



PROVIDER SCORECARD (CHILD MEDICAID NV CHIP)

SURVEY QUESTIONS	HEALTH PLAN'S SCORE
Spend enough time with child	78%
Listen carefully to you	84%
Show respect for what you had to say	87%
Explain things in a way you could understand	91%
Doctor understands how medical condition affect child's day-to-day life	80%
Doctor talks with you about how child is feeling/growing/behaving	88%
Rating of Personal Doctor	84%
Rating of Specialist	83%

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