



THE CAHPS DATABASE

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## 2018 CAHPS Health Plan Survey Database

*2018 Chartbook: What Consumers Say About Their Experiences With Their Health Plans and Medical Care*



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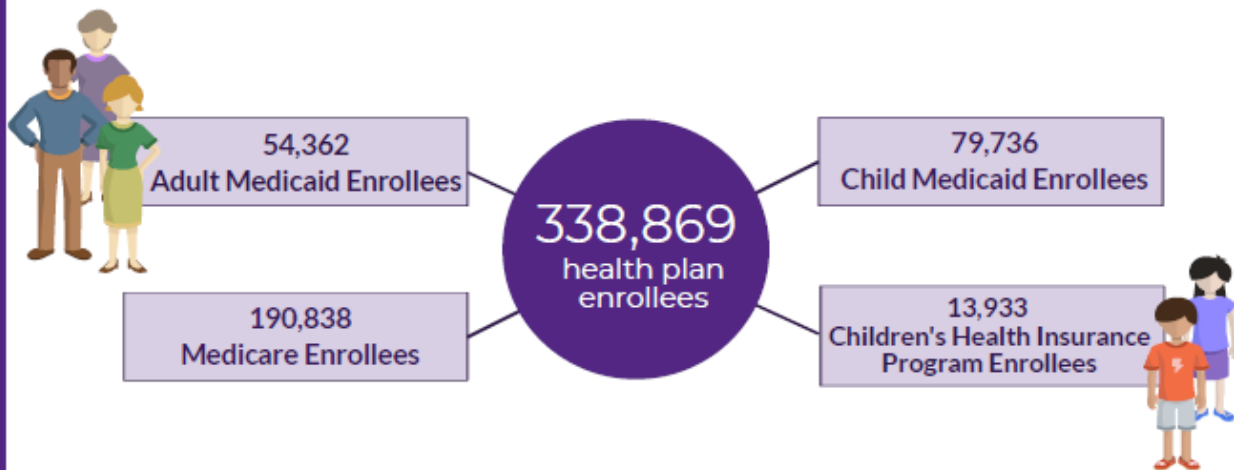
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## 1. EXECUTIVE SUMMARY

# cahps<sup>®</sup> 2018 Health Plan Survey Database Results

## EXECUTIVE SUMMARY

*This overview of results summarizes how health plan enrollees across all populations rate their health plan based on the 2018 Consumer Assessment of Healthcare Providers and Systems (CAHPS<sup>®</sup>) Health Plan Survey Database.*



### For all four populations...



**How Well Doctors Communicate**, which measures how often doctors communicate well with consumers, was the highest scoring composite



**Getting Needed Care**, which measures how easily consumers got various aspects of needed care, was the lowest scoring composite

## 2. INTRODUCTION

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Health Plan Survey Database receives data voluntarily submitted by survey users that have administered the CAHPS Health Plan Survey. The CAHPS Database aggregates the data to facilitate comparisons of CAHPS survey results by users, researchers, and other interested organizations.

This Chartbook presents summary-level results submitted in 2018 for the CAHPS Health Plan Survey 5.0 version for the following health plan enrollee populations:

- Adult Medicaid
- Child Medicaid
- CHIP (Children's Health Insurance Program)
- Medicare Managed Care

Results for the core survey composites, individual question items, and ratings are presented in the form of bar charts. In addition, selected trend results for 10 years during the period from 2008-2018 are presented for the Adult and Child Medicaid and Medicare populations. (Note that no results are available for 2012 because of a lapse in the support contract for the CAHPS Database.) CHIP results are presented for seven years.

### Comparisons by Population

Table 1 presents a comparison of top-box scores (the most positive survey response option) for the composites and ratings across the four health plan enrollee populations included in the 2018 CAHPS Health Plan Survey Database.

