	He	eader Record Specification - HEDIS	S CAHPS Heal	th Plan Sur	rvey 5.1H		
		-		Submissi	ion Type		Notes
Variable Description	Value Labels	Variable Name	Adult Commercial	Adult Medicaid	Child Without CCC	Child With CCC	
Measurement Year	2022	MeasurementYear	R	R	R	R	R = Required
Data File Type	1 = Adult 2 = Child	DataFileType	R	R	R	R	
NCQA Healthcare Organization ID	Positive integer	NCQAHealthcareOrganizationID	R	R	R	R	Identifies the Organization ID assigned by NCQA.
Healthcare Organization Name	Text (do not include commas)	HealthcareOrganizationName	R	R	R	R	Identifies the organization name of the health plan (provided by the health plan).
Product Line	1 = Commercial 2 = Medicaid	ProductLine	R	R	R	R	
Product	1 = HMO 2 = HMO/POS Combined 3 = POS 4 = PPO 9 = HMO/POS/PPO Combined 10 = HMO/PO Combined 11 = POS/PPO Combined 12 = EPO 13 = HMO/EPO Combined 14 = POS/EPO Combined 15 = PPO/EPO Combined 16 = HMO/POS/EPO Combined 17 = HMO/POS/EPO Combined 18 = POS/PPO/EPO Combined 19 = HMO/POS/PPO/EPO Combined	Product	R	R	R	R	
NCQA Submission ID	Positive integer	NCQASubmissionID	R	R	R	R	Identifies the Submission ID assigned by NCQA.
Survey Vendor Organization Name	Text (do not include commas)	SurveyVendorOrganizationName	R	R	R	R	
Survey Mode	0 = Non-HEDIS Protocol 1 = HEDIS Mail-Only Protocol 2 = HEDIS Mixed Protocol	SurveyMode	R	R	R	R	Identifies the standard HEDIS protocol used for the submission. Non-HEDIS methodology submissions are not eligible for reporting as HEDIS. Notify NCQA of any non-HEDIS protocols prior to data submission. Code as 0 = Non-HEDIS Protocol if the health plan did not follow the HEDIS protocols for sampling or data collection as described in HEDIS Volume 3.

Total Number of	0 = 0 Attempts	TelephoneAttempts	R	R	R	R	Identifies the total number of telephone
Telephone Attempts	1 = 1 Attempt 2 = 2 Attempts 3 = 3 Attempts						attempts the vendor was contracted to make (per member) for the submission.
	4 = 4 Attempts 5 = 5 Attempts 6 = 6 Attempts						Code as 0 for mail-only with no telephone attempts.
1	•	Later and the					
Internet Use	1 = Yes 2 = No	InternetUse	R	R	R	R	Identifies if an internet enhancement was used for the submission.
Spanish Translation Use	1 = Yes 2 = No	SpanishUse	R	R	R	R	Identifies if a Spanish translation was used for the submission.
Chinese Translation Use	1 = Yes	ChineseUse	NA	R	NA	NA	Identifies if a Chinese translation was used for
Extra Mailing	2 = No	ExtraMailing		<u> </u>		Ъ	the submission.
Extra Mailing	1 = Yes 2 = No	ExtraMailing	R	R	R	R	Identifies if an extra mailing such as an extra questionnaire packet, reminder letter or reminder postcard enhancement was used for the submission.
Enhanced Methodology Tracking ID Number	Positive integer 0 = Enhancement not used for this submission	EnhancedMethodID	R	R	R	R	Identifies the Enhancement Methodology Tracking ID number assigned by NCQA.
Enhanced Methodology Tracking ID2 Number	Positive integer 0 = Enhancement not used for this submission	EnhancedMethodID2	R	R	R	R	Identifies the Enhancement Methodology Tracking ID number assigned by NCQA.
Enhanced Methodology Tracking ID3 Number	Positive integer 0 = Enhancement not used for this submission	EnhancedMethodID3	R	R	R	R	Identifies the Enhancement Methodology Tracking ID number assigned by NCQA.
Enhanced Methodology Tracking ID4 Number	Positive integer 0 = Enhancement not used for this submission	EnhancedMethodID4	R	R	R	R	Identifies the Enhancement Methodology Tracking ID number assigned by NCQA.
Enhanced Methodology Tracking ID5 Number	Positive integer 0 = Enhancement not used for this submission	EnhancedMethodID5	R	R	R	R	Identifies the Enhancement Methodology Tracking ID number assigned by NCQA.
Sample Frame Size	Positive integer	SampleFrameSize	R	R	R	R	Identifies the total number of members included in the sample frame generated by the health plan.
Total enrollment as of the date the sample frame is generated	Positive integer	TotalEnrollment	NR	NR	NR	NR	NR = Not required (optional). This variable is not used by NCQA. If the variable is included it must be filled.
							Identifies the total number of members enrolled in the health plan (total number of covered lives) as of the date the sample frame was generated. The survey vendor obtains this value from the health plan. This is a variable required for NCBD submission.

Random Number	00-99	RandomNumber	R	R	R	R	Identifies the random number used to generate
							the systematic sample for the submission.
							Do not include the decimal. For example, if the random number is 0.30, enter 30.
							This variable is submitted by the Survey
							Vendor but NOT returned by NCQA.
Oversampling Rate	Positive integer 0 = The health plan did not oversample.	OversamplingRate	R	R	R	R	Do not include the decimal. For example, a 50% oversampling rate is reported as 50.
							For the Child with CCC surveys, report the oversampling rate for the General Population.
