

2004 Maryland Medicaid Managed Care CAHPS 3.0H Satisfaction Survey Executive Summary

Prepared for:

DHMH

*Maryland Department of
Health and Mental Hygiene*



Improving the Business of Customer Satisfaction

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Background

As part of the federally required quality assurance plan, the State of Maryland Department of Health and Mental Hygiene (DHMH) conducts annual surveys to measure adult and child enrollee satisfaction with services provided by the managed care organizations (MCO's) participating in the HealthChoice Program, Medicaid's managed care program.

The Myers Group, a National Committee for Quality Assurance (NCQA) certified vendor, was selected by DHMH to conduct its 2004 CAHPS® 3.0H Medicaid Adult and Child Member Satisfaction Surveys.

Consumer Assessment of Health Plans (CAHPS®) is a set of survey tools developed to assess patient satisfaction with their health plan. Developed jointly by the Agency for Healthcare Research and Quality (AHRQ) and NCQA, the CAHPS® 3.0H survey is the most comprehensive tool available for assessing consumers' experiences with their health plans.

This report summarizes results derived from the CAHPS® 3.0H Medicaid Adult and Child surveys as applied to a random sample of your managed care organizations and presents the findings by composites and ratings. The results are presented by Summary Rates or the percent of respondents who choose the most positive question responses as specified by NCQA.

The following six MCO's participated in this survey:

- AMERIGROUP Maryland, Inc.
- Helix Family Choice, Inc.
- Jai Medical Systems MCO, Inc.
- Maryland Physicians Care
- Priority Partners
- UnitedHealthcare

Methodology

The required sample size is 1,350 per plan in accordance with the NCQA protocol for adult Medicaid plans, and 3,490 per plan for child Medicaid with the chronic conditions measurement set.

The survey contains question sets covering such topics as enrollment and coverage, access to and utilization of health care, communication and interaction with providers, interaction with health plan administration, self-perceived health status and respondent demographics.

The surveys were administered according to the protocol outlined by NCQA, which utilizes a four-wave mail with phone follow-up methodology. Separate surveys were conducted for adults and children. The child surveys were conducted by the parent or guardian who knows the most about the child's health care. The child survey also included a measurement set to assess the experience of care for special needs children with chronic conditions.



The Myers Group added a Spanish option to the survey methodology this year. Enrollees received letters and postcards with English and Spanish instructions for completing the survey. The Myers Group set up separate Spanish help lines to accommodate members needing assistance with the survey.

- Collected 2160 responses from the eligible Medicaid Adult population.
- Collected 2832 responses from the eligible Medicaid Child general population.
- Collected 2051 responses from the eligible Medicaid Child with Chronic Care Condition (CCC) population.

Medicaid Adult Surveys	AMERIGROUP Maryland, Inc.	Helix Family Choice, Inc.	Jai Medical Systems MCO, Inc.	Maryland Physicians Care	Priority Partners	UnitedHealthcare
Surveys Mailed	1350	1350	1350	1350	1350	1350
Surveys Returned	351	371	275	401	390	372
Response Rate	27.2%	28.5%	20.8%	30.5%	29.6%	28.7%

Medicaid Child General and CCC Surveys	AMERIGROUP Maryland, Inc.		Helix Family Choice, Inc.		Jai Medical Systems MCO, Inc.		Maryland Physicians Care		Priority Partners		UnitedHealthcare	
	General	CCC	General	CCC	General	CCC	General	CCC	General	CCC	General	CCC
Surveys Mailed	1650	1840	1650	1840	1650	95	1650	1840	1650	1840	1650	1840
Surveys Returned	529	353	462	411	325	67	463	383	514	439	539	398
Response Rate	33.1%	NA*	28.5%	NA*	20.3%	NA*	28.4%	NA*	31.9%	NA*	33.6%	NA*

*Please note for the child surveys that NCQA only provides a response rate for the general child population. Children with Chronic Conditions survey returns are shown as a number only due to overlap of some children (n=539) being from the general population that make up the CCC results.



Rating Questions

There are four rating questions that ask respondents to rate: (1) their PCP or nurse, (2) the specialist seen most often, (3) all their health care, and (4) the health plan. For each rating question, respondents were asked to provide ratings using an 11-point scale with “0” representing the worst rating and “10” the best rating.

