18 to 24	634	390	396	390	172	197	17	390	0	0	258	107	23	15	21	18	71	2	3	162	8	23	199	129	61	148	178	57
	10.5%	8.7%	8.6%	8.4%	9.4%	7.8%	22.7%	37.2%	0.0%	0.0%	11.5%	6.8%	3.7%	6.3%	11.6%	16.2%	24.1%	15.4%	14.3%	6.6%	6.2%	8.9%	14.4%	8.2%	4.1%	10.3%	8.2%	7.6%
25 to 34	1,065	659	598	604	287	340	28	659	0	0	292	230	129	27	32	17	63	3	5	340	16	61	278	232	146	241	293	105
	17.7%	14.7%	13.0%	13.0%	15.6%	13.5%	37.3%	62.8%	0.0%	0.0%	13.1%	14.6%	20.8%	11.3%	17.7%	15.3%	21.4%	23.1%	23.8%	13.8%	12.4%	23.6%	20.1%	14.7%	9.9%	16.9%	13.5%	14.0%
35 to 44	976	562	560	542	262	280	14	0	562	0	238	214	109	31	19	16	33	2	2	314	15	45	199	210	147	165	267	108
	16.2%	12.5%	12.2%	11.7%	14.3%	11.1%	18.7%	0.0%	43.6%	0.0%	10.6%	13.6%	17.6%	13.0%	10.5%	14.4%	11.2%	15.4%	9.5%	12.7%	11.6%	17.4%	14.4%	13.3%	10.0%	11.5%	12.3%	14.4%
45 to 54	1,102	726	788	779	331	382	7	0	726	0	359	261	95	37	28	14	46	1	2	396	22	39	189	262	263	237	335	143
	18.3%	16.2%	17.1%	16.8%	18.0%	15.1%	9.3%	0.0%	56.4%	0.0%	16.1%	16.6%	15.3%	15.5%	15.5%	12.6%	15.6%	7.7%	9.5%	16.1%	17.1%	15.1%	13.7%	16.6%	17.9%	16.6%	15.4%	19.0%
55 to 64	1,844	1,397	1,560	1,597	552	825	5	0	0	1,397	702	505	174	88	28	25	47	4	6	856	44	59	375	504	496	413	702	245
	30.6%	31.1%	33.9%	34.4%	30.0%	32.6%	6.7%	0.0%	0.0%	65.0%	31.4%	32.1%	28.0%	36.8%	15.5%	22.5%	15.9%	30.8%	28.6%	34.8%	34.1%	22.8%	27.2%	31.9%	33.7%	28.9%	32.3%	32.6%
65 to 74	257	523	469	468	172	341	3	0	0	523	239	208	67	34	22	18	19	1	1	294	16	23	102	174	241	148	280	74
	4.3%	11.7%	10.2%	10.1%	9.4%	13.5%	4.0%	0.0%	0.0%	24.3%	10.7%	13.2%	10.8%	14.2%	12.2%	16.2%	6.4%	7.7%	4.8%	11.9%	12.4%	8.9%	7.4%	11.0%	16.4%	10.3%	12.9%	9.8%
75 or older	139	229	237	258	61	162	1	0	0	229	147	50	24	7	31	3	16	0	2	101	8	9	39	67	118	78	121	20
	2.3%	5.1%	5.1%	5.6%	3.3%	6.4%	1.3%	0.0%	0.0%	10.7%	6.6%	3.2%	3.9%	2.9%	17.1%	2.7%	5.4%	0.0%	9.5%	4.1%	6.2%	3.5%	2.8%	4.2%	8.0%	5.5%	5.6%	2.7%
55 or older	2,240	2,149	2,266	2,323	785	1,328	9	0	0	2,149	1,088	763	265	129	81	46	82	5	9	1,251	68	91	516	745	855	639	1,103	339
	37.2%	47.9%	49.2%	50.1%	42.7%	52.6%	12.0%	0.0%	0.0%	100.0%	48.7%	48.4%	42.7%	54.0%	44.8%	41.4%	27.8%	38.5%	42.9%	50.8%	52.7%	35.1%	37.4%	47.2%	58.1%	44.7%	50.7%	45.1%
Significantly different from column:*		A,D			F,G	E,G	E,F	J	J	H,I	M	M	K,L	P,Q,V	Q,V	N,Q	N,O,P,T,U			Q,V	Q,V	N,O,T,U	X,Y	W,Y	W,X	AA	AB,Z	AA

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 39

What was your biological sex at birth?

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)									Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	6,161	4,678	4,756	4,794	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	150	191	158	141	4	5	1	3	3	10	13	1	4	2	1	0	3	0	1	22	2	2	9	9	7	73	68	33
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	NA	NA	NA	NA	NA	NA
Usable responses	6,011	4,487	4,598	4,653	1,842	2,527	75	1,046	1,285	2,139	2,235	1,576	620	239	182	112	297	14	22	2,460	128	260	1,380	1,577	1,473	1,426	2,179	752
	97.6%	95.9%	96.7%	97.1%	99.8%	99.8%	98.7%	99.7%	99.8%	99.5%	99.4%	99.9%	99.4%	99.2%	99.5%	100.0%	99.0%	100.0%	95.7%	99.1%	---	99.2%	99.4%	99.4%	99.5%	95.1%	97.0%	95.8%
Male	2,452	1,898	1,944	1,969	1,833	12	31	478	612	799	1,021	597	252	88	82	61	127	4	8	1,061	51	112	612	688	575	720	861	259
	40.8%	42.3%	42.3%	42.3%	99.5%	0.5%	41.3%	45.7%	47.6%	37.4%	45.7%	37.9%	40.6%	36.8%	45.1%	54.5%	42.8%	28.6%	36.4%	43.1%	39.8%	43.1%	44.3%	43.6%	39.0%	50.5%	39.5%	34.4%
Female	3,559	2,589	2,654	2,684	9	2,515	44	568	673	1,340	1,214	979	368	151	100	51	170	10	14	1,399	77	148	768	889	898	706	1,318	493
	59.2%	57.7%	57.7%	57.7%	0.5%	99.5%	58.7%	54.3%	52.4%	62.6%	54.3%	62.1%	59.4%	63.2%	54.9%	45.5%	57.2%	71.4%	63.6%	56.9%	60.2%	56.9%	55.7%	56.4%	61.0%	49.5%	60.5%	65.6%
Significantly different from column:*					F	E		J	J	H,I	L,M	K	K	P		N,Q,T,U,V	P				P	P	P	Y	Y	W,X	AA,AB	AB,Z	AA,Z

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 40

What is your current gender identity?

