



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

| CAHPS Survey Measure | 2021 | 2020 | 2019 |
|--|--------|--------|--------|
| Getting Needed Care (% Usually or Always) | 88.14% | 87.39% | 83.95% |
| Getting Care Quickly (% Usually or Always) | 85.93% | 86.16% | 83.59% |
| How Well Doctors Communicate (% Usually or Always) | 92.00% | 93.79% | 92.79% |
| Customer Service (% Usually or Always) | 89.17% | 91.86% | 91.01% |
| Coordination of Care (% Usually or Always) | 84.32% | 89.45% | 86.13% |
| Rating of Health Care (8+9+10 on a 0-10 scale) | 82.10% | 77.69% | 79.04% |
| Rating of Personal Doctor (8+9+10 on a 0-10 scale) | 83.19% | 85.34% | 83.18% |
| Rating of Specialist (8+9+10 on a 0-10 scale) | 88.36% | 86.27% | 81.08% |
| Rating of Health Plan (8+9+10 on a 0-10 scale) | 90.15% | 85.46% | 86.15% |

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/>