Medicaid Adult Survey Ratings	Rating of Personal Doctor (Q5)			Rating of Specialist (Q11)			Rating of Health Care (Q35)			Rating of Health Plan (Q52)		
	2004	2003	2002	2004	2003	2002	2004	2003	2002	2004	2003	2002
HealthChoice Aggregate	8.6	8.5	8.6	8.3	8.4	8.3	8.3	8.2	8.2	8.1	8.0	7.9
AMERIGROUP Maryland, Inc.	8.4	8.3	8.5	8.2	8.4	7.8	8.0	8.0	8.1	8.0	8.0	7.7
Helix Family Choice, Inc.	8.6	8.6	8.5	8.3	8.4	8.2	8.4	8.2	8.1	8.3	8.2	8.0
Jai Medical Systems MCO, Inc.	8.8	8.8	8.8	8.2	8.1	7.9	8.2	8.4	8.5	8.3	8.2	8.1
Maryland Physicians Care	8.4	8.7	8.6	8.5	8.4	8.3	8.3	8.2	8.3	7.8	8.0	7.9
Priority Partners	8.7	8.4	8.6	8.3	8.5	8.4	8.6	8.2	8.2	8.2	8.1	8.1
UnitedHealthcare	8.5	8.6	8.6	8.4	8.1	8.8	8.3	8.3	8.3	7.9	8.0	8.0

Medicaid Child Survey Ratings General Population*	Rating of Personal Doctor (Q5)		Rating of Specialist (Q15)		Rating of Health Care (Q51)		Rating of Health Plan (Q88)	
	2004	2003	2004	2003	2004	2003	2004	2003
HealthChoice Aggregate	8.9	8.9	8.4	8.4	8.8	8.8	8.6	8.6
AMERIGROUP Maryland, Inc.	8.8	8.7	7.7	8.3	8.6	8.8	8.5	8.7
Helix Family Choice, Inc.	8.9	8.9	8.6	8.1	8.9	8.7	8.8	8.5
Jai Medical Systems MCO, Inc.	9.1	9.1	8.3	7.9	8.8	8.8	8.4	8.3
Maryland Physicians Care	9.0	8.9	8.8	8.5	8.7	8.7	8.6	8.6
Priority Partners	8.9	8.8	8.6	8.4	8.8	8.7	8.7	8.6
UnitedHealthcare	8.8	9.0	8.5	8.7	8.7	8.8	8.5	8.5

* Please note that we do not have information to trend 2002 data for the general child results.

Medicaid Child Survey Ratings CCC Population	Rating of Personal Doctor (Q5)			Rating of Specialist (Q15)			Rating of Health Care (Q51)			Rating of Health Plan (Q88)		
	2004	2003	2002	2004	2003	2002	2004	2003	2002	2004	2003	2002
HealthChoice Aggregate	8.9	8.9	NA	8.5	8.5	NA	8.7	8.7	NA	8.4	8.3	NA
AMERIGROUP Maryland, Inc.	8.7	8.8	8.8	8.4	8.4	8.4	8.4	8.6	8.7	8.1	8.4	8.4
Helix Family Choice, Inc.	9.0	9.0	8.7	8.6	8.4	8.5	8.8	8.8	8.7	8.6	8.5	8.6
Jai Medical Systems MCO, Inc.	9.0	9.2	9.3	7.9	7.7	8.5	8.5	8.7	8.8	8.1	8.0	8.3
Maryland Physicians Care	8.9	8.9	8.9	8.4	8.4	8.5	8.7	8.6	8.6	8.3	8.3	8.6
Priority Partners	8.9	8.9	8.6	8.4	8.8	8.1	8.7	8.7	8.5	8.6	8.4	8.2
UnitedHealthcare	8.9	8.9	8.9	8.5	8.3	8.4	8.7	8.7	8.7	8.4	8.1	8.4



Composite Categories

The NCQA core survey includes five composite categories. Each composite category represents an overall aspect of plan quality and is comprised of similar questions. For each composite, an overall score is computed. NCQA defines the composite score as the average of the Summary Rate or Three-Point scores of the questions comprising a composite.