Table 1. Comparison of 2018 Top-Box Scores By Enrollee Population

Composite/Rating	Adult Medicaid	Child Medicaid	CHIP	Medicare
<b>Number of Respondents</b>	54,362	79,736	13,933	190,838
<b>Number of Plans</b>	146	150	25	388
<b>Composites</b>				
Getting Needed Care	54%	61%	62%	62%
Getting Care Quickly	59%	74%	75%	68%
How Well Doctors Communicate	74%	79%	79%	79%
Health Plan Information and Customer Service	68%	69%	67%	73%
<b>Ratings</b>				
Rating of Personal Doctor	66%	76%	76%	78%
Rating of Specialist	66%	73%	73%	74%
Rating of Health Care	54%	69%	69%	62%
Rating of Health Plan	58%	70%	70%	63%

Highlights from Table 1 include the following:

- The highest scoring composite across all populations is How Well Doctors Communicate. The lowest scoring composite is Getting Needed Care.
- The highest scoring rating is:
  - Personal Doctor for the Child Medicaid, CHIP, and Medicare populations.
  - Personal Doctor and Specialist for the Adult Medicaid population
- The lowest scoring overall rating is:
  - Health Care across all populations

### Comparisons Over Time

As shown in the trend graphs following the results presented for each enrollee population. Scores have been relatively steady for most composites and ratings across each population for the years available for reporting.

### About the CAHPS Database

The summary results presented in this Chartbook are compiled from data reported in the CAHPS Database Online Reporting System (ORS) at

<https://www.cahpsdatabase.ahrq.gov/CAHPSIDB/Public/about.aspx>.

De-identified research files for the CAHPS Health Plan Survey data presented in this Chartbook, as well as from the 2000-2017 CAHPS Health Plan Databases, are available upon request according to the CAHPS Database Data Release Policy. (To learn more, visit

<https://cahpsdatabase.ahrq.gov/DataResearchers.aspx>).

The CAHPS Health Plan Database Online Reporting System (ORS) is updated annually with new data submitted by CAHPS Health Plan survey users. Questions or comments regarding this Chartbook or any aspect of the CAHPS Health Plan Survey Database may be directed to the CAHPS Database toll-free help line at 888-808-7108 or by email to [CAHPSDatabase@westat.com](mailto:CAHPSDatabase@westat.com).

### 3. DATA SOURCES AND LIMITATIONS

The data presented in this Chartbook were compiled from CAHPS Health Plan Survey results submitted to the CAHPS Database by various survey sponsors, including State Medicaid agencies, CHIP programs, individual health plans, and the Medicare program.

#### Data Sources

- **Medicaid Data and CHIP Data:** The survey results for the Medicaid and CHIP populations were obtained from data submitted directly to the CAHPS Database by State Medicaid agencies and individual health plans. The 2018 results are based on survey data collected between September 2017 and June 2018.
- **Medicare Data:** Each year, the CAHPS Database receives the CAHPS Medicare Managed Care survey data collected by the Centers for Medicare & Medicaid Services (CMS). These results are for survey participants enrolled in a managed care health plan including both enrollees receiving prescription drug coverage through their health plan and those that do not receive prescription drug coverage through their health plan. The Medicare results presented here may differ from other reports because of the inclusion or exclusion of certain beneficiary groups and/or the use of case-mix adjustment variables. The survey data were collected from March through June 2018.

Appendix A presents the number of Medicaid, CHIP, and Medicare survey respondents by State included in the 2018 CAHPS Health Plan Survey Database.

#### Data Limitations

Because the organizations that voluntarily contribute data to the CAHPS Database are not from a statistically representative sample of all U.S. health plans, and a limited number of plans may choose to participate, the submitting organizations are not representative of all U.S. health plans or enrollee populations<sup>1</sup>. Estimates based on these voluntarily submitted data sets may produce biased estimates of the U.S. health plan and enrollee populations; it is not possible to compute estimates of precision from these data. In addition, the number and mix of sponsors contributing data vary slightly from year to year, and therefore comparisons over time should be made with these limitations and variations in mind. Comparisons of results across populations should also take into account that variations in benefit design and other factors might affect survey responses across populations.

<sup>1</sup> The Medicare results are based on a representative sample of all Medicare Advantage health plans.

## 4. RESULTS BY ENROLLEE POPULATION

This section presents a summary of results for each of the health plan enrollee populations included in the 2018 CAHPS Health Plan Survey Database. Results are presented in the form of bar charts that graphically show the distribution of scores for the four composites, the individual question items that compose each composite, and the four ratings. Appendix B lists the composites, individual items, and ratings for the 5.0 version of the CAHPS Health Plan Survey.

