



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

CAHPS Survey Measure	2020	2019	2018
Getting Needed Care (% Usually or Always)	87.39%	83.95%	86.75%
Getting Care Quickly (% Usually or Always)	86.16%	83.59%	83.45%
How Well Doctors Communicate (% Usually or Always)	93.79%	92.79%	93.87%
Customer Service (% Usually or Always)	91.86%	91.01%	90.42%
Coordination of Care (% Usually or Always)	89.45%	86.13%	86.90%
Rating of Health Care (8+9+10 on a 0-10 scale)	77.69%	79.04%	82.84%
Rating of Personal Doctor (8+9+10 on a 0-10 scale)	85.34%	83.18%	84.80%
Rating of Specialist (8+9+10 on a 0-10 scale)	86.27%	81.08%	87.64%
Rating of Health Plan (8+9+10 on a 0-10 scale)	85.46%	86.15%	85.57%

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/>