Final Sample Size	Positive integer	FinalSampleSize	R	R	R	R	
Number Complete and Eligible	Positive integer	CompleteEligible	R	R	R	R	Identifies the number of members in the sample whose Disposition was Complete and Eligible.
Number Incomplete or Ineligible	Positive integer	IncompleteIneligible	R	R	R	R	Identifies the number of members in the sample whose Disposition was not Complete and Eligible.
Is the Health Plan reporting results for the Flu Vaccinations for	1 = Yes 2 = No	HasFluVaccResults	R	R	NA	NA	NA = Not applicable. Do not include this variable.
Adults Ages 18-64 measure?							
Is the Health Plan reporting results for the Medical Assistance with Smoking and Tobacco	1 = Yes 2 = No	HasSmokingResults	R	R	NA	NA	NA = Not applicable. Do not include this variable.
Use Cessation measure? Number of Supplemental Questions Added to the Questionnaire	Positive integer 0 = Supplemental questions not used for this submission.	SupplementalQuestions	R	R	R	R	
Supplemental Question Tracking ID Number (1/12)	Positive integer 0 = Not applicable	SupplementalQuestion1	R	R	R	R	Identifies the Supplemental Question Tracking ID assigned by NCQA.
Supplemental Question Tracking ID Number (2/12)	Positive integer 0 = Not applicable	SupplementalQuestion2	R	R	R	R	Identifies the Supplemental Question Tracking ID assigned by NCQA.
Supplemental Question Tracking ID Number (3/12)	Positive integer 0 = Not applicable	SupplementalQuestion3	R	R	R	R	Identifies the Supplemental Question Tracking ID assigned by NCQA.
Supplemental Question Tracking ID Number (4/12)	Positive integer 0 = Not applicable	SupplementalQuestion4	R	R	R	R	Identifies the Supplemental Question Tracking ID assigned by NCQA.
Supplemental Question Tracking ID Number (5/12)	Positive integer 0 = Not applicable	SupplementalQuestion5	R	R	R	R	Identifies the Supplemental Question Tracking ID assigned by NCQA.
Supplemental Question Tracking ID Number (6/12)	Positive integer 0 = Not applicable	SupplementalQuestion6	R	R	R	R	Identifies the Supplemental Question Tracking ID assigned by NCQA.

Supplemental Question	Positive integer	SupplementalQuestion7	R	R	R	R	Identifies the Supplemental Question Tracking
Tracking ID Number	0 = Not applicable	ToupplementalQuestion/	I K		N	К	ID assigned by NCQA.
(7/12)							assigned by NOWA.
Supplemental Question	Positive integer	SupplementalQuestion8	R	R	R	R	Identifies the Supplemental Question Tracking
Tracking ID Number	0 = Not applicable	Cappionicital Questiono	'`	'`	'`	11	ID assigned by NCQA.
(8/12)	1 Not applicable						ib addigited by freezit.
Supplemental Question	Positive integer	SupplementalQuestion9	R	R	R	R	Identifies the Supplemental Question Tracking
Tracking ID Number	0 = Not applicable	раррияна дазания					ID assigned by NCQA.
(9/12)	То тостарривально						1.2 assigned 2) 110 a
Supplemental Question	Positive integer	SupplementalQuestion10	R	R	R	R	Identifies the Supplemental Question Tracking
Tracking ID Number	0 = Not applicable	''					ID assigned by NCQA.
(10/12)	1						
Supplemental Question	Positive integer	SupplementalQuestion11	R	R	R	R	Identifies the Supplemental Question Tracking
Tracking ID Number	0 = Not applicable						ID assigned by NCQA.
(11/12)							
Supplemental Question	Positive integer	SupplementalQuestion12	R	R	R	R	Identifies the Supplemental Question Tracking
Tracking ID Number	0 = Not applicable						ID assigned by NCQA.
(12/12)							
Supplemental Question	Positive integer	SupplementalQuestion13	R	R	R	R	Identifies the Supplemental Question Tracking
Tracking ID Number	0 = Not applicable						ID assigned by NCQA.
(13/20)							
							Note: NCQA prior approval is required for more
							than 12 supplemental questions.
Supplemental Question	Positive integer	SupplementalQuestion14	R	R	R	R	Identifies the Supplemental Question Tracking
Tracking ID Number	0 = Not applicable						ID assigned by NCQA.
(14/20)							
							Note: NCQA prior approval is required for more
Commission and all Consistions	Desitive interne	0		 			than 12 supplemental questions.
Supplemental Question	Positive integer	SupplementalQuestion15	R	R	R	R	Identifies the Supplemental Question Tracking
Tracking ID Number (15/20)	0 = Not applicable						ID assigned by NCQA.
(13/20)							Note: NCQA prior approval is required for more
							than 12 supplemental questions.
Supplemental Question	Positive integer	SupplementalQuestion16	R	R	R	R	Identifies the Supplemental Question Tracking
Tracking ID Number	0 = Not applicable	ouppiemental Question 10	'`	'`	'`	11	ID assigned by NCQA.
(16/20)	Tret applicable						is assigned by rie as a
(10,20)							Note: NCQA prior approval is required for more
							than 12 supplemental questions.
Supplemental Question	Positive integer	SupplementalQuestion17	R	R	R	R	Identifies the Supplemental Question Tracking
Tracking ID Number	0 = Not applicable						ID assigned by NCQA.
(17/20)	1						
							Note: NCQA prior approval is required for more
							than 12 supplemental questions.
Supplemental Question	Positive integer	SupplementalQuestion18	R	R	R	R	Identifies the Supplemental Question Tracking
Tracking ID Number	0 = Not applicable						ID assigned by NCQA.
