



## Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Adult Medicaid Survey Results

CAHPS Survey Measure	2022	2023	2024
Getting Needed Care (% Usually or Always)	84.71%	86.06%	83.81%
Getting Care Quickly (% Usually or Always)	83.43%	86.48%	82.58%
How Well Doctors Communicate (% Usually or Always)	92.72%	94.11%	92.98%
Customer Service (% Usually or Always)	88.92%	91.85%	91.73%
Coordination of Care (% Usually or Always)	86.21%	88.26%	90.17%
Rating of Health Care (8+9+10 on a 0-10 scale)	75.74%	80.57%	76.47%
Rating of Personal Doctor (8+9+10 on a 0-10 scale)	85.34%	86.17%	81.01%
Rating of Specialist (8+9+10 on a 0-10 scale)	87.16%	85.00%	85.86%
Rating of Health Plan (8+9+10 on a 0-10 scale)	87.31%	86.81%	88.55%

*CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).*

For an overview of health plan surveys access the CAHPS website: <https://cahps.ahrq.gov/>