The bar charts are composed of colored segments that show the percentage of responses in each of the response categories. For questions and composites based on 4-point response scales (i.e., "always," "usually," "sometimes," and "never"), the left-most segment combines the two lowest response categories (i.e., "sometimes" and "never").

All results presented in these charts are calculated at the respondent level. Survey results are presented in the following order:

- Adult Medicaid
- Child Medicaid
- CHIP
- Medicare

To provide context for the 2018 results, the percentage distribution of survey respondents by State for each population is shown graphically at the beginning of each section. The actual number of respondents by State is shown in Appendix A.

Trend data for the Adult and Child Medicaid and Medicare enrollee populations are presented for 2008 to 2018. Trend data for the CHIP enrollee population are presented for 2011 to 2018. The contract that supports the Consumer Assessment of Healthcare Providers and Systems (CAHPS) program expired during 2012, and a new contract was awarded in 2013; therefore, the CAHPS Database does not include CAHPS Health Plan Survey data for 2012.

Although the number and mix of health plans within each enrollee population vary slightly from year to year, there has been a fairly consistent level of participation during this time span within the Adult Medicaid, Child Medicaid, and Medicare populations. The number of plans and respondents shown in each table provides some indication of the variation in the data sources from year to year. And although the CAHPS Health Plan Survey instrument changed slightly during this period with the transition from the 4.0 to the 5.0 version, changes to individual question items were very minor, and there were no changes in the rating questions or the definition of the composites.

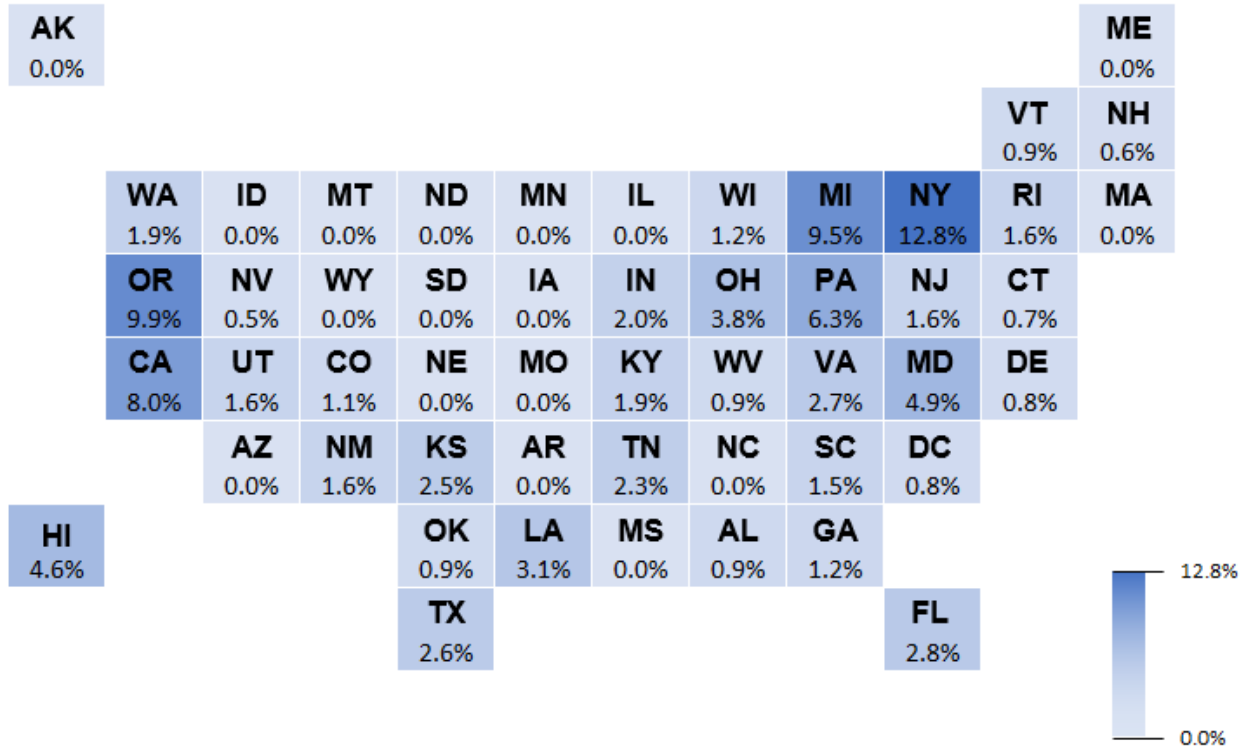
As noted earlier, detailed results for each question item are available through the CAHPS Database Online Reporting System at <https://www.cahpsdatabase.ahrq.gov/CAHPSIDB/Public/about.aspx>.