(18/20)							
							Note: NCQA prior approval is required for more
							than 12 supplemental questions.
Supplemental Question	Positive integer	SupplementalQuestion19	R	R	R	R	Identifies the Supplemental Question Tracking
Tracking ID Number	0 = Not applicable						ID assigned by NCQA.
(19/20)							
							Note: NCQA prior approval is required for more
							than 12 supplemental questions.

Supplemental Question	Positive integer	SupplementalQuestion20	R	R	R	R	Identifies the Supplemental Question Tracking
Tracking ID Number	0 = Not applicable	·					ID assigned by NCQA.
(20/20)		1		1			
·		1		1			Note: NCQA prior approval is required for more
							than 12 supplemental questions.
Survey Vendor Special	Text	SurveyVendorVariable	NR	NR	NR	NR	Survey vendors may use this field for their own
Purpose Variable		1					purpose.
		1		1			
l '		1					NR = Not required (optional). If the variable is
							included it must be filled.
Sample Frame Validation	1 = Supports reporting	SampleFrameValidationResult	R	R	R	R	This variable is not coded by the Survey
Result	3 = Not Applicable	1					Vendor; it is returned by NCQA.

	Member-Level Record Speci	ilcation - HEDIS CALIFS		Submission		iai, Addit ivie	edicaid, Child Without CCC, Child With CCC)		
Variable Description	Value Labels	Variable Name	Adult	Adult	Child	Child With	Notes	Skip Booitive	Skinnad Hama
Variable Description	Value Labels	Variable Name	Commercial	Medicaid	Without	CCC CCC	Notes	Skip Positive Values	Skipped Items
Record ID	Positive integer	RecordID	R	R	R	R	Unique record ID		
Disposition	0 = Complete and Eligible 1 = Does not meet Eligible Population criteria	Disposition	R	R	R		Identifies the final outcome of the survey for the member.		
	2 = Incomplete (but Eligible) 3 = Language Barrier 4 = Mentally or Physically						Code as 0 for members with Complete and Eligible Surveys.		
	Incapacitated 5 = Deceased						Code 1-8 for all other records.		
	6 = Refusal 7 = Non-response after maximum attempts 8 = Added to Do Not Call (DNC) list						See Coding HEDIS Survey Data in the Quality Assurance Plan for more information on these variables.		
Complete and Eligible Response Mode	0 = Incomplete/Ineligible 1 = Mail	ResponseMode	R	R	R	R	Identifies the mode in which the member completed the survey.		
	2 = Telephone 3 = Internet						Code as 1, 2 or 3 for members with Complete and Eligible Surveys.		
Complete and Eligible Round	0 = Incomplete/Ineligible	Round	R	R	R	R	Code as 0 for all other records. Identifies the mode-specific attempt (first		
Complete and Englishe Heart	1 = First attempt 2 = Second attempt 3 = Third attempt						mailing, second mailing, first telephone call, second telephone call, etc) when the member completed the survey.		
	4 = Fourth attempt 5 = Fifth attempt 6 = Sixth attempt						Code as 1-6 for members with Complete and Eligible Surveys.		
Complete and Eligible Language	0 = Incomplete/Ineligible 1 = English 2 = Spanish	SurveyLanguage	R	R	R		Identifies the language in which the member completed the survey.		
	3 = Chinese						Code as 1, 2, or 3 for members with Complete and Eligible Surveys.		
Address Viability	1 = Valid 2 = Not Valid	AddressViable	R	R	R	R	Code as 0 for all other records. Identifies whether a viable address was available for the member.		
							Code as 2 if the health plan did not provide an address in the sample frame and the vendor is unable to obtain an address or if mail was		
Гelephone Viability	0 = Survey protocol did not require telephone number 1 = Valid	TelephoneViable	R	R	R		Identifies whether a viable telephone number was available for the member.		
	2 = Not Valid						Code as 0 if the survey protocol does not require a telephone number. Code 0 for all surveys completed in Chinese.		
							Code as 2 if the health plan did not provide a telephone number in the sample frame and the vendor is unable to obtain a telephone number		
							or if during calling the interviewer receives a message that the number is non-operational or out-of-order or is told by a live person that		

	-			-		1	The same of the sa		
Email Viability	0 = Survey protocol did not require	EmailViable	R	R	R	R	Identifies whether a viable email was available		
	email address						for the member.		
	1 = Valid								
	2 = Not Valid						Code as 1 or 2 if the protocol used an email		
							enhancement.		
							Code as 2 if the health plan did not provide an		
							email address in the sample frame or if email		
							attempts result in a message failure		
Member Gender	1 = Male	AdminGender	R	R	R	R	From the Sample Frame Data File generated		
	2 = Female						by the health plan.		
	9 = [no data]						'		
Flu Vaccinations for Adults Ages 18-	0 = Member is in a product or product	FluVaccinations1864	R	R	NA	NA	From the Sample Frame Data File generated		
64 Eligibility Flag	line for which the FVA measure is not						by the health plan.		
	being reported								
	1 = Eligible						Code as 0 if the health plan is not reporting		
	2 = Ineligible						the Flu Vaccinations for Adults Ages 18-64		
							measure for this submission.		
							NA = Not applicable. Do not include this		
Dragaraan Status Code	1 - No claims or appointage that most	Dragara an Status Code	NΙΛ	NIA	NΙΔ	D	variable		
Prescreen Status Code	1 = No claims or encounters that meet	PrescreenStatusCode	NA	NA	NA	R	From the Sample Frame Data File generated		
	criteria 2 = Claims or encounters that meet						by the health plan.		
	criteria						NA = Not applicable. Do not include this		
	Citeria						variable.		
