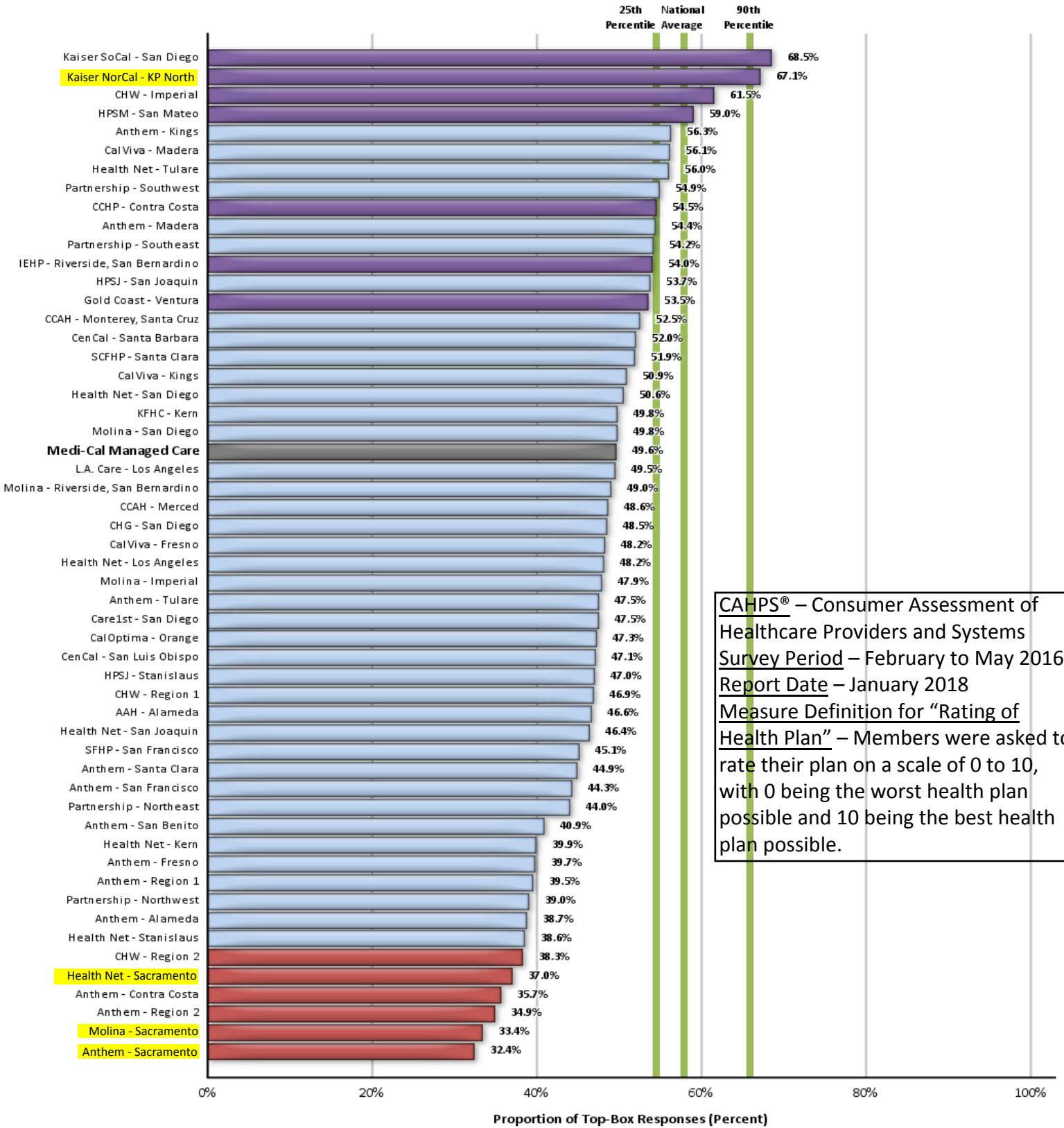


CAHPS® Medicaid Managed Care Survey Summary Report Excerpts

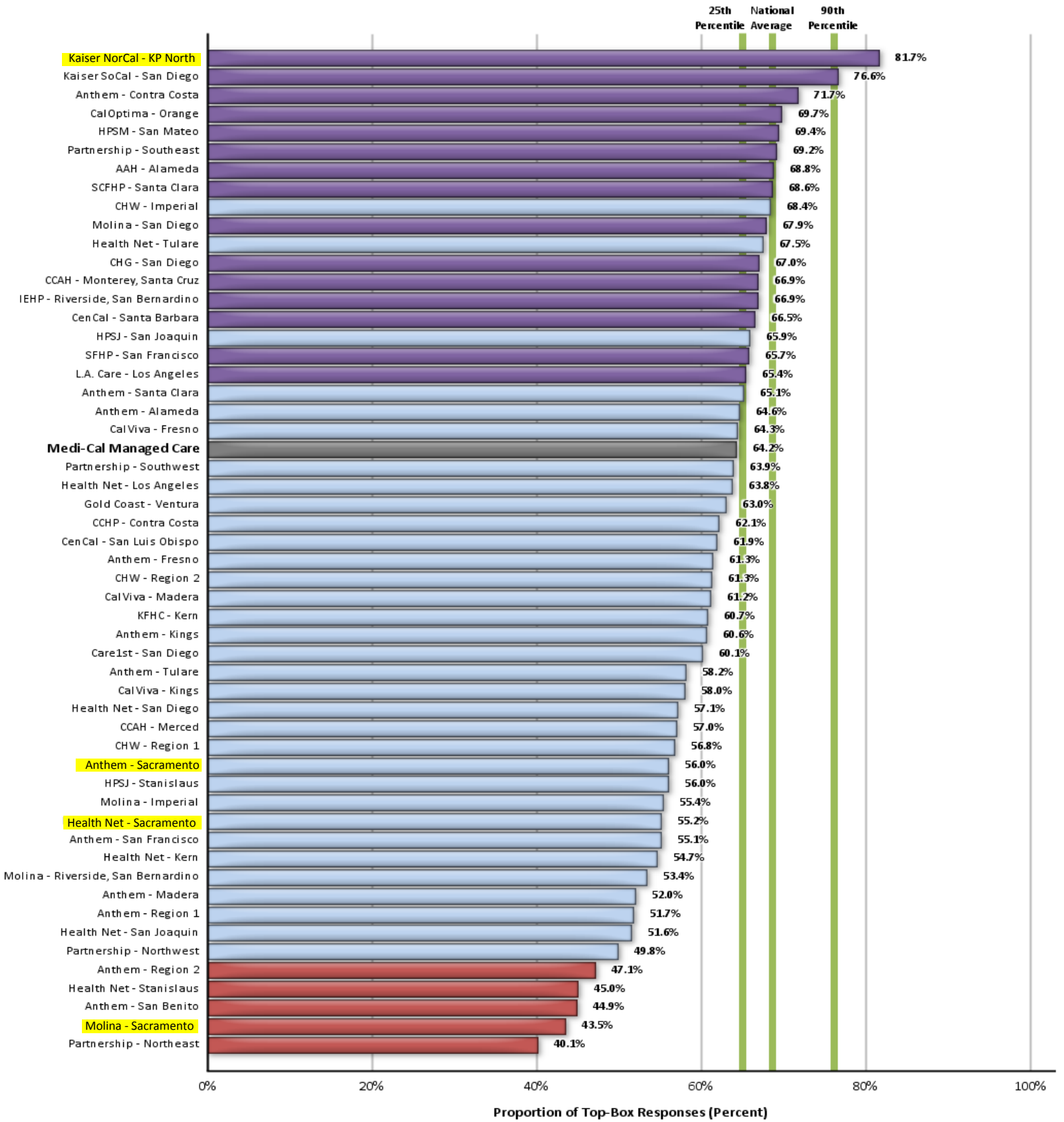
Figure 5-14—Rating of Health Plan – Adult Top-Box Rates



CAHPS® – Consumer Assessment of Healthcare Providers and Systems Survey Period – February to May 2016
Report Date – January 2018
Measure Definition for “Rating of Health Plan” – Members were asked to rate their plan on a scale of 0 to 10, with 0 being the worst health plan possible and 10 being the best health plan possible.

■ Significantly Above Medi-Cal Managed Care Average ■ Comparable to Medi-Cal Managed Care Average
■ Medi-Cal Managed Care Average ■ Significantly Below Medi-Cal Managed Care Average
— NQCA National Benchmarks

Figure 5-15—Rating of Health Plan – Child Top-Box Rates



■ Significantly Above Medi-Cal Managed Care Average
 ■ Comparable to Medi-Cal Managed Care Average
■ Medi-Cal Managed Care Average
 ■ Significantly Below Medi-Cal Managed Care Average
— NCQA National Benchmarks