

2025 Dashboard

Medicaid Adult

Arkansas Total Care



438

Completed surveys

26.1%

Response Rate

Stars: PG **Estimated** NCQA Rating
NA = Denominator < 100

Scores: All scores displayed are Summary Rate Scores
• Rating: % 9 or 10
• Composite: % Usually or Always
• Smoking: % Always, Usually, or Sometimes

Significance Testing: Current score is significantly higher/lower than 2024 (↑/↓) or 2023 (↑/↓).

Percentiles: Based on the 2025 PG Book of Business

Health Plan Key Driver Classification: Details can be found in the KDA section.

Rating of Health Plan				★★★
Q28. Rating of Health Plan	61.8%	36 th	--	
Rating of Health Care				★★★★
Q8. Rating of Health Care	63.3%	85 th	Power	
Rating of Personal Doctor				★★★★
Q18. Rating of Personal Doctor	72.1%	60 th	Retain	
Advised to Quit Smoking: 2YR				
Q32. Advised to Quit Smoking: 2YR	70.1%	32 nd	--	
Rating of Specialist				
Q22. Rating of Specialist	66.7%	33 rd	Opportunity	
Coordination of Care				
Q17. Coordination of Care	86.5%	53 rd	Retain	
Customer Service				
Composite	92.7%	85 th	--	
Q24. Provided information or help	90.6%	91 st	Power	
Q25. Treated with courtesy and respect	94.8%	45 th	Opportunity	

Getting Needed Care				★★★★★
Composite	87.4%	94 th	--	
Q9. Getting care, tests, or treatment	89.5%	86 th	Power	
Q20. Getting specialist appointment	85.4%	92 nd	Power	
Getting Care Quickly				★★★★★
Composite	87.5%	89 th	--	
Q4. Getting urgent care	86.6%	70 th	Power	
Q6. Getting routine care	88.3%	97 th	Power	
Ease of Filling Out Forms				
Q27. Ease of Filling Out Forms	94.6%	39 th	Wait	
How Well Doctors Communicate				
Composite	94.9%	74 th	--	
Q12. Dr. explained things	94.2%	58 th	Retain	
Q13. Dr. listened carefully	94.8%	65 th	Retain	
Q14. Dr. showed respect	96.6%	69 th	Retain	
Q15. Dr. spent enough time	94.2%	78 th	Retain	

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2025 Dashboard

Medicaid Child

Arkansas Total Care



363

Completed surveys

17.0%

Response Rate

Stars: PG **Estimated** NCQA Rating
NA = Denominator < 100

Scores: All scores displayed are Summary Rate Scores
• Rating: % 9 or 10
• Composite: % Usually or Always

Significance Testing: Current score is significantly higher/lower than 2024 (↑/↓) or 2023 (↑/↓).

Percentiles: Based on the 2025 PG Book of Business

Health Plan Key Driver Classification: Details can be found in the KDA section.

Rating of Health Plan				★★★
Q31. Rating of Health Plan	71.5%	41 st	--	
Rating of Health Care				★★
Q8. Rating of Health Care	66.5%	13 th	Opportunity	
Rating of Personal Doctor				★★★★
Q21. Rating of Personal Doctor	79.6%	60 th	Power	
Rating of Specialist				
Q25. Rating of Specialist	68.3%	15 th	Wait	
Coordination of Care				
Q20. Coordination of Care	91.6%	87 th	Power	
Customer Service				
Composite	93.2%	92 nd	--	
Q27. Provided information or help	88.1%	82 nd	Retain	
Q28. Treated with courtesy and respect	98.3%	92 nd	Power	

Getting Needed Care				★★★★★
Composite	88.5%	74 th	--	
Q9. Getting care, tests, or treatment	93.0%	75 th	Power	
Q23. Getting specialist appointment	84.0%	71 st	Retain	
Getting Care Quickly				★★★★★
Composite	93.4%	94 th	--	
Q4. Getting urgent care	95.0%	83 rd	Power	
Q6. Getting routine care	91.8%	95 th	Retain	
Ease of Filling Out Forms				
Q30. Ease of Filling Out Forms	96.7%	81 st	Retain	
How Well Doctors Communicate				
Composite	98.0%	97 th	--	
Q12. Dr. explained things	98.2%	92 nd	Retain	
Q13. Dr. listened carefully	97.5%	80 th	Retain	
Q14. Dr. showed respect	99.6%	94 th	Retain	
Q17. Dr. spent enough time	96.8%	97 th	Power	

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Health Checks (HEDIS® 2024)

Email for full copy: Quality@Centene.com

These numbers show how many people got health checks. Checks help find problems early and keep people healthy.

Check	Done	Total	Rate
Breast Cancer Check	231	414	55.8%
Colon Cancer Check	457	948	48.2%
Child & Teen Well Care	4,378	7,184	61.4%
High Blood Pressure Control	355	740	48.0%
Cervical Cancer Check	440	1,069	41.2%
Diabetes Blood Sugar Check	266	592	44.9%

Ask if you need more details. This is for Centene of Arkansas plans.

Website Usability Test Results (2024)

Category	Description	Result
Reading Level	Easy to read on computer	84 of 96 (88%)
Reading Level	Easy to read on phone	75 of 90 (83%)
Content Organization	Find info without filters (computer)	69 of 96 (72%)
Content Organization	Find info without filters (phone)	66 of 90 (73%)
Content Organization	Find info with filters (computer)	75 of 96 (78%)
Content Organization	Find info with filters (phone)	77 of 90 (86%)
Ease of Navigation	Easy to use on computer	81 of 96 (84%)
Ease of Navigation	Easy to use on phone	54 of 90 (60%)
Language Organization	Can change language on computer	96 of 96 (100%)
Language Organization	Can change language on phone	86 of 90 (96%)

Source: UserZoom