Sample Code	1 = CAHPS 5.1H Child Survey Sample	SampleCode	NA	NA	NA	R	Identifies the sample for which the child was		
	2 = CCC Supplemental Sample	J					selected.		
							NA = Not applicable. Do not include this		
							variable.		
Member Zip Code	5-digit number or 9-digit number	ZipCode	R	R	R	R	From the Sample Frame Data File generated		
							by the health plan.		
							Code as 99999 if the health plan did not		
							supply a 5-digit zip code.		
							Code as 9999999999 if the health plan did not		
							supply a 9-digit zip code.		
							The 9 digit number should not include dashes		
							or other punctuation.		
							Code for all members regardless of		
Survey Completion Date	MMDDYYYY	SurveyCompleteDate	R	R	R	R	Record the date the member completed the		
							survey.		
							Code 99999999 if the survey completion date		
							is not applicable.		
Our records show that you are now in		InPlan	1	1	1	1	Gate item	1, 9	
{INSERT HEALTH PLAN NAME}. Is	2 = No			1					
that right?	9 = [no data]	11					Oata itana	0.0	UnnantO as Fact
In the last 6/12 months, did you have	1 = Yes	UrgentCare	3	3	3	3	Gate item	2, 9	UrgentCareFast
an illness, injury, or condition that	2 = No			1					
needed care right away?	9 = [no data]								
In the last 6/12 months, when you	1 = Never	UrgentCareFast	4	4	4	4			
needed care right away, how often did				1					
you get care as soon as you needed?				1					
	4 = Always			1					
In the least C/40 manufactor at 1 and 1 an	9 = [no data]	Obl				_	Coto itom	2.0	Chaplung F4
In the last 6/12 months, did you make		Checkups	5	5	5	5	Gate item	2, 9	CheckupsFast
any in person, phone, or video	2 = No			1					
appointments for a <u>check-up or</u>	9 = [no data]			1					
routine care?	<u> </u>			<u> </u>		<u> </u>		1	

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prout child's doctions on other health of a change of provides of the provides	*		QuestionsAnswered	NA	NA	NA	8	NA = Not applicable. Do not include this		
Second process Seco	you have your questions answered by	2 = Sometimes						variable.		
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it easy to get the care, tests, or treatment you needed? Is your child now enrolled in any kind of school or daycare? Is your child now enrolled in any kind of school or daycare? Is your child now enrolled in any kind of school or daycare? Is your child so dectors or other health providers in contacting your child's health care? In the last 6 months, did you pet the health providers in contacting your child's health care? In the last 6 months, did you get the health care? In the last 6 months, did you get the health care? In the last 6 months, did you get the health care? In the last 6 months, did you get the health care? In the last 6 months, did you get the health care? In the last 6 months, did you get the health care? In the last 6 months, did you get the health care? In the last 6 months, did you get the health care? In the last 6 months, did you get the health care? In the last 6 months, did you get the health providers in contacting your child's school or daycare? Special medical equipment or devices 1 = Yes MedEquip NA MedEquip NA	In the last 6/12 months, how often was	1 = Never	CareFasy	9	a	0	10			+
treatment you needed? 3 = Usually 4 = Always 9 = Indiatal 9 = Indiatal 1 = Yes ChildEnrolled NA N	*		Carclasy	3		3				
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s your child now enrolled in any kind of school or daycare? 2 = No 3 = No 9 = (InidDrSchool delaycare) 2 = No 9 = (InidDrSchool delaycare) 3 = Yes MedEquip NA NA NA NA NA NA NA N		,								
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In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care? In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's doctors or other health providers in contacting your child's school or daycare? Special medical equipment or devices or equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child's special medical equipment or devices for your child's doctors or other health providers in contacting your child's special medical equipment or devices for your child's doctors or other health providers in contacting your child's school or daycare?	of school of daycare?							···		Спііарі эспосінеїр
your child's doctors or other health providers to contact a school or daycare center about your child's health or health care? In the last of months, idid you get the help you needed from your child's contact any special medical equipment or devices for your child's easy to get special medical equipment or devices for your child's easy to get special medical equipment or devices for your child's and the special medical equipment or devices for your child's easy to get special medical equipment or devices for your child's easy to get special medical equipment or devices for your child's easy to get special medical equipment or devices for your child's easy to get special medical equipment or devices for your child's easy to get special medical equipment or devices for your child's easy to get special medical equipment or devices for your child's easy to get special medical equipment or devices for your child's easy to get special medical equipment or devices for your child's easy to get special medical equipment or devices for your child's easy to get special medical equipment or devices for your child's health it = Yes	In the last 6 months, did you need		ChildDrCahaal	NIA	NΙΔ	NΙΔ	10		2.0	ChildDrCahaalHala
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In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or davcare? Special medical equipment or devices for your child's medical equipment or devices for your child's per solution or davcare? I = Yes MedEquip NA NA NA NA NA NA NA NA NA N	• •									
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or devices for your child? 3 = Usually 4 = Always 9 = [no data] Did anyone from your child's health 1 = Yes MedEquipHelp NA NA NA NA NA NA = Not applicable. Do not include this	· ·		MedEquipEasy	NA	NA	NA	15			
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	Did anyone from your child's health		MedEquipHelp	NA	NA	NA	16	NA = Not applicable. Do not include this		
		2 = No								
get special medical equipment or 9 = [no data]	I									
devices for your child?	1	' '								

	T			T	T			1	T
In the last 6 months, did you get or try		Therapy	NA	NA	NA	17	Gate item.	2, 9	TherapyEasy
to get special therapy such as	2 = No						NA = Not applicable. Do not include this		TherapyHelp
ohysical, occupational, or speech	9 = [no data]						variable.		
therapy for your child?									