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)									Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	**4,678**	4,756	---	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	---	**224**	194	---	0	0	0	8	12	27	18	12	11	3	3	0	5	0	1	32	4	4	15	20	22	91	76	37
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	NA	NA	NA	NA	NA	NA
Usable responses	---	**4,454**	4,562	---	1,846	2,532	76	1,041	1,276	2,122	2,230	1,565	613	238	180	112	295	14	22	2,450	126	258	1,374	1,566	1,458	1,408	2,171	748
	---	**95.2%**	95.9%	---	100.0%	100.0%	100.0%	99.2%	99.1%	98.7%	99.2%	99.2%	98.2%	98.8%	98.4%	100.0%	98.3%	100.0%	95.7%	98.7%	---	98.5%	98.9%	98.7%	98.5%	93.9%	96.6%	95.3%
Male	---	**1,846**	1,918	---	1,846	0	0	459	593	785	996	585	244	88	79	59	128	4	8	1,038	46	107	602	668	553	699	842	251
	---	**41.4%**	42.0%	---	100.0%	0.0%	0.0%	44.1%	46.5%	37.0%	44.7%	37.4%	39.8%	37.0%	43.9%	52.7%	43.4%	28.6%	36.4%	42.4%	36.5%	41.5%	43.8%	42.7%	37.9%	49.6%	38.8%	33.6%
Female	---	**2,532**	2,596	---	0	2,532	0	537	662	1,328	1,209	948	350	147	100	50	165	9	13	1,371	72	141	748	872	879	691	1,290	482
	---	**56.8%**	56.9%	---	0.0%	100.0%	0.0%	51.6%	51.9%	62.6%	54.2%	60.6%	57.1%	61.8%	55.6%	44.6%	55.9%	64.3%	59.1%	56.0%	57.1%	54.7%	54.4%	55.7%	60.3%	49.1%	59.4%	64.4%
Transgender	---	**14**	15	---	0	0	14	10	1	2	8	4	2	1	0	1	0	0	1	6	0	3	5	6	3	4	6	3
	---	**0.3%**	0.3%	---	0.0%	0.0%	18.4%	1.0%	0.1%	0.1%	0.4%	0.3%	0.3%	0.4%	0.0%	0.9%	0.0%	0.0%	4.5%	0.2%	0.0%	1.2%	0.4%	0.4%	0.2%	0.3%	0.3%	0.4%
Non-binary, genderqueer, or other	---	**62**	33	---	0	0	62	35	20	7	17	28	17	2	1	2	2	1	0	35	8	7	19	20	23	14	33	12
	---	**1.4%**	0.7%	---	0.0%	0.0%	81.6%	3.4%	1.6%	0.3%	0.8%	1.8%	2.8%	0.8%	0.6%	1.8%	0.7%	7.1%	0.0%	1.4%	6.3%	2.7%	1.4%	1.3%	1.6%	1.0%	1.5%	1.6%
Transgender, Non-binary, genderqueer, or other	---	**76**	48	---	0	0	76	45	21	9	25	32	19	3	1	3	2	1	1	41	8	10	24	26	26	18	39	15
	---	**1.7%**	1.1%	---	0.0%	0.0%	100.0%	4.3%	1.6%	0.4%	1.1%	2.0%	3.1%	1.3%	0.6%	2.7%	0.7%	7.1%	4.5%	1.7%	6.3%	3.9%	1.7%	1.7%	1.8%	1.3%	1.8%	2.0%
Significantly different from column:*		C						I,J	H,J	H,I	L,M	K	K							V		Q						

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 41

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

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	6,161	4,678	4,756	4,794	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	212	229	223	212	21	25	0	10	12	33	0	0	0	6	4	1	17	0	1	27	2	3	21	15	28	89	85	33
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	NA	NA	NA	NA	NA	NA
Usable responses	5,949	4,449	4,533	4,582	1,825	2,507	76	1,039	1,276	2,116	2,248	1,577	624	235	179	111	283	14	22	2,455	128	259	1,368	1,571	1,452	1,410	2,162	752
	96.6%	95.1%	95.3%	95.6%	98.9%	99.0%	100.0%	99.0%	99.1%	98.5%	100.0%	100.0%	100.0%	97.5%	97.8%	99.1%	94.3%	100.0%	95.7%	98.9%	---	98.9%	98.5%	99.1%	98.1%	94.1%	96.2%	95.8%
8th grade or less	384	191	244	259	80	106	1	11	41	136	191	0	0	18	28	5	49	1	0	55	4	7	34	60	96	65	88	25
	6.5%	4.3%	5.4%	5.7%	4.4%	4.2%	1.3%	1.1%	3.2%	6.4%	8.5%	0.0%	0.0%	7.7%	15.6%	4.5%	17.3%	7.1%	0.0%	2.2%	3.1%	2.7%	2.5%	3.8%	6.6%	4.6%	4.1%	3.3%
Some high school, but did not graduate	850	481	534	521	222	251	6	96	133	252	481	0	0	41	20	13	39	0	3	227	11	29	107	181	184	193	215	58
	14.3%	10.8%	11.8%	11.4%	12.2%	10.0%	7.9%	9.2%	10.4%	11.9%	21.4%	0.0%	0.0%	17.4%	11.2%	11.7%	13.8%	0.0%	13.6%	9.2%	8.6%	11.2%	7.8%	11.5%	12.7%	13.7%	9.9%	7.7%
High school graduate or GED	2,232	1,576	1,547	1,622	694	852	18	443	423	700	1,576	0	0	79	44	37	114	4	10	834	38	80	501	561	496	549	761	212
	37.5%	35.4%	34.1%	35.4%	38.0%	34.0%	23.7%	42.6%	33.2%	33.1%	70.1%	0.0%	0.0%	33.6%	24.6%	33.3%	40.3%	28.6%	45.5%	34.0%	29.7%	30.9%	36.6%	35.7%	34.2%	38.9%	35.2%	28.2%
Some college or 2-year degree	1,615	1,577	1,665	1,594	585	948	32	337	475	763	0	1,577	0	79	43	36	60	3	7	944	54	96	474	553	533	438	781	326
	27.1%	35.4%	36.7%	34.8%	32.1%	37.8%	42.1%	32.4%	37.2%	36.1%	0.0%	100.0%	0.0%	33.6%	24.0%	32.4%	21.2%	21.4%	31.8%	38.5%	42.2%	37.1%	34.6%	35.2%	36.7%	31.1%	36.1%	43.4%
4-year college graduate	566	389	335	358	156	218	10	110	132	147	0	0	389	12	27	11	12	2	1	254	10	30	156	137	88	105	208	68
	9.5%	8.7%	7.4%	7.8%	8.5%	8.7%	13.2%	10.6%	10.3%	6.9%	0.0%	0.0%	62.3%	5.1%	15.1%	9.9%	4.2%	14.3%	4.5%	10.3%	7.8%	11.6%	11.4%	8.7%	6.1%	7.4%	9.6%	9.0%
More than 4-year college degree	302	235	208	228	88	132	9	42	72	118	0	0	235	6	17	9	9	4	1	141	11	17	96	79	55	60	109	63
	5.1%	5.3%	4.6%	5.0%	4.8%	5.3%	11.8%	4.0%	5.6%	5.6%	0.0%	0.0%	37.7%	2.6%	9.5%	8.1%	3.2%	28.6%	4.5%	5.7%	8.6%	6.6%	7.0%	5.0%	3.8%	4.3%	5.0%	8.4%
4-year college graduate or more	868	624	543	586	244	350	19	152	204	265	0	0	624	18	44	20	21	6	2	395	21	47	252	216	143	165	317	131
	14.6%	14.0%	12.0%	12.8%	13.4%	14.0%	25.0%	14.6%	16.0%	12.5%	0.0%	0.0%	100.0%	7.7%	24.6%	18.0%	7.4%	42.9%	9.1%	16.1%	16.4%	18.1%	18.4%	13.7%	9.8%	11.7%	14.7%	17.4%
Significantly different from column:*		C			G	G	E,F		J	I	M	M	K,L	O,P,T,U,V	N,Q,T	N,Q	O,P,T,U,V			N,O,Q	N,Q	N,Q	X,Y	W,Y	W,X	AA,AB	Z	Z

