

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
• Composites: % 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% 36th --

Rating of Health Care

Q8. Rating of Health Care

★★★★

63.3% ↑ 85th **Power**

Rating of Personal Doctor

Q18. Rating of Personal Doctor

★★★★

72.1% 60th **Retain**

Advised to Quit Smoking: 2YR

Q32. Advised to Quit Smoking: 2YR

70.1% 32nd --

Rating of Specialist

Q22. Rating of Specialist

66.7% 33rd **Opportunity**

Coordination of Care

Q17. Coordination of Care

86.5% 53rd **Retain**

Customer Service

Composite

92.7% 85th --

Q24. Provided information or help

90.6% 91st **Power**

Q25. Treated with courtesy and respect

94.8% 45th **Opportunity**

Getting Needed Care

Composite

★★★★★

87.4% ↑ 94th --

Q9. Getting care, tests, or treatment

89.5% ↑ 86th **Power**

Q20. Getting specialist appointment

85.4% 92nd **Power**

Getting Care Quickly

Composite

★★★★★

87.5% 89th --

Q4. Getting urgent care

86.6% 70th **Power**

Q6. Getting routine care

88.3% 97th **Power**

Ease of Filling Out Forms

Q27. Ease of Filling Out Forms

94.6% 39th **Wait**

How Well Doctors Communicate

Composite

94.9% 74th --

Q12. Dr. explained things

94.2% 58th **Retain**

Q13. Dr. listened carefully

94.8% 65th **Retain**

Q14. Dr. showed respect

96.6% ↑ 69th **Retain**

Q15. Dr. spent enough time

94.2% 78th **Retain**



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Arkansas Total Care

2025 Dashboard

Medicaid Child



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
• Composites: % 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% 41st --

Rating of Health Care

Q8. Rating of Health Care

★★

66.5% 13th **Opportunity**

Rating of Personal Doctor

Q21. Rating of Personal Doctor

★★★★

79.6% 60th **Power**

Rating of Specialist

Q25. Rating of Specialist

68.3% 15th **Wait**

Coordination of Care

Q20. Coordination of Care

91.6% 87th **Power**

Customer Service

Composite

93.2% 92nd --

Q27. Provided information or help

88.1% 82nd **Retain**

Q28. Treated with courtesy and respect

98.3% 92nd **Power**

Getting Needed Care

Composite

★★★★★

88.5% 74th --

Q9. Getting care, tests, or treatment

93.0% 75th **Power**

Q23. Getting specialist appointment

84.0% 71st **Retain**

Getting Care Quickly

Composite

93.4% 94th --

Q4. Getting urgent care

95.0% 83rd **Power**

Q6. Getting routine care

91.8% 95th **Retain**

Ease of Filling Out Forms

Q30. Ease of Filling Out Forms

96.7% 81st **Retain**

How Well Doctors Communicate

Composite

98.0% 97th --

Q12. Dr. explained things

98.2% 92nd **Retain**

Q13. Dr. listened carefully

97.5% 80th **Retain**

Q14. Dr. showed respect

99.0% 94th **Retain**

Q17. Dr. spent enough time

96.8% 97th **Power**



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Arkansas Total Care

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