In the last 6 months, how often was it	1 = Never	TherapyEasy	NA	NA	NA	18	NA = Not applicable. Do not include this		
easy to get this therapy for your child?	2 = Sometimes						variable.		
, , ,	3 = Usually								
	4 = Always								
	1								
	9 = [no data]								
Did	<u> </u>	-				4.0			
Did anyone from your child's health	1 = Yes	TherapyHelp	NA	NA	NA	19	NA = Not applicable. Do not include this		
plan, doctor's office, or clinic help you							variable.		
get this therapy for your child?	9 = [no data]								
In the last 6 months, did you get or try		Counseling	NA	NA	NA	20	Gate item.	2, 9	CounselingEasy
to get treatment or counseling for your	2 = No						NA = Not applicable. Do not include this		CounselingHelp
child for an emotional, developmental,	9 = [no data]						variable.		
or behavioral problem?	, ,								
от в отпатива в ртовиот.									
In the last 6 months, how often was it	1 = Never	CounselingEasy	NA	NA	NA	21	NA = Not applicable. Do not include this		
easy to get this treatment or	2 = Sometimes		, .	",	',		variable.		
counseling for your child?	3 = Usually						Tanabio.		
counseling for your office?									
	4 = Always								
Did annua franco van abildia baalde	9 = [no data]	Cavera alia al Iala	NIA	NA	NIA	00	NIA - Niet englischie De net inchide this		
Did anyone from your child's health	1 = Yes	CounselingHelp	NA	NA	NA	22	NA = Not applicable. Do not include this		
plan, doctor's office, or clinic help you							variable.		
get this treatment or counseling for	9 = [no data]								
your child?									
In the last 6 months, did your child get	1 = Yes	ChildCareMulti	NA	NA	NA	23	Gate item.	2, 9	ChildCareMultiCoord
care from more than one kind of	2 = No						NA = Not applicable. Do not include this		
health care provider or use more than	9 = [no data]						variable.		
one kind of health care service?	[[[[]]]								
In the last 6 months, did anyone from	1 = Yes	ChildCareMultiCoord	NA	NA	NA	24	NA = Not applicable. Do not include this		
your child's health plan, doctor's	2 = No	orma dar olvidita doord	100	100	'''		variable.		
	9 = [no data]						variable.		
	9 – [110 data]								
child's care among these different									
providers or services?	4		40	40	40	0.5	0.1.3	0.0	D. 7 . 14
A personal doctor is the one you	1 = Yes	Dr	10	10	10	25	Gate item	2, 9	DrVisit
,	2 = No								DrUnderstand
want advice about a health problem,	9 = [no data]								DrListen
or get sick or hurt. Do you have a									DrRespect
personal doctor?									DrTime
·									CareMulti
									DrInformedMultiDr
									DrRate
In the last 6/12 months, how many	0 = None	DrVisit	11	11	11	26	Gate item	0, 9	DrUnderstand
times did you have an in person,	1 = 1 time	Di viole]	-		, ,	DrListen
phone, or video visit with your	2 = 2								DrRespect
									·
personal doctor about your health?	3 = 3								DrTime
	4 = 4								CareMulti
	5 = 5 to 9								DrInformedMultiDr
	6 = 10 or more times								
	9 = [no data]								
In the last 6/12 months, how often did		DrUnderstand	12	12	12	27			
your personal doctor explain things in									
a way that was easy to understand?	3 = Usually								
•	4 = Always								
	9 = [no data]								
In the last 6/12 months, how often did		DrListen	13	13	13	28			
your personal doctor listen carefully to		512.0001	.0	.		-5			
you?	3 = Usually								
	4 = Always				1				
	9 = [no data]				Ī	Ī		1	

	I. N	5.5	4.4	4.4	1 44	T 00	T		
In the last 6/12 months, how often did		DrRespect	14	14	14	29			
your personal doctor show respect for									
what you had to say?	3 = Usually								
	4 = Always								
	9 = [no data]	5.7.11.01.11.1							
Is <u>your child</u> able to talk with doctors	1 = Yes	DrTalkChild	NA	NA	15	30	Gate item.	2, 9	DrChildUnderstand
about his or her health care?	2 = No						NA = Not applicable. Do not include this		
	9 = [no data]					<u> </u>	variable.		
In the last 6 months, how often did	1 = Never	DrChildUnderstand	NA	NA	16	31	NA = Not applicable. Do not include this		
1	2 = Sometimes						variable.		
things in a way that was easy for your									
<u>child</u> to understand?	4 = Always								
	9 = [no data]								
In the last 6/12 months, how often did		DrTime	15	15	17	32			
, ,	2 = Sometimes								
time with you?	3 = Usually								
	4 = Always								
	9 = [no data]								
In the last 6 months, did your child's	1 = Yes	DrTalkGrowing	NA	NA	18	33	NA = Not applicable. Do not include this		
personal doctor talk with you about	2 = No						variable.		
how your child is feeling, growing, or	9 = [no data]								
behaving?									
