



Consumer Assessment of Healthcare Providers and Systems (CAHPS®) 5.0H Adult Medicaid Survey Results

CAHPS Survey Measure	2018	2017	2016
Getting Needed Care (% Usually or Always)	86.75%	84.54%	86.47%
Getting Care Quickly (% Usually or Always)	83.45%	80.81%	80.57%
How Well Doctors Communicate (% Usually or Always)	93.87%	91.39%	92.96%
Customer Service (% Usually or Always)	90.42%	90.65%	85.40%
Rating of Health Care (8+9+10 on a 0-10 scale)	82.84%	76.07%	74.54%
Rating of Personal Doctor (8+9+10 on a 0-10 scale)	84.80%	83.15%	81.69%
Rating of Specialist (8+9+10 on a 0-10 scale)	87.64%	81.82%	77.72%
Rating of Health Plan (8+9+10 on a 0-10 scale)	85.57%	80.76%	82.16%
Shared Decision Making (% Yes)	83.76%	83.28%	81.80%
Health Promotion and Education (% Yes)	74.15%	75.84%	73.01%
Coordination of Care (% Usually or Always)	86.90%	84.38%	85.88%

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