Getting Needed Care

The level of difficulty reported by members as a big problem, a small problem, or not a problem with getting access to physicians, specialists, and necessary care; and delays while waiting for approval for care.

Getting Care Quickly

Satisfaction with the frequency of always, usually, sometimes, or never getting help/advice when calling physician's office, getting appointments for routine and illness/injury care, and time spent waiting past appointment time to see a provider. Please note that scores for 2003 were recalculated using the typical NCQA calculations for this composite to include usually and always as the summary score.

How Well Doctors Communicate

Satisfaction with whether the providers always, usually, sometimes, or never listen, explain care issues, show respect, and spend enough time with members. Please note that scores for 2003 and 2002 were recalculated using the typical NCQA calculations for this composite to include usually and always as the summary score.

Courteous and Helpful Office Staff

Satisfaction with whether the medical staff always, usually, sometimes, or never show courtesy/respect and are helpful to members. Please note that scores for 2003 and 2002 were recalculated using the typical NCQA calculations for this composite to include usually and always as the summary score.

Customer Service

The level of difficulty reported by members as a big problem, a small problem, or not a problem in understanding the plan's written materials and getting help when calling customer service.

It is important to note that two questions within the composites Getting Needed Care and Getting Care Quickly are not trendable due to significant changes in the survey tool in 2003. Therefore, the composite scores are not comparable for 2002 (NA) for these service areas.

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Medicaid Adult Survey Composite Scores	Getting Needed Care			Getting Care Quickly			How Well Doctors Communicate			Courteous & Helpful Office Staff			Customer Service		
	2004	2003	2002	2004	2003	2002	2004	2003	2002	2004	2003	2002	2004	2003	2002
HealthChoice Aggregate	72.1%	69.3%	NA	72.3%	69.7%	NA	86.4%	84.8%	85.3%	89.3%	87.1%	88.5%	68.9%	70.8%	67.0%
AMERIGROUP Maryland, Inc.	64.1%	63.0%	NA	68.3%	66.2%	NA	84.3%	82.3%	83.3%	87.0%	82.5%	83.3%	71.1%	76.6%	72.0%
Helix Family Choice, Inc.	75.4%	72.2%	NA	73.5%	70.8%	NA	88.1%	84.1%	84.0%	92.2%	89.6%	87.8%	67.1%	72.9%	67.5%
Jai Medical Systems MCO, Inc.	78.8%	73.9%	NA	68.6%	68.2%	NA	84.2%	86.9%	85.9%	87.7%	87.4%	89.4%	78.0%	67.8%	79.0%
Maryland Physicians Care	69.1%	68.5%	NA	74.8%	70.0%	NA	86.7%	83.8%	85.1%	88.5%	85.6%	89.2%	69.8%	72.8%	66.5%
Priority Partners	78.1%	68.6%	NA	72.9%	70.0%	NA	88.3%	87.0%	86.3%	92.5%	88.3%	89.0%	66.4%	69.3%	59.0%
UnitedHealthcare	66.7%	68.1%	NA	74.4%	72.1%	NA	85.7%	84.0%	86.3%	87.3%	87.8%	90.0%	65.6%	65.2%	62.5%

Medicaid Child Survey Composite Scores General Population*	Getting Needed Care		Getting Care Quickly		How Well Doctors Communicate		Courteous & Helpful Office Staff		Customer Service	
	2004	2003	2004	2003	2004	2003	2004	2003	2004	2003
HealthChoice Aggregate	80.6%	77.3%	77.6%	78.5%	91.8%	89.7%	90.8%	90.4%	77.3%	74.9%
AMERIGROUP Maryland, Inc.	75.9%	72.3%	71.6%	72.2%	89.8%	88.7%	87.5%	85.8%	75.2%	80.2%
Helix Family Choice, Inc.	81.5%	81.0%	81.3%	80.1%	92.9%	88.8%	92.7%	92.1%	82.3%	74.4%
Jai Medical Systems MCO, Inc.	80.8%	80.3%	78.2%	75.0%	94.7%	92.8%	93.4%	91.5%	83.0%	80.2%
Maryland Physicians Care	83.3%	78.6%	77.0%	79.6%	91.0%	90.4%	90.4%	90.6%	75.4%	76.2%
Priority Partners	82.6%	78.3%	78.7%	80.2%	92.2%	90.0%	90.6%	92.0%	75.8%	74.3%
UnitedHealthcare	80.0%	78.0%	79.2%	80.5%	91.3%	89.4%	91.0%	90.6%	75.9%	68.6%

* Please note that we do not have information to trend 2002 data for the general child results.