In the last 6/12 months, did you get	1 = Yes	CareMulti	16	16	19	34	Gate item	2, 9	DrInformedMultiDr
care from a doctor or other health	2 = No								
provider besides your personal	9 = [no data]								
doctor?	' '								
In the last 6/12 months, how often did	1 = Never	DrInformedMultiDr	17	17	20	35			
your personal doctor seem informed	2 = Sometimes								
and up-to-date about the care you got	3 = Usually								
	4 = Always								
	9 = [no data]								
Using any number from 0 to 10, where	00 = 0 Worst personal doctor possible	DrRate	18	18	21	36			
0 is the worst personal doctor possible									
	02 = 2								
possible, what number would you use									
to rate your personal doctor?	04 = 4								
to rate your personal doctor!	05 = 5								
	06 = 6								
	07 = 7								
	08 = 8								
	09 = 9								
	10 = 10 Best personal doctor possible								
	99 = [no data]								
De activis abilidabassa assessa dised	1 - V	04101	N I A	NIA	NIA.	0.7	Coto itama	0.0	Oth an Caral Affa at
Does your child have any medical,	1 = Yes	OtherCond	NA	NA	NA	37	Gate item.	2, 9	OtherCondAffect
behavioral, or other health conditions							NA = Not applicable. Do not include this		OtherCondAffectFamily
that have lasted for more than 3	9 = [no data]						variable.		
months?		011 0 117					NA NA PARA DE LA CARRA DEL CARRA DE LA CARRA DEL CARRA DE LA CARRA		-
Does your child's personal doctor	1 = Yes	OtherCondAffect	NA	NA	NA	38	NA = Not applicable. Do not include this		
,	2 = No						variable.		
behavioral, or other health conditions	9 = [no data]								
affect your child's day-to-day life?									
Does your child's personal doctor	1 = Yes	OtherCondAffectFamily	NA	NA	NA	39	NA = Not applicable. Do not include this		
,	2 = No						variable.		
behavioral, or other health conditions	9 = [no data]								
affect your family's day-to-day life?									
				•	•			i e	•

									_
, ·	1 = Yes	Specialist	19	19	22	40	Gate item	2, 9	SpecialistFast
heart doctors, allergy doctors, skin	2 = No								SpecialistCount
doctors, and other doctors who	9 = [no data]								SpecialistRate
specialize in one area of health care.									
In the last 6/12 months, did you make									
any appointments with a specialist?									
In the last 6/12 months, how often did	1 = Never	SpecialistFast	20	20	23	41			
you get an appointment with a	2 = Sometimes								
	3 = Usually								
1 .	4 = Always								
	9 = [no data]								
How many specialists have you talked	0 = None	SpecialistCount	21	21	24	42	Gate item	0, 9	SpecialistRate
to in the last 6/12 months?	1 = 1 specialist	'							'
	2 = 2								
	3 = 3								
	4 = 4								
	5 = 5 or more specialists								
	ı ·								
We want to know your rating of the	9 = Ino datal 00 = 0 Worst specialist possible	SpecialistRate	22	22	25	43			+
· · · · · · · · · · · · · · · · · · ·	01 = 1	Specialisti (ate				7.0			
1 .	02 = 2								
the last 6/12 months. Using any									
,	03 = 3								
worst specialist possible and 10 is the									
best specialist possible, what number									
would you use to rate that specialist?									
	07 = 7								
	08 = 8								
	09 = 9								
	10 = 10 Best specialist possible								
	00 = Ino data								
In the last 6/12 months, did you get	1 = Yes	CS	23	23	26	44	Gate item	2, 9	CSHelp
information or help from your health	2 = No								CSRespect
plan's customer service?	9 = [no data]								
In the last 6/12 months, how often did	1 = Never	CSHelp	24	24	27	45			
your health plan's customer service	2 = Sometimes								
give you the information or help you	3 = Usually								
needed?	4 = Always								
	9 = [no data]								
In the last 6/12 months, how often did		CSRespect	25	25	28	46			
your health plan's customer service	2 = Sometimes	·							
staff treat you with courtesy and	3 = Usually								
respect?	4 = Always								
	9 = [no data]								
In the last 6/12 months, did your	1 = Yes	Forms	26	26	29	47	Gate item	2, 9	FormsEasy
	2 = No	1 55		20		''		_, ~	
out?	9 = [no data]								
In the last 6/12 months, how often	1 = Never	FormsEasy	27	27	30	48			
The state of the s	2 = Sometimes	1 omiseasy				70			
easy to fill out?	3 = Usually								
easy to fill out?	1								
	4 = Always								
Claims are part to a backle when for	9 = [no data]	ClaimsSend	20	NIA	NIA	NI A	Cata itam	2 2 0	ClaimsQuick
Claims are sent to a health plan for	1 = Yes	CiaimsSend	28	NA	NA	NA	Gate item.	2, 3, 9	
payment. You may send in the claims							NA = Not applicable. Do not include this		ClaimsCorrect
yourself, or doctors, hospitals, or	3 = Don't know						variable.		
	9 = [no data]								
12 months, did you or anyone else									
send in any claims for your care to									
vour health plan?									
In the last 12 months, how often did	1 = Never	ClaimsQuick	29	NA	NA	NA	NA = Not applicable. Do not include this		
your health plan handle your claims	2 = Sometimes						variable.		
quickly?	3 = Usually								
_	4 = Always								
	5 = Don't know								
	9 = [no data]								
	I IIIV VIVIUI	•	•			•	•		•

In the least 10 mounths, how often did	4 - Nover	ClaimaCarraat	20	I NIA	I NIA	I NIA	NA - Not applicable. Do not include this	<u> </u>	
In the last 12 months, how often did	1 = Never	ClaimsCorrect	30	NA	NA	NA	NA = Not applicable. Do not include this		
•	2 = Sometimes						variable.		