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 42

How well do you speak English?

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	4,678	4,756	---	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	---	210	258	---	13	17	0	8	11	17	15	7	3	5	1	1	7	0	1	22	5	3	10	15	19	79	78	34
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	NA	NA	NA	NA	NA	NA
Usable responses	---	4,468	4,498	---	1,833	2,515	76	1,041	1,277	2,132	2,233	1,570	621	236	182	111	293	14	22	2,460	125	259	1,379	1,571	1,461	1,420	2,169	751
	---	95.5%	94.6%	---	99.3%	99.3%	100.0%	99.2%	99.1%	99.2%	99.3%	99.6%	99.5%	97.9%	99.5%	99.1%	97.7%	100.0%	95.7%	99.1%	---	98.9%	99.3%	99.1%	98.7%	94.7%	96.5%	95.7%
Very well	---	3,641	3,658	---	1,453	2,097	62	896	1,030	1,705	1,671	1,395	554	191	69	94	154	5	17	2,157	102	212	1,195	1,261	1,139	1,114	1,788	640
	---	81.5%	81.3%	---	79.3%	83.4%	81.6%	86.1%	80.7%	80.0%	74.8%	88.9%	89.2%	80.9%	37.9%	84.7%	52.6%	35.7%	77.3%	87.7%	81.6%	81.9%	86.7%	80.3%	78.0%	78.5%	82.4%	85.2%
Well	---	601	563	---	291	290	10	115	196	286	383	151	62	31	42	16	63	5	5	275	20	38	127	240	225	225	266	93
	---	13.5%	12.5%	---	15.9%	11.5%	13.2%	11.0%	15.3%	13.4%	17.2%	9.6%	10.0%	13.1%	23.1%	14.4%	21.5%	35.7%	22.7%	11.2%	16.0%	14.7%	9.2%	15.3%	15.4%	15.8%	12.3%	12.4%
Not well	---	148	164	---	61	82	3	23	38	86	115	23	4	10	51	1	40	4	0	21	2	6	36	47	64	50	82	13
	---	3.3%	3.6%	---	3.3%	3.3%	3.9%	2.2%	3.0%	4.0%	5.2%	1.5%	0.6%	4.2%	28.0%	0.9%	13.7%	28.6%	0.0%	0.9%	1.6%	2.3%	2.6%	3.0%	4.4%	3.5%	3.8%	1.7%
Not at all	---	78	113	---	28	46	1	7	13	55	64	1	1	4	20	0	36	0	0	7	1	3	21	23	33	31	33	5
	---	1.7%	2.5%	---	1.5%	1.8%	1.3%	0.7%	1.0%	2.6%	2.9%	0.1%	0.2%	1.7%	11.0%	0.0%	12.3%	0.0%	0.0%	0.3%	0.8%	1.2%	1.5%	1.5%	2.3%	2.2%	1.5%	0.7%
Very well or Well	---	4,242	4,221	---	1,744	2,387	72	1,011	1,226	1,991	2,054	1,546	616	222	111	110	217	10	22	2,432	122	250	1,322	1,501	1,364	1,339	2,054	733
	---	94.9%	93.8%	---	95.1%	94.9%	94.7%	97.1%	96.0%	93.4%	92.0%	98.5%	99.2%	94.1%	61.0%	99.1%	74.1%	71.4%	100.0%	98.9%	97.6%	96.5%	95.9%	95.5%	93.4%	94.3%	94.7%	97.6%
Significantly different from column:*		C						J	J	H,I	L,M	K	K	O,Q	N,P,Q,S,T,U	O,Q	N,O,P,S,T,U,V			O,Q	O,Q	O,Q	Y	Y	W,X	AB	AB	AA,Z

NA - There is no "no experience" category for this question.

*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.

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 43

What language do you mainly speak at home?