Medicaid Child Survey Composite Scores CCC Population	Getting Needed Care			Getting Care Quickly			How Well Doctors Communicate			Courteous & Helpful Office Staff			Customer Service		
	2004	2003	2002	2004	2003	2002	2004	2003	2002	2004	2003	2002	2004	2003	2002
HealthChoice Aggregate	77.7%	74.1%	NA	79.2%	79.2%	NA	91.9%	90.7%	90.8%	92.5%	91.6%	91.8%	71.8%	69.9%	68.0%
AMERIGROUP Maryland, Inc.	73.0%	67.9%	NA	74.3%	74.6%	NA	90.4%	90.6%	90.1%	91.0%	89.6%	89.4%	72.5%	75.3%	69.5%
Helix Family Choice, Inc.	80.8%	79.7%	NA	82.4%	80.8%	NA	92.3%	91.4%	92.3%	92.0%	93.0%	93.5%	74.9%	76.5%	68.0%
Jai Medical Systems MCO, Inc.	77.5%	68.5%	NA	74.7%	77.7%	NA	95.2%	92.5%	100.0%	93.3%	88.8%	95.2%	74.7%	65.5%	78.5%
Maryland Physicians Care	78.5%	73.9%	NA	78.5%	79.0%	NA	92.9%	89.9%	92.7%	93.5%	91.4%	92.6%	69.8%	67.4%	71.0%
Priority Partners	80.1%	76.6%	NA	79.5%	81.6%	NA	90.4%	91.8%	88.4%	92.2%	92.2%	91.6%	74.0%	71.7%	67.5%
UnitedHealthcare	75.9%	75.3%	NA	81.3%	79.8%	NA	92.9%	91.2%	91.2%	93.3%	92.5%	92.2%	67.9%	62.5%	63.5%



Medicaid Child Survey CCC Measurement Set Composite Scores	AMERIGROUP Maryland, Inc.	Helix Family Choice, Inc.	Jai Medical Systems MCO, Inc.	Maryland Physicians Care	Priority Partners	UnitedHealthcare	HealthChoice Aggregate
Access to Prescription Medicines	87.7%	92.0%	93.9%	92.3%	92.6%	91.2%	91.4%
Access to Specialized Services	86.8%	88.7%	84.1%	81.9%	87.0%	78.4%	84.7%
Family Centered Care: Personal Doctor or Nurse Who Knows Child	85.8%	86.4%	89.9%	88.6%	88.9%	87.9%	87.7%
Family Centered Care: Shared Decision Making	82.4%	79.9%	87.8%	88.1%	85.2%	82.7%	83.8%
Family Centered Care: Getting Needed Information	82.6%	85.7%	87.9%	90.3%	83.4%	85.9%	85.7%
Family Centered Care: Coordination of Care	76.2%	75.4%	87.1%	78.6%	76.2%	72.5%	75.8%



Benchmarks

The 2004 Summary Rate composite and rating scores for State of Maryland – Medicaid Adult and Child (general) Aggregate are listed below. In order to assess how your member satisfaction scores compare with other Medicaid adult and child plans nationwide, a national benchmark, Quality Compass^{®i and ii} 2003 is provided.

Medicaid Adult Composites/Ratings	2004 Summary Rates	Quality Compass 2003 (Medicaid Adult-Public Report)
Getting Needed Care	72.1%	72.8%
Getting Care Quickly	72.3%	72.3%
How Well Doctors Communicate	86.4%	85.9%
Courteous and Helpful Office Staff	89.3%	88.6%
Customer Service	68.9%	68.3%
Rating of Personal Doctor (Q5)	78.8%	75.8%
Rating of Specialist (Q11)	75.1%	74.4%
Rating of Health Care (Q35)	74.0%	71.6%
Rating of Health Plan (Q52)	69.2%	69.8%