•	3 = Usually								
	4 = Always								
	5 = Don't know								
	9 = [no data]		0.1	00	0.4	40	_		
Using any number from 0 to 10, where	·	PlanRate	31	28	31	49			
0 is the worst health plan possible and									
·	02 = 2								
· · · · · · · · · · · · · · · · · · ·	03 = 3								
•	04 = 4								
	05 = 5								
'	06 = 6								
'	07 = 7								
'	08 = 8								
'	09 = 9								
'	10 = 10 Best health plan possible								
	 00 = [no data]								
, , ,	1 = Yes	ChildMed	NA	NA	NA	50	Gate item.	2, 9	ChildMedHealthPlan
, , , ,	2 = No						NA = Not applicable. Do not include this		ChildMedHelp
	9 = [no data]						variable.		
•	1 = Never	ChildMedHealthPlan	NA	NA	NA	51	NA = Not applicable. Do not include this		
easy to get prescription medicines for							variable.		
	3 = Usually								
plan?	4 = Always								
	9 = [no data]								
,	1 = Yes	ChildMedHelp	NA	NA	NA	52	NA = Not applicable. Do not include this		
plan, doctor's office, or clinic help you	2 = No						variable.		
get your child's prescription	9 = [no data]								
medicines?									
In general, how would you rate your	1 = Excellent	OverallHealthRate	32	29	32	53			
overall health?	2 = Very Good								
'	3 = Good								
'	4 = Fair								
'	5 = Poor								
	9 = [no data]								
In general, how would you rate your	1 = Excellent	MentalHealthRate	33	30	33	54			
overall mental or emotional health?	2 = Very Good								
· ·	3 = Good								
'	4 = Fair								
'	5 = Poor								
· ·	9 = [no data]								
	1 = Yes	ChildUseMed	NA	NA	NA	55	Gate item.	2, 9	ChildUseMedCause
medicine prescribed by a doctor	2 = No						NA = Not applicable. Do not include this		ChildUseMedCauseLong
(other than vitamins)?	9 = [no data]						variable.		
Is this because of any medical,	1 = Yes	ChildUseMedCause	NA	NA	NA	56	Gate item.	2, 9	ChildUseMedCauseLong
behavioral, or other health condition?	2 = No						NA = Not applicable. Do not include this		_
	9 = [no data]						variable.		
Is this a condition that has lasted or is		ChildUseMedCauseLong	NA	NA	NA	57	NA = Not applicable. Do not include this		
expected to last for at least 12	2 = No						variable.		
•	9 = [no data]								
Does your child need or use more	1 = Yes	ChildMoreCare	NA	NA	NA	58	Gate item.	2, 9	ChildMoreCareCause
	2 = No						NA = Not applicable. Do not include this	,	ChildMoreCareCauseLong
services, or more educational services	9 = [no data]						variable.		
than is usual for most children of the	in same								
same age?									
Is this because of any medical,	1 = Yes	ChildMoreCareCause	NA	NA	NA	59	Gate item.	2, 9	ChildMoreCareCauseLong
					1		NA = Not applicable. Do not include this		
behavioral, or other health condition?	9 = [no data]						variable.		
behavioral, or other health condition?		0.00	NA	NA	NA	60	NA = Not applicable. Do not include this		
·		ChildMoreCareCauseLong			1,	1	variable.		
Is this a condition that has lasted or is	1 = Yes	ChildMoreCareCauseLong							
Is this a condition that has lasted or is expected to last for at least 12	1 = Yes 2 = No	ChildMoreCareCauseLong					variable.		
Is this a condition that has lasted or is expected to last for at least 12 months?	1 = Yes 2 = No 9 = [no data]		NΔ	ΝΔ	NΔ	61		2 9	Childl imitedCause
Is this a condition that has lasted or is expected to last for at least 12 months? Is your child limited or prevented in	1 = Yes 2 = No 9 = [no data] 1 = Yes	ChildMoreCareCauseLong ChildLimited	NA	NA	NA	61	Gate item.	2, 9	ChildLimitedCause
Is this a condition that has lasted or is expected to last for at least 12 months? Is your child limited or prevented in	1 = Yes 2 = No 9 = [no data] 1 = Yes 2 = No		NA	NA	NA	61		2, 9	ChildLimitedCause ChildLimitedCauseLong

				1	1	1		1	
Is this because of any medical,	1 = Yes	ChildLimitedCause	NA	NA	NA	62	Gate item.	2, 9	ChildLimitedCauseLong
behavioral, or other health condition?	2 = No						NA = Not applicable. Do not include this		
	9 = [no data]						variable.		
Is this a condition that has lasted or is		ChildLimitedCauseLong	NA	NA	NA	63	NA = Not applicable. Do not include this		
expected to last for at least 12	2 = No						variable.		
months?	9 = [no data]								
Does your child need or get special	1 = Yes	ChildTherapy	NA	NA	NA	64	Gate item.	2, 9	ChildTherapyCause
therapy such as physical,	2 = No						NA = Not applicable. Do not include this		ChildTherapyCauseLong
occupational, or speech therapy?	9 = [no data]						variable.		
Is this because of any medical,	1 = Yes	ChildTherapyCause	NA	NA	NA	65	Gate item.	2, 9	ChildTherapyCauseLong
behavioral, or other health condition?	2 = No						NA = Not applicable. Do not include this		
,	9 = [no data]						variable.		