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)									Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	4,678	4,756	---	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	---	298	351	---	53	65	0	30	31	61	73	24	17	9	34	2	27	3	1	32	6	7	33	52	44	112	121	44
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	NA	NA	NA	NA	NA	NA
Usable responses	---	4,380	4,405	---	1,793	2,467	76	1,019	1,257	2,088	2,175	1,553	607	232	149	110	273	11	22	2,450	124	255	1,356	1,534	1,436	1,387	2,126	741
	---	93.6%	92.6%	---	97.1%	97.4%	100.0%	97.1%	97.6%	97.2%	96.8%	98.5%	97.3%	96.3%	81.4%	98.2%	91.0%	78.6%	95.7%	98.7%	---	97.3%	97.6%	96.7%	97.0%	92.5%	94.6%	94.4%
English	---	4,080	4,069	---	1,680	2,292	70	924	1,180	1,963	1,969	1,509	576	217	77	107	116	6	20	2,437	120	241	1,257	1,423	1,348	1,259	1,992	716
	---	93.2%	92.4%	---	93.7%	92.9%	92.1%	90.7%	93.9%	94.0%	90.5%	97.2%	94.9%	93.5%	51.7%	97.3%	42.5%	54.5%	90.9%	99.5%	96.8%	94.5%	92.7%	92.8%	93.9%	90.8%	93.7%	96.6%
Spanish	---	183	207	---	71	105	3	65	51	64	136	26	6	14	0	0	149	0	2	1	1	7	71	53	59	81	85	8
	---	4.2%	4.7%	---	4.0%	4.3%	3.9%	6.4%	4.1%	3.1%	6.3%	1.7%	1.0%	6.0%	0.0%	0.0%	54.6%	0.0%	9.1%	0.0%	0.8%	2.7%	5.2%	3.5%	4.1%	5.8%	4.0%	1.1%
Other	---	117	129	---	42	70	3	30	26	61	70	18	25	1	72	3	8	5	0	12	3	7	28	58	29	47	49	17
	---	2.7%	2.9%	---	2.3%	2.8%	3.9%	2.9%	2.1%	2.9%	3.2%	1.2%	4.1%	0.4%	48.3%	2.7%	2.9%	45.5%	0.0%	0.5%	2.4%	2.7%	2.1%	3.8%	2.0%	3.4%	2.3%	2.3%

NA - There is no "no experience" category for this question.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

39930

Question 44

Do you need an interpreter for us to communicate with you?

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	4,678	4,756	---	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	---	262	260	---	43	62	1	11	30	70	64	32	9	2	1	4	10	2	2	53	7	4	29	34	51	99	100	43
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	NA	NA	NA	NA	NA	NA
Usable responses	---	4,416	4,496	---	1,803	2,470	75	1,038	1,258	2,079	2,184	1,545	615	239	182	108	290	12	21	2,429	123	258	1,360	1,552	1,429	1,400	2,147	742
	---	94.4%	94.5%	---	97.7%	97.6%	98.7%	99.0%	97.7%	96.7%	97.2%	98.0%	98.6%	99.2%	99.5%	96.4%	96.7%	85.7%	91.3%	97.9%	---	98.5%	97.9%	97.9%	96.6%	93.4%	95.5%	94.5%
Yes	---	229	256	---	85	133	2	29	52	142	180	18	13	13	56	1	86	3	4	35	2	9	58	87	81	82	114	21
	---	5.2%	5.7%	---	4.7%	5.4%	2.7%	2.8%	4.1%	6.8%	8.2%	1.2%	2.1%	5.4%	30.8%	0.9%	29.7%	25.0%	19.0%	1.4%	1.6%	3.5%	4.3%	5.6%	5.7%	5.9%	5.3%	2.8%
No	---	4,187	4,240	---	1,718	2,337	73	1,009	1,206	1,937	2,004	1,527	602	226	126	107	204	9	17	2,394	121	249	1,302	1,465	1,348	1,318	2,033	721
	---	94.8%	94.3%	---	95.3%	94.6%	97.3%	97.2%	95.9%	93.2%	91.8%	98.8%	97.9%	94.6%	69.2%	99.1%	70.3%	75.0%	81.0%	98.6%	98.4%	96.5%	95.7%	94.4%	94.3%	94.1%	94.7%	97.2%
Significantly different from column:*								J	J	H,I	L,M	K	K	O,Q	N,P,T,U,V	O,Q	N,P,T,U,V			O,Q	O,Q	O,Q				AB	AB	AA,Z

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 45

Do you need a sign language interpreter for us to communicate with you?

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	4,678	4,756	---	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	---	262	282	---	40	69	1	10	27	73	64	33	8	3	2	4	8	2	1	53	4	5	23	40	50	92	106	43
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	NA	NA	NA	NA	NA	NA
Usable responses	---	4,416	4,474	---	1,806	2,463	75	1,039	1,261	2,076	2,184	1,544	616	238	181	108	292	12	22	2,429	126	257	1,366	1,546	1,430	1,407	2,141	742
	---	94.4%	94.1%	---	97.8%	97.3%	98.7%	99.0%	97.9%	96.6%	97.2%	97.9%	98.7%	98.8%	98.9%	96.4%	97.3%	85.7%	95.7%	97.9%	---	98.1%	98.3%	97.5%	96.6%	93.9%	95.3%	94.5%
Yes	---	25	43	---	11	9	1	4	6	13	18	2	4	2	5	0	7	0	2	6	0	1	11	6	7	15	9	1
	---	0.6%	1.0%	---	0.6%	0.4%	1.3%	0.4%	0.5%	0.6%	0.8%	0.1%	0.6%	0.8%	2.8%	0.0%	2.4%	0.0%	9.1%	0.2%	0.0%	0.4%	0.8%	0.4%	0.5%	1.1%	0.4%	0.1%
No	---	4,391	4,431	---	1,795	2,454	74	1,035	1,255	2,063	2,166	1,542	612	236	176	108	285	12	20	2,423	126	256	1,355	1,540	1,423	1,392	2,132	741
	---	99.4%	99.0%	---	99.4%	99.6%	98.7%	99.6%	99.5%	99.4%	99.2%	99.9%	99.4%	99.2%	97.2%	100.0%	97.6%	100.0%	90.9%	99.8%	100.0%	99.6%	99.2%	99.6%	99.5%	98.9%	99.6%	99.9%
Significantly different from column:*		C									L	K														AA,AB	Z	Z

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 46

Do you need written materials in an alternate format (Braille, large print, audio recordings, etc.)?