Medicaid Child General Population Composites/Ratings	2004 Summary Rates	Quality Compass 2003 (Medicaid Child)
Getting Needed Care	80.6%	74.9%
Getting Care Quickly	77.6%	77.8%
How Well Doctors Communicate	91.8%	88.2%
Courteous and Helpful Office Staff	90.8%	89.7%
Customer Service	77.3%	75.5%
Rating of Personal Doctor (Q5)	86.4%	81.3%
Rating of Specialist (Q15)	77.7%	77.1%
Rating of Health Care (Q51)	83.7%	80.8%
Rating of Health Plan (Q88)	80.4%	78.8%

CCC Measurement Set Aggregate Composites*	2004 Summary Rates
Access to Prescription Medicines	91.4%
Access to Specialized Services	84.7%
Family Centered Care: Personal Doctor or Nurse who knows your child	87.7%
Family Centered Care: Shared Decision Making	83.8%
Family Centered Care: Getting Needed Information	85.7%
Family Centered Care: Coordination Care	75.8%

*Please note that there are no benchmarks available for the CCC measurement set.



Conclusions

The following section identifies noteworthy trend and benchmark comparisons with respect to composite and rating areas.

Medicaid Adult Results

- The Medicaid Adult plans results are consistent with what has been seen in the previous survey results. There are no significant changes in the four rating areas for the adult population.
- The Medicaid Adult plans results show significant score improvement in the Courteous and Helpful Office Staff composite area as compared to 2003.
- There have been significant changes between the 2003 and 2004 member demographics, specifically in the Age, Race, Education, Duration with Plan, and Health Status categories within the Medicaid Adult population.

Demographics – Medicaid Adult		2004	2003	Significance Testing
Age	55 or older	18.1%	21.0%	Sig. decrease
Race	White	37.6%	34.7%	Sig. increase
	Black/African-American	54.1%	59.3%	Sig. decrease
	Asian	2.6%	1.5%	Sig. increase
	Other	5.7%	4.5%	Sig. increase
Education	High School Graduate or less	76.1%	80.8%	Sig. decrease
	Some College	19.9%	16.3%	Sig. increase
	College Graduate or more	4.0%	2.9%	Sig. increase
Duration with Plan	Less than 2 years	31.0%	19.3%	Sig. increase
	2 up to 5 years	40.3%	48.4%	Sig. decrease
	5 years or more	28.7%	32.3%	Sig. decrease
Health Status	Excellent/Very good	32.9%	29.0%	Sig. increase
	Fair/Poor	38.3%	41.1%	Sig. decrease

- The Medicaid Adult plans score significantly higher than the Quality Compass benchmark for Rating of Personal Doctor and Rating of Health Care.
- There are significant differences between the Medicaid Adult plans and the Quality Compass benchmark for member demographics in all categories.



- Key drivers are those health plan service areas that are positively tied to overall rating of the health plan. Depending on how your health plan composite percentile ranking compares to Quality Compass 2003 (Public Report), The Myers Group provides the following information for use in developing your action plans:

Opportunity (Investigate & Improve)

These plan service areas are considered Key Drivers of overall satisfaction among health plan members. Your Summary Rate Score in these areas fall below the 50th percentile when compared to Quality Compass 2003 (Public Report) and are, therefore, considered an opportunity for your Medicaid Adult plans.

	<u>Summary Rate</u>
Getting Needed Care	72.1%
How Well Doctors Communicate	86.4%
Customer Service	68.9%

Medicaid Child (General Population) Results

- The Medicaid Child general population results show no significant changes in the four rating areas.
- The Medicaid Child general population results show significant score improvement in the How Well Doctors Communicate and Getting Needed Care composite areas as compared to 2003.
- The Medicaid Child general population scores significantly higher than the Quality Compass benchmark for Rating of Personal Doctor, Rating of Health Care, and Rating of Health Plan.
- The Medicaid Child general population scores significantly higher than the Quality Compass benchmark in the How Well Doctors Communicate and Getting Needed Care composite areas.
- There have been significant changes between 2003 and 2004 Medicaid Child general population demographics, specifically in the Respondent's Age, Respondent's Education, Child's Duration with Plan, Child's Health Status, Child's Gender and Child's Race.



