

## Section 5.4.4a - Attach Risk/Case-mix Adjustment Modeling and/or Stratification Specifications for Child HP CAHPS- Health Plan Customer Service Composite Measure

*Table 5.4.4a.3 Case-Mix Adjustment Model Results – Coefficients for Child HP CAHPS – Health Plan Customer Service*

<b>Case Mix Category</b>	<b>In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?</b>	<b>In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?</b>
<b>Age</b>		
18-34 years	0.007	0.021*
35-44 years	-0.029*	0.007
45-54 years (REFERENCE)	0.000	0.000
55-64 years	-0.017	0.029
65 years and up	0.117*	0.088*
<b>Education</b>		
Some high school or less	-0.025	-0.035*
High school graduate or GED	0.026*	0.004
Some college or 2-year degree (REFERENCE)	0.000	0.000
4-year college graduate	-0.076*	-0.031*
More than 4-year college degree	-0.103*	-0.028
<b>General Health Status</b>	-0.067*	-0.056*
<b>Mental Health Status</b>	-0.061*	-0.016*

Note: \*Coefficients are statistically significant at  $p < 0.05$ .