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	4,678	4,756	---	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	---	349	509	---	65	126	3	27	43	126	119	55	15	10	13	7	21	2	1	93	6	8	53	73	72	132	141	54
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	NA	NA	NA	NA	NA	NA
Usable responses	---	4,329	4,247	---	1,781	2,406	73	1,022	1,245	2,023	2,129	1,522	609	231	170	105	279	12	22	2,389	124	254	1,336	1,513	1,408	1,367	2,106	731
	---	92.5%	89.3%	---	96.5%	95.0%	96.1%	97.4%	96.7%	94.1%	94.7%	96.5%	97.6%	95.9%	92.9%	93.8%	93.0%	85.7%	95.7%	96.3%	---	96.9%	96.2%	95.4%	95.1%	91.2%	93.7%	93.1%
Yes	---	175	203	---	57	108	5	13	45	114	109	43	18	20	6	4	15	0	4	64	10	9	35	40	97	48	81	42
	---	4.0%	4.8%	---	3.2%	4.5%	6.8%	1.3%	3.6%	5.6%	5.1%	2.8%	3.0%	8.7%	3.5%	3.8%	5.4%	0.0%	18.2%	2.7%	8.1%	3.5%	2.6%	2.6%	6.9%	3.5%	3.8%	5.7%
No	---	4,154	4,044	---	1,724	2,298	68	1,009	1,200	1,909	2,020	1,479	591	211	164	101	264	12	18	2,325	114	245	1,301	1,473	1,311	1,319	2,025	689
	---	96.0%	95.2%	---	96.8%	95.5%	93.2%	98.7%	96.4%	94.4%	94.9%	97.2%	97.0%	91.3%	96.5%	96.2%	94.6%	100.0%	81.8%	97.3%	91.9%	96.5%	97.4%	97.4%	93.1%	96.5%	96.2%	94.3%
Significantly different from column:*					F	E		I,J	H,J	H,I	L,M	K	K	O,T,V	N		T			N,Q		N	Y	Y	W,X	AB	AB	AA,Z

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 47

Are you deaf or do you have serious difficulty hearing?

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	4,678	4,756	---	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	---	259	275	---	41	67	0	11	28	69	61	31	9	5	2	6	6	2	1	49	6	7	26	35	50	94	104	42
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	NA	NA	NA	NA	NA	NA
Usable responses	---	4,419	4,481	---	1,805	2,465	76	1,038	1,260	2,080	2,187	1,546	615	236	181	106	294	12	22	2,433	124	255	1,363	1,551	1,430	1,405	2,143	743
	---	94.5%	94.2%	---	97.8%	97.4%	100.0%	99.0%	97.8%	96.8%	97.3%	98.0%	98.6%	97.9%	98.9%	94.6%	98.0%	85.7%	95.7%	98.0%	---	97.3%	98.1%	97.8%	96.6%	93.7%	95.4%	94.6%
Yes	---	321	310	---	130	173	9	25	74	215	192	88	30	21	8	3	25	1	2	162	11	26	53	100	157	97	149	58
	---	7.3%	6.9%	---	7.2%	7.0%	11.8%	2.4%	5.9%	10.3%	8.8%	5.7%	4.9%	8.9%	4.4%	2.8%	8.5%	8.3%	9.1%	6.7%	8.9%	10.2%	3.9%	6.4%	11.0%	6.9%	7.0%	7.8%
No	---	4,098	4,171	---	1,675	2,292	67	1,013	1,186	1,865	1,995	1,458	585	215	173	103	269	11	20	2,271	113	229	1,310	1,451	1,273	1,308	1,994	685
	---	92.7%	93.1%	---	92.8%	93.0%	88.2%	97.6%	94.1%	89.7%	91.2%	94.3%	95.1%	91.1%	95.6%	97.2%	91.5%	91.7%	90.9%	93.3%	91.1%	89.8%	96.1%	93.6%	89.0%	93.1%	93.0%	92.2%
Significantly different from column:*								I,J	H,J	H,I	L,M	K	K	P	V	N,Q,V	P			V		O,P,T	X,Y	W,Y	W,X			

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan
CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

39930

Question 48

Are you blind or do you have serious difficulty seeing, even when wearing glasses?

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)									Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	4,678	4,756	---	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	---	273	281	---	45	75	1	10	27	85	62	44	8	2	1	6	5	2	1	60	4	6	27	39	58	99	104	47
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	NA	NA	NA	NA	NA	NA
Usable responses	---	4,405	4,475	---	1,801	2,457	75	1,039	1,261	2,064	2,186	1,533	616	239	182	106	295	12	22	2,422	126	256	1,362	1,547	1,422	1,400	2,143	738
	---	94.2%	94.1%	---	97.6%	97.0%	98.7%	99.0%	97.9%	96.0%	97.2%	97.2%	98.7%	99.2%	99.5%	94.6%	98.3%	85.7%	95.7%	97.6%	---	97.7%	98.1%	97.5%	96.1%	93.4%	95.4%	94.0%
Yes	---	350	323	---	118	213	6	33	91	217	213	95	29	36	11	7	26	0	4	162	15	23	59	89	190	87	168	79
	---	7.9%	7.2%	---	6.6%	8.7%	8.0%	3.2%	7.2%	10.5%	9.7%	6.2%	4.7%	15.1%	6.0%	6.6%	8.8%	0.0%	18.2%	6.7%	11.9%	9.0%	4.3%	5.8%	13.4%	6.2%	7.8%	10.7%
No	---	4,055	4,152	---	1,683	2,244	69	1,006	1,170	1,847	1,973	1,438	587	203	171	99	269	12	18	2,260	111	233	1,303	1,458	1,232	1,313	1,975	659
	---	92.1%	92.8%	---	93.4%	91.3%	92.0%	96.8%	92.8%	89.5%	90.3%	93.8%	95.3%	84.9%	94.0%	93.4%	91.2%	100.0%	81.8%	93.3%	88.1%	91.0%	95.7%	94.2%	86.6%	93.8%	92.2%	89.3%
Significantly different from column:*					F	E		I,J	H,J	H,I	L,M	K	K	O,P,Q,T,V	N	N				N,U	T	N	Y	Y	W,X	AB	AB	AA,Z

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 49

Does a physical, mental, or emotional condition limit your activities in any way?

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)									Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	**4,678**	4,756	---	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	---	**292**	296	---	55	82	0	16	37	87	79	41	15	8	2	5	6	2	1	66	6	7	32	49	60	101	120	50
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	NA	NA	NA	NA	NA	NA
Usable responses	---	**4,386**	4,460	---	1,791	2,450	76	1,033	1,251	2,062	2,169	1,536	609	233	181	107	294	12	22	2,416	124	255	1,357	1,537	1,420	1,398	2,127	735
	---	**93.8%**	93.8%	---	97.0%	96.8%	100.0%	98.5%	97.1%	96.0%	96.5%	97.4%	97.6%	96.7%	98.9%	95.5%	98.0%	85.7%	95.7%	97.3%	---	97.3%	97.7%	96.9%	95.9%	93.3%	94.7%	93.6%
Yes	---	**1,886**	1,918	---	743	1,061	53	345	539	986	927	704	225	124	32	42	71	5	11	1,110	65	125	293	581	973	413	942	476
	---	**43.0%**	43.0%	---	41.5%	43.3%	69.7%	33.4%	43.1%	47.8%	42.7%	45.8%	36.9%	53.2%	17.7%	39.3%	24.1%	41.7%	50.0%	45.9%	52.4%	49.0%	21.6%	37.8%	68.5%	29.5%	44.3%	64.8%
No	---	**2,500**	2,542	---	1,048	1,389	23	688	712	1,076	1,242	832	384	109	149	65	223	7	11	1,306	59	130	1,064	956	447	985	1,185	259
	---	**57.0%**	57.0%	---	58.5%	56.7%	30.3%	66.6%	56.9%	52.2%	57.3%	54.2%	63.1%	46.8%	82.3%	60.7%	75.9%	58.3%	50.0%	54.1%	47.6%	51.0%	78.4%	62.2%	31.5%	70.5%	55.7%	35.2%
Significantly different from column:*					G	G	E,F	I,J	H,J	H,I	M	M	K,L	O,P,Q,T	N,P,T,U,V	N,O,Q,U	N,P,S,T,U,V		Q	N,O,Q	O,P,Q	O,Q	X,Y	W,Y	W,X	AA,AB	AB,Z	AA,Z

