

Summary Rate Scores

Medicaid Child

	2025 Valid n	2023	2024	2025	2025 Press Ganey BOB	2024 Quality Compass
Rating Questions (% 9 or 10)						
Q31. Rating of Health Plan	253	86.3%	81.3%	87.4%	72.7% ▲	71.3% ▲
Q8. Rating of Health Care	184	70.3%	77.9%	81.5% ‡	72.1% ▲	69.6% ▲
Q21. Rating of Personal Doctor	242	79.8%	74.9%	81.8%	78.4%	76.5% ▲
Q25. Rating of Specialist	73^	77.3%	77.0%	69.9%	74.9%	72.8%
Rating Questions (% 8, 9 or 10)						
Q31. Rating of Health Plan	253	95.2%	89.7%	94.1%	86.8% ▲	86.3% ▲
Q8. Rating of Health Care	184	91.7%	90.0%	91.3%	88.0%	86.9% ▲
Q21. Rating of Personal Doctor	242	93.8%	85.0%	90.9%	90.8%	89.7%
Q25. Rating of Specialist	73^	89.4%	90.2%	83.6%	88.0%	87.2%
Getting Needed Care (% Usually or Always)						
Q9. Getting care, tests, or treatment	183	90.3%	89.9%	91.3%	90.4%	89.6%
Q23. Getting specialist appointment	78^	85.1%	74.6%	80.8%	78.8%	77.7%
Getting Care Quickly (% Usually or Always)						
Q4. Getting urgent care	79^	89.7%	90.9%	96.2%	90.5% ▲	90.5% ▲
Q6. Getting routine care	188	87.3%	88.7%	83.5%	83.0%	82.5%
Q20. Coordination of Care	95^	86.3%	93.2%	80.0% ↓	86.4% ▼	83.5%
Customer Service (% Usually or Always)						
Q27. Provided information or help	98^	86.4%	89.0%	87.8%	83.3%	82.7%
Q28. Treated with courtesy and respect	98^	97.5%	94.6%	96.9%	94.5%	93.8%

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Medicaid Child

	2025 Valid n	2023	2024	2025	2025 Press Ganey BOB	2024 Quality Compass
How Well Doctors Communicate (% Usually or Always)	202	94.0%	91.7%	92.8%	94.4%	93.8%
Q12. Dr. explained things	203	95.7%	90.9%	95.6%	94.7%	94.3%
Q13. Dr. listened carefully	203	95.1%	92.7%	95.6%	95.9%	95.2%
Q14. Dr. showed respect	203	96.3%	94.5%	98.5% ↑	97.2%	96.7%
Q17. Dr. spent enough time	202	88.9%	88.8%	81.7% ↓	89.7% ▼	89.1% ▼
Q30. Ease of Filling Out Forms (% Usually or Always)	246	96.4%	96.9%	96.7%	95.1%	94.9%