

| MEASURE                                | KY HEDIS® 2020 <b>Adult</b> CAHPS<br>Result Summaries | 2019 QC National Average<br>Medicaid HMO <b>Adult</b> |
|--|---|---|
| <b>Overall Ratings</b>                 |   |   |
| Rating of Health Plan Overall          | 82.59%  | 77.56%  |
| Rating of Health Care Overall          | 79.43%  | 75.35%  |
| Rating of Personal Doctor Overall      | 85.92%  | 82.10%  |
| Rating of Specialist Overall           | 82.76%  | <b>82.29%</b>   |
| Customer Service Composite             | 93.46%  | 88.75%  |
| Getting Needed Care Composite          | 88.38%  | 82.48%  |
| Getting Care Quickly Composite         | 86.19%  | 81.97%  |
| How Well Doctors Communicate Composite | 94.78%  | 91.99%  |
| Shared Decision Making Composite       | NA  | 79.92%  |
| MEASURE                                | KY HEDIS® 2020 <b>Child</b> CAHPS<br>Result Summaries | 2019 QC National Average<br>Medicaid HMO <b>Child</b> |
| <b>Overall Ratings</b>                 |   |   |
| Rating of Health Plan Overall          | 85.17%  | 86.49%  |
| Rating of Health Care Overall          | 86.22%  | 87.53%  |
| Rating of Personal Doctor Overall      | 90.21%  | 90.05%  |
| Rating of Specialist Overall           | 89.87%  | 87.45%  |
| Customer Service Composite             | 92.53%  | 88.75%  |
| Getting Needed Care Composite          | 88.86%  | 84.50%  |
| Getting Care Quickly Composite         | 95.59%  | 89.38%  |
| How Well Doctors Communicate Composite | 97.29%  | 93.97%  |
| Shared Decision Making Composite       | NA  | 79.36%  |
| MEASURE                                | KY HEDIS® 2020 <b>CHIP</b> CAHPS<br>Result Summaries  | 2019 QC National Average<br>Medicaid HMO <b>CHIP</b>  |
| <b>Overall Ratings</b>                 |   |   |
| Rating of Health Plan Overall          | 88.26%  | 86.49%  |
| Rating of Health Care Overall          | 87.26%  | 87.53%  |
| Rating of Personal Doctor Overall      | 91.64%  | 90.05%  |
| Rating of Specialist Overall           | 85.33%  | 87.45%  |
| Customer Service Composite             | 90.19%  | 88.75%  |
| Getting Needed Care Composite          | 88.85%  | 84.50%  |
| Getting Care Quickly Composite         | 96.18%  | 89.38%  |
| How Well Doctors Communicate Composite | 97.58%  | 93.97%  |
| Shared Decision Making Composite       | NA  | 79.36%  |