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 50

Do you have serious difficulty walking or climbing stairs?

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	4,678	4,756	---	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	---	297	301	---	50	94	0	12	39	94	80	47	14	7	2	6	8	2	1	69	6	4	33	52	62	98	123	54
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	NA	NA	NA	NA	NA	NA
Usable responses	---	4,381	4,455	---	1,796	2,438	76	1,037	1,249	2,055	2,168	1,530	610	234	181	106	292	12	22	2,413	124	258	1,356	1,534	1,418	1,401	2,124	731
	---	93.7%	93.7%	---	97.3%	96.3%	100.0%	98.9%	97.0%	95.6%	96.4%	97.0%	97.8%	97.1%	98.9%	94.6%	97.3%	85.7%	95.7%	97.2%	---	98.5%	97.6%	96.7%	95.8%	93.5%	94.5%	93.1%
Yes	---	1,232	1,271	---	424	766	14	85	284	848	638	435	127	88	37	33	48	1	6	681	46	68	107	314	780	269	611	310
	---	28.1%	28.5%	---	23.6%	31.4%	18.4%	8.2%	22.7%	41.3%	29.4%	28.4%	20.8%	37.6%	20.4%	31.1%	16.4%	8.3%	27.3%	28.2%	37.1%	26.4%	7.9%	20.5%	55.0%	19.2%	28.8%	42.4%
No	---	3,149	3,184	---	1,372	1,672	62	952	965	1,207	1,530	1,095	483	146	144	73	244	11	16	1,732	78	190	1,249	1,220	638	1,132	1,513	421
	---	71.9%	71.5%	---	76.4%	68.6%	81.6%	91.8%	77.3%	58.7%	70.6%	71.6%	79.2%	62.4%	79.6%	68.9%	83.6%	91.7%	72.7%	71.8%	62.9%	73.6%	92.1%	79.5%	45.0%	80.8%	71.2%	57.6%
Significantly different from column:*					F	E,G	F	I,J	H,J	H,I	M	M	K,L	O,Q,T,V	N,P,T,U	O,Q	N,P,T,U,V			N,O,Q,U	O,Q,T,V	N,Q,U	X,Y	W,Y	W,X	AA,AB	AB,Z	AA,Z

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 51

Do you have <u>difficulty dressing or bathing</u>?

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	4,678	4,756	---	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	---	279	281	---	43	82	0	15	30	80	65	45	13	4	2	4	7	2	1	58	9	7	26	45	57	94	114	50
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	NA	NA	NA	NA	NA	NA
Usable responses	---	4,399	4,475	---	1,803	2,450	76	1,034	1,258	2,069	2,183	1,532	611	237	181	108	293	12	22	2,424	121	255	1,363	1,541	1,423	1,405	2,133	735
	---	94.0%	94.1%	---	97.7%	96.8%	100.0%	98.6%	97.7%	96.3%	97.1%	97.1%	97.9%	98.3%	98.9%	96.4%	97.7%	85.7%	95.7%	97.7%	---	97.3%	98.1%	97.2%	96.1%	93.7%	94.9%	93.6%
Yes	---	613	614	---	232	355	12	67	153	388	304	222	74	36	28	17	27	0	3	324	28	40	52	131	415	121	295	177
	---	13.9%	13.7%	---	12.9%	14.5%	15.8%	6.5%	12.2%	18.8%	13.9%	14.5%	12.1%	15.2%	15.5%	15.7%	9.2%	0.0%	13.6%	13.4%	23.1%	15.7%	3.8%	8.5%	29.2%	8.6%	13.8%	24.1%
No	---	3,786	3,861	---	1,571	2,095	64	967	1,105	1,681	1,879	1,310	537	201	153	91	266	12	19	2,100	93	215	1,311	1,410	1,008	1,284	1,838	558
	---	86.1%	86.3%	---	87.1%	85.5%	84.2%	93.5%	87.8%	81.2%	86.1%	85.5%	87.9%	84.8%	84.5%	84.3%	90.8%	100.0%	86.4%	86.6%	76.9%	84.3%	96.2%	91.5%	70.8%	91.4%	86.2%	75.9%
Significantly different from column:*								I,J	H,J	H,I				Q	Q		N,O,T,U,V			Q,U	Q,T	Q	X,Y	W,Y	W,X	AA,AB	AB,Z	AA,Z

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 52

Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering or making decisions?