Is this a condition that has lasted or is		ChildTherapyCauseLong	NA	NA	NA	66	NA = Not applicable. Do not include this		
expected to last for at least 12	2 = No	1,7-					variable.		
months?	9 = [no data]								
Does your child have any kind of	o mo data	ChildTreatment	NA	NA	NA	67	Gate item.	2, 9	ChildTreatmentLong
emotional, developmental, or		oma rrodinon.	10.0	147	'''	"	NA = Not applicable. Do not include this	2, 0	orma reaumonizerig
behavioral problem for which he or							1		
•							variable.		
she needs or gets treatment or									
counseling?	1 - Vaa	Object	N I A	N I A	N I A	- 00	NA - Not onellestes Decretical 1 (1)		-
Has this problem lasted or is it	1 = Yes	ChildTreatmentLong	NA	NA	NA	68	NA = Not applicable. Do not include this		
expected to last for at least 12	2 = No						variable.		
months?	9 = [no data]								
Have you had either a flu shot or flu	1 = Yes	FluTreat	34	31	NA	NA	NA = Not applicable. Do not include this		
spray in the nose since July 1, YYYY?	2 = No						variable.		
	3 = Don't know								
	9 = [no data]								
Do you now smoke cigarettes or use	1 = Every day	Smoke	35	32	NA	NA	Gate item.	3, 4, 9	SmokeAdvice
tobacco every day, some days, or not	2 = Some days						NA = Not applicable. Do not include this		SmokeMedicine
at all?	3 = Not at all						variable.		SmokeStrategies
	4 = Don't know						133		
	9 = [no data]								
In the last 6/12 months, how often	1 = Never	SmokeAdvice	36	33	NA	NA	NA = Not applicable. Do not include this		
	2 = Sometimes	SmokeAdvice	30		l IVA	l NA	variable.		
were you advised to quit smoking or							variable.		
using tobacco by a doctor or other	3 = Usually								
health provider in your plan?	4 = Always								
	9 = [no data]								
In the last 6/12 months, how often was		SmokeMedicine	37	34	NA	NA	NA = Not applicable. Do not include this		
medication recommended or	2 = Sometimes						variable.		
discussed by a doctor or health	3 = Usually								
provider to assist you with quitting	4 = Always								
smoking or using tobacco? Examples	9 = [no data]								
of medication are: nicotine gum,	•								
patch, nasal spray, inhaler, or									
prescription medication									
In the last 6/12 months, how often did	1 = Never	SmokeStrategies	38	35	NA	NA	NA = Not applicable. Do not include this		
your doctor or health provider discuss							variable.		
or provide methods and strategies	3 = Usually						variable.		
	1								
other than medication to assist you	4 = Always								
with quitting smoking or using	9 = [no data]								
tobacco? Examples of methods and									
strategies are: telephone helpline,									
individual or group counseling, or									
cessation program						ļ			1
What is <u>your child's</u> age?	00 = Less than 1 year old	ChildAge	NA	NA	34	69	NA = Not applicable. Do not include this		
	Enter reported age if one year or older						variable.		
	99 = [no data]								
					<u></u>				
What is your age?	0 = Under 18 (Child submissions)	YourAge	39	36	38*	73*	*On the child survey, the answer to this		
	1 = 18 to 24	·					question refers to the adult's age (the parent		
	2 = 25 to 34						or caretaker answering the survey on behalf o	f	
	3 = 35 to 44						the sampled child member).		
	4 = 45 to 54						and dampiod drilla morniber).		
	5 = 55 to 64								
	6 = 65 to 74								
	7 = 75 or older								
Î.	9 = [no data]			1	I	i .	İ	1	I

Are you male or female?	1 = Male	MemberGender	40	37	35	70		
(Is your child male or female?)	2 = Female		. •					
	9 = [no data]							
Are you male or female?	1 = Male	YourGender	NA	NA	39*	74*	NA = Not applicable. Do not include this	
	2 = Female						variable.	
	9 = [no data]						1.5.1.5.2.5.	
	[]						*On the child survey, the answer to this	
							question refers to the adult's gender (the	
							parent or caretaker answering the survey on	
							behalf of the sampled child member).	
What is the highest grade or level of	1 = 8th grade or less	Education	41	38	40	75		
school that you have completed?	2 = Some high school, but did not							
	graduate							
	3 = High school graduate or GED							
	4 = Some college or 2-year degree							
	5 = 4-year college graduate							
	6 = More than 4-year college degree							
	9 = [no data]							
Are you of Hispanic or Latino origin or	1 = Yes, Hispanic or Latino	HispanicLatino	42	39	36	71		
descent?	2 = No, not Hispanic or Latino							
	9 = [no data]							
What is your race? Mark one or more.		White	43	40	37	72		
	9 = [no data]							
What is your race? Mark one or more.	1 = Respondent checked "Black or	BlackAfricanAmerican	43	40	37	72		
	African-American"							
	9 = [no data]							
	1 = Respondent checked "Asian"	Asian	43	40	37	72		
	9 = [no data]							
What is your race? Mark one or more.	1 = Respondent checked "Native	NativeHawaiianPacificIslan	43	40	37	72		
	Hawaiian or other Pacific Islander"	der						
	9 = [no data]							
What is your race? Mark one or more.	1 = Respondent checked "American	AmericanIndian	43	40	37	72		
	Indian or Alaska Native"							
	9 = [no data]							
What is your race? Mark one or more.		RaceOther	43	40	37	72		
	9 = [no data]							
	1 = Mother or father	ChildRelation	NA	NA	41	76	NA = Not applicable. Do not include this	
	2 = Grandparent						variable.	
	3 = Aunt or uncle							
	4 = Older brother or sister							
	5 = Other relative							
	6 = Legal guardian							
	7 = Someone else							
	9 = [no data]							