



2019 PHYSICAL HEALTH SURVEY

PROVIDER SCORECARD - (ADULT MEDICAID)

SURVEY QUESTIONS	HEALTH PLAN'S SCORE
Listen carefully to you	89%
Easy to get care believed necessary	74%
Spend enough time with you	86%
Explain things in a way you could understand	90%
Show respect for what you had to say	90%
Asked preference for medicine	79%
Discussed reasons to take medicine	97%

PROVIDER SCORECARD - (CHILD MEDICAID WITH CHRONIC CONDITION)

SURVEY QUESTIONS	HEALTH PLAN'S SCORE
Easy to get care believed necessary for child	88%
Explain things in a way you could understand	91%
Show respect for what you had to say	94%
Asked preference for medicine	84%
Listen carefully to you	93%
Spend enough time with child	81%
Getting questions answered by child's doctor	89%

PROVIDER SCORECARD - (NEVADA CHIP)

SURVEY QUESTIONS	HEALTH PLAN'S SCORE
Spend enough time with child	78%
Listen carefully to you	93%
Show respect for what you had to say	95%
Explain things in a way you could understand	93%
Discussed reasons not to take medicine	38%
Asked preference for medicine	54%
Easy to get care believed necessary for child	81%
Getting questions answered by child's doctor	90%
Doctor understands how medical condition affect child's day-to-day life	80%
Doctor talks with you about how child is feeling/growing/behaving	70%

We thank you for participating in our customer satisfaction survey. Results were gathered using the Consumer Assessment of Healthcare Providers and Systems Survey (CAHPS). Your valuable feedback will help us serve you better and continue to improve our service offering to you.