Base: All respondents

| | 2021 CSS Average | 2021 | 2020 | 2019 | Gender Identity (Q40) | | | Age (Q38) | | | Education (Q41) | | | Primary Race (Q56RC) | | | | | | | | | Health Status (Q31) | | | Doctor Visits in Last 6 Months (Q7) | | |
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	4,678	4,756	---	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	---	326	324	---	56	113	2	21	49	104	92	57	19	9	4	7	7	2	2	73	8	9	41	59	73	117	136	52
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	NA	NA	NA	NA	NA	NA
Usable responses	---	4,352	4,432	---	1,790	2,419	74	1,028	1,239	2,045	2,156	1,520	605	232	179	105	293	12	21	2,409	122	253	1,348	1,527	1,407	1,382	2,111	733
	---	93.0%	93.2%	---	97.0%	95.5%	97.4%	98.0%	96.2%	95.2%	95.9%	96.4%	97.0%	96.3%	97.8%	93.8%	97.7%	85.7%	91.3%	97.1%	---	96.6%	97.0%	96.3%	95.1%	92.2%	93.9%	93.4%
Yes	---	1,260	1,285	---	504	689	45	325	378	545	689	431	118	83	35	26	59	1	9	714	48	90	215	381	643	292	608	315
	---	29.0%	29.0%	---	28.2%	28.5%	60.8%	31.6%	30.5%	26.7%	32.0%	28.4%	19.5%	35.8%	19.6%	24.8%	20.1%	8.3%	42.9%	29.6%	39.3%	35.6%	15.9%	25.0%	45.7%	21.1%	28.8%	43.0%
No	---	3,092	3,147	---	1,286	1,730	29	703	861	1,500	1,467	1,089	487	149	144	79	234	11	12	1,695	74	163	1,133	1,146	764	1,090	1,503	418
	---	71.0%	71.0%	---	71.8%	71.5%	39.2%	68.4%	69.5%	73.3%	68.0%	71.6%	80.5%	64.2%	80.4%	75.2%	79.9%	91.7%	57.1%	70.4%	60.7%	64.4%	84.1%	75.0%	54.3%	78.9%	71.2%	57.0%
Significantly different from column:*					G	G	E,F	J	J	H,I	L,M	K,M	K,L	O,P,Q	N,T,U,V	N,U,V	N,T,U,V			O,Q,U	O,P,Q,T	O,P,Q	X,Y	W,Y	W,X	AA,AB	AB,Z	AA,Z

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 53

Because of a physical, mental, or emotional condition, do you have serious difficulty doing errands alone such as visiting a doctor's office or shopping?

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	4,678	4,756	---	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	---	305	305	---	51	98	1	20	41	92	92	44	12	11	3	5	4	2	1	64	5	9	38	50	67	101	127	52
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	NA	NA	NA	NA	NA	NA
Usable responses	---	4,373	4,451	---	1,795	2,434	75	1,029	1,247	2,057	2,156	1,533	612	230	180	107	296	12	22	2,418	125	253	1,351	1,536	1,413	1,398	2,120	733
	---	93.5%	93.6%	---	97.2%	96.1%	98.7%	98.1%	96.8%	95.7%	95.9%	97.2%	98.1%	95.4%	98.4%	95.5%	98.7%	85.7%	95.7%	97.4%	---	96.6%	97.3%	96.8%	95.5%	93.3%	94.3%	93.4%
Yes	---	1,069	1,025	---	411	606	32	236	304	516	601	349	97	69	38	26	54	1	7	601	38	62	151	287	609	248	527	259
	---	24.4%	23.0%	---	22.9%	24.9%	42.7%	22.9%	24.4%	25.1%	27.9%	22.8%	15.8%	30.0%	21.1%	24.3%	18.2%	8.3%	31.8%	24.9%	30.4%	24.5%	11.2%	18.7%	43.1%	17.7%	24.9%	35.3%
No	---	3,304	3,426	---	1,384	1,828	43	793	943	1,541	1,555	1,184	515	161	142	81	242	11	15	1,817	87	191	1,200	1,249	804	1,150	1,593	474
	---	75.6%	77.0%	---	77.1%	75.1%	57.3%	77.1%	75.6%	74.9%	72.1%	77.2%	84.2%	70.0%	78.9%	75.7%	81.8%	91.7%	68.2%	75.1%	69.6%	75.5%	88.8%	81.3%	56.9%	82.3%	75.1%	64.7%
Significantly different from column:*					G	G	E,F				L,M	K,M	K,L	O,Q	N		N,T,U			Q	Q		X,Y	W,Y	W,X	AA,AB	AB,Z	AA,Z

NA - There is no "no experience" category for this question.

*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.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 55

Which of the following describes your racial or ethnic identity? Please check ALL that apply.

Base: All respondents

	2021 CSS Average	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	**4,678**	---	---	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	---	**931**	---	---	289	464	6	162	226	387	458	255	50	0	0	0	0	0	0	0	0	0	219	265	287	333	391	159
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	NA	NA	NA	NA	NA	NA
Usable responses	---	**3,747**	---	---	1,557	2,068	70	887	1,062	1,762	1,790	1,322	574	241	183	112	300	14	23	2,482	130	262	1,170	1,321	1,193	1,166	1,856	626
	---	**80.1%**	---	---	84.3%	81.7%	92.1%	84.6%	82.5%	82.0%	79.6%	83.8%	92.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	84.2%	83.3%	80.6%	77.8%	82.6%	79.7%
American Indian or Alaska Native	---	**517**	---	---	192	301	17	107	161	243	263	191	55	241	1	6	10	2	6	94	6	151	127	170	205	150	263	87
	---	**13.8%**	---	---	12.3%	14.6%	24.3%	12.1%	15.2%	13.8%	14.7%	14.4%	9.6%	100.0%	0.5%	5.4%	3.3%	14.3%	26.1%	3.8%	4.6%	57.6%	10.9%	12.9%	17.2%	12.9%	14.2%	13.9%
Asian	---	**246**	---	---	104	134	4	79	64	98	117	69	56	6	183	0	0	5	7	12	0	33	91	91	58	102	103	31
	---	**6.6%**	---	---	6.7%	6.5%	5.7%	8.9%	6.0%	5.6%	6.5%	5.2%	9.8%	2.5%	100.0%	0.0%	0.0%	35.7%	30.4%	0.5%	0.0%	12.6%	7.8%	6.9%	4.9%	8.7%	5.5%	5.0%
Black or African American	---	**166**	---	---	80	78	7	59	41	63	75	59	31	1	0	112	0	0	5	6	3	39	46	49	68	47	87	27
	---	**4.4%**	---	---	5.1%	3.8%	10.0%	6.7%	3.9%	3.6%	4.2%	4.5%	5.4%	0.4%	0.0%	100.0%	0.0%	0.0%	21.7%	0.2%	2.3%	14.9%	3.9%	3.7%	5.7%	4.0%	4.7%	4.3%
Hispanic or Latino/a	---	**453**	---	---	187	248	11	200	130	114	270	119	45	26	0	1	300	1	7	23	2	93	161	149	135	171	204	60
	---	**12.1%**	---	---	12.0%	12.0%	15.7%	22.5%	12.2%	6.5%	15.1%	9.0%	7.8%	10.8%	0.0%	0.9%	100.0%	7.1%	30.4%	0.9%	1.5%	35.5%	13.8%	11.3%	11.3%	14.7%	11.0%	9.6%
Middle Eastern/Northern African	---	**41**	---	---	12	25	3	13	8	17	12	14	15	1	0	3	1	14	4	8	0	10	14	15	8	13	22	5
	---	**1.1%**	---	---	0.8%	1.2%	4.3%	1.5%	0.8%	1.0%	0.7%	1.1%	2.6%	0.4%	0.0%	2.7%	0.3%	100.0%	17.4%	0.3%	0.0%	3.8%	1.2%	1.1%	0.7%	1.1%	1.2%	0.8%
Native Hawaiian or Pacific Islander	---	**46**	---	---	18	23	3	20	10	13	22	19	4	1	1	0	0	0	23	6	0	15	16	14	12	14	26	5
	---	**1.2%**	---	---	1.2%	1.1%	4.3%	2.3%	0.9%	0.7%	1.2%	1.4%	0.7%	0.4%	0.5%	0.0%	0.0%	0.0%	100.0%	0.2%	0.0%	5.7%	1.4%	1.1%	1.0%	1.2%	1.4%	0.8%
White	---	**2,865**	---	---	1,181	1,598	49	627	825	1,390	1,295	1,081	457	78	7	9	38	4	15	2,482	14	218	888	1,020	906	833	1,446	519
	---	**76.5%**	---	---	75.9%	77.3%	70.0%	70.7%	77.7%	78.9%	72.3%	81.8%	79.6%	32.4%	3.8%	8.0%	12.7%	28.6%	65.2%	100.0%	10.8%	83.2%	75.9%	77.2%	75.9%	71.4%	77.9%	82.9%
Other	---	**282**	---	---	121	143	12	66	80	132	134	106	38	16	6	3	9	1	4	58	130	55	79	85	111	83	121	62
	---	**7.5%**	---	---	7.8%	6.9%	17.1%	7.4%	7.5%	7.5%	7.5%	8.0%	6.6%	6.6%	3.3%	2.7%	3.0%	7.1%	17.4%	2.3%	100.0%	21.0%	6.8%	6.4%	9.3%	7.1%	6.5%	9.9%