Demographics – Medicaid Child General		2004	2003	Significance Testing
Respondent Age	35 - 44	31.2%	27.0%	Sig. increase
	45 or older	18.0%	14.1%	Sig. increase
Respondent Education	College Graduate or more	8.8%	6.2%	Sig. increase
Child's Duration with Plan	2 up to 5 years	48.7%	61.6%	Sig. decrease
	5 years or more	22.0%	19.4%	Sig. increase
Child Health Status	Fair/Poor	4.4%	5.6%	Sig. decrease
Child's Gender	Male	48.7%	52.3%	Sig. decrease
	Female	51.3%	47.7%	Sig. increase
Child's Race/Ethnicity	Black/African-American	57.6%	47.9%	Sig. increase
	Hispanic/Latino	10.9%	8.6%	Sig. increase

- There are significant differences between the Medicaid Child general population and the Quality Compass benchmark for member demographics in Respondent's Age, Child's Duration with Plan, Child's Gender and Child's Race categories.
- Key drivers are those health plan service areas that are positively tied to overall rating of the health plan. Depending on how your health plan composite percentile ranking compares to Quality Compass 2003 (Medicaid Child), The Myers Group provides the following information for use in developing your action plans:

Strength (Market & Maintain)

The following plan service areas are key drivers of overall satisfaction among health plan members. When compared to Quality Compass 2003 (Medicaid Child) mean score your Summary Rate Score for these areas are significantly higher and are, therefore, considered a strength of your Medicaid Child General population.

	<u>Summary Rate</u>
How Well Doctors Communicate	91.8%

To Monitor

The following plan service areas are key drivers of overall satisfaction among health plan members. When compared to Quality Compass 2003 (Medicaid Child) your Summary Rate Score for these areas are not significantly different. Due to these scores these areas are neither strengths nor opportunities, but because these are areas of great importance to health plan members they should be monitored, as they could become strengths or opportunities depending on the plan's success in these areas.

	<u>Summary Rate</u>
Customer Service	77.3%



Medicaid Child (CCC Population) Results

- The Medicaid Child CCC population results show significant improvement in the Rating of Health Plan.
- The Medicaid Child CCC population results show significant score improvement in the composite area of Getting Needed Care as compared to 2003.
- There have been significant changes between 2003 and 2004 Medicaid Child CCC population demographics, specifically in the Respondent's Gender, Respondent's Age, Respondent's Education, Relation to Child, Child's Duration with Plan, and Child's Race.

Demographics - Medicaid CCC Child		2004	2003	Significant Difference*
Respondent Gender	Male	7.8%	6.2%	Sig. increase
	Female	92.2%	93.8%	Sig. decrease
Respondent Age	34 or younger	43.9%	52.6%	Sig. decrease
	35 - 44	32.8%	29.3%	Sig. increase
	45 or older	23.3%	18.2%	Sig. increase
Relation to Child	Parent	84.1%	86.4%	Sig. decrease
	Other	15.9%	13.6%	Sig. increase
Respondent Education	Some College	31.3%	34.3%	Sig. decrease
Child's Duration with Plan	Less than 2 years	18.6%	14.5%	Sig. increase
	2 up to 5 years	50.0%	61.5%	Sig. decrease
	5 years or more	31.4%	24.0%	Sig. increase
Child's Race/Ethnicity	White	41.8%	44.7%	Sig. decrease
	Asian	1.9%	1.0%	Sig. increase

i The source for benchmark data contained in this publication is Quality Compass® 2003 data and is used with the permission of the National Committee for Quality Assurance (NCQA). Any analysis, interpretation, or conclusion based on these data is solely that of The Myers Group, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass is a registered trademark of NCQA. The number of plan-specific samples (reporting year 2002) used in the Quality Compass 2003 (Public-Report) measure ranges from 24 to 65. In general, these scores are higher than Quality Compass 2003 (All Plans) scores, which represent approximately 85 samples reporting their 2003 scores to be used in a national average calculated by NCQA.

ii The source for benchmark data contained in this publication is Quality Compass® 2003 (Medicaid Child) data and is used with the permission of the National Committee for Quality Assurance (NCQA). Any analysis, interpretation, or conclusion based on these data is solely that of The Myers Group, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass is a registered trademark of NCQA. The number of samples (reporting year 2002) used in the Quality Compass 2003 (Medicaid Child) measure is an estimated 24 - with 100 or more valid responses per item.