NA - There is no "no experience" category for this question.

Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

State Oregon Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 56

If you selected more than one racial or ethnic identity above, please CIRCLE the ONE that best represents your racial or ethnic identity. If you have more than one primary racial or ethnic identity, please check here.

Base: All respondents

	2021 CSS Average	2021	2020	2019	Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)									Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	4,678	---	---	1,846	2,532	76	1,049	1,288	2,149	2,248	1,577	624	241	183	112	300	14	23	2,482	130	262	1,389	1,586	1,480	1,499	2,247	785
Number missing or multiple answer	---	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
Number no experience	---	931	---	---	289	464	6	162	226	387	458	255	50	0	0	0	0	0	0	0	0	0	219	265	287	333	391	159
Usable responses	---	3,747	---	---	1,557	2,068	70	887	1,062	1,762	1,790	1,322	574	241	183	112	300	14	23	2,482	130	262	1,170	1,321	1,193	1,166	1,856	626
	---	80.1%	---	---	84.3%	81.7%	92.1%	84.6%	82.5%	82.0%	79.6%	83.8%	92.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	84.2%	83.3%	80.6%	77.8%	82.6%	79.7%
American Indian or Alaska Native	---	241	---	---	88	147	3	42	68	129	138	79	18	241	0	0	0	0	0	0	0	0	56	78	99	76	121	37
	---	6.4%	---	---	5.7%	7.1%	4.3%	4.7%	6.4%	7.3%	7.7%	6.0%	3.1%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	5.9%	8.3%	6.5%	6.5%	5.9%
Asian	---	183	---	---	79	100	1	53	47	81	92	43	44	0	183	0	0	0	0	0	0	0	68	72	42	83	75	19
	---	4.9%	---	---	5.1%	4.8%	1.4%	6.0%	4.4%	4.6%	5.1%	3.3%	7.7%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.8%	5.5%	3.5%	7.1%	4.0%	3.0%
Black or African American	---	112	---	---	59	50	3	35	30	46	55	36	20	0	0	112	0	0	0	0	0	0	32	38	41	30	58	21
	---	3.0%	---	---	3.8%	2.4%	4.3%	3.9%	2.8%	2.6%	3.1%	2.7%	3.5%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%	2.9%	3.4%	2.6%	3.1%	3.4%
Hispanic or Latino/a	---	300	---	---	128	165	2	134	79	82	202	60	21	0	0	0	300	0	0	0	0	0	112	102	84	125	136	27
	---	8.0%	---	---	8.2%	8.0%	2.9%	15.1%	7.4%	4.7%	11.3%	4.5%	3.7%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.6%	7.7%	7.0%	10.7%	7.3%	4.3%
Middle Eastern/Northern African	---	14	---	---	4	9	1	5	3	5	5	3	6	0	0	0	0	14	0	0	0	0	5	6	1	4	7	2
	---	0.4%	---	---	0.3%	0.4%	1.4%	0.6%	0.3%	0.3%	0.3%	0.2%	1.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.4%	0.5%	0.1%	0.3%	0.4%	0.3%
Native Hawaiian or Pacific Islander	---	23	---	---	8	13	1	8	4	9	13	7	2	0	0	0	0	0	23	0	0	0	9	6	6	6	14	3
	---	0.6%	---	---	0.5%	0.6%	1.4%	0.9%	0.4%	0.5%	0.7%	0.5%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.8%	0.5%	0.5%	0.5%	0.8%	0.5%
White	---	2,482	---	---	1,038	1,371	41	502	710	1,251	1,116	944	395	0	0	0	0	0	0	2,482	0	0	771	892	779	718	1,273	438
	---	66.2%	---	---	66.7%	66.3%	58.6%	56.6%	66.9%	71.0%	62.3%	71.4%	68.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	65.9%	67.5%	65.3%	61.6%	68.8%	70.0%
Other	---	130	---	---	46	72	8	24	37	68	53	54	21	0	0	0	0	0	0	0	130	0	37	47	45	45	51	27
	---	3.5%	---	---	3.0%	3.5%	11.4%	2.7%	3.5%	3.9%	3.0%	4.1%	3.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	3.2%	3.6%	3.8%	3.9%	2.7%	4.3%
Multiracial	---	262	---	---	107	141	10	84	84	91	116	96	47	0	0	0	0	0	0	0	0	262	80	80	96	79	121	52
	---	7.0%	---	---	6.9%	6.8%	14.3%	9.5%	7.9%	5.2%	6.5%	7.3%	8.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	6.8%	6.1%	8.0%	6.8%	6.5%	8.3%
Significantly different from column:*					G		E	J	J	H,I				V	V	V	V			V	V	N,O,P,Q,T,U						

*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.