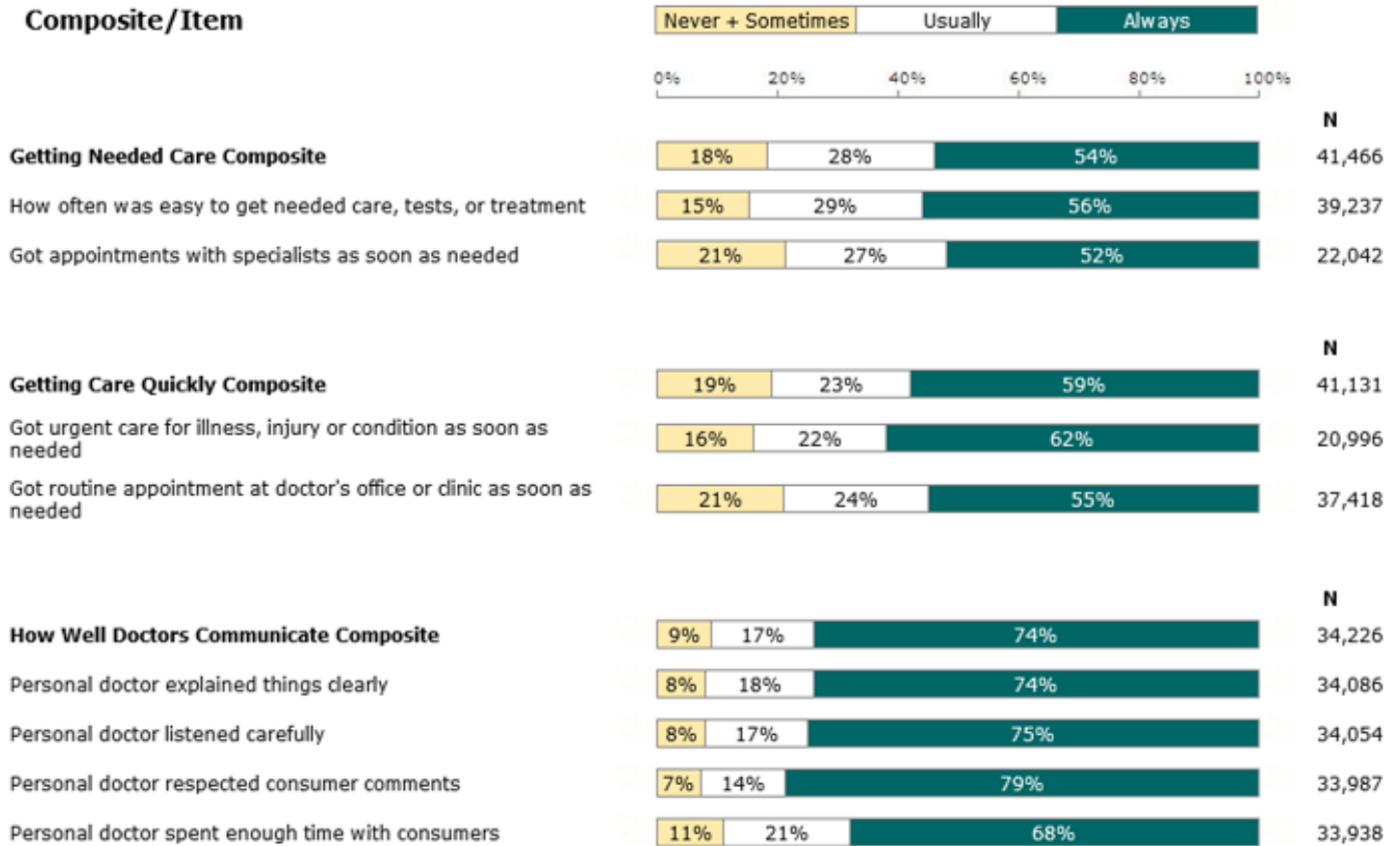
### Adult Medicaid

## Percentage Distribution of 2018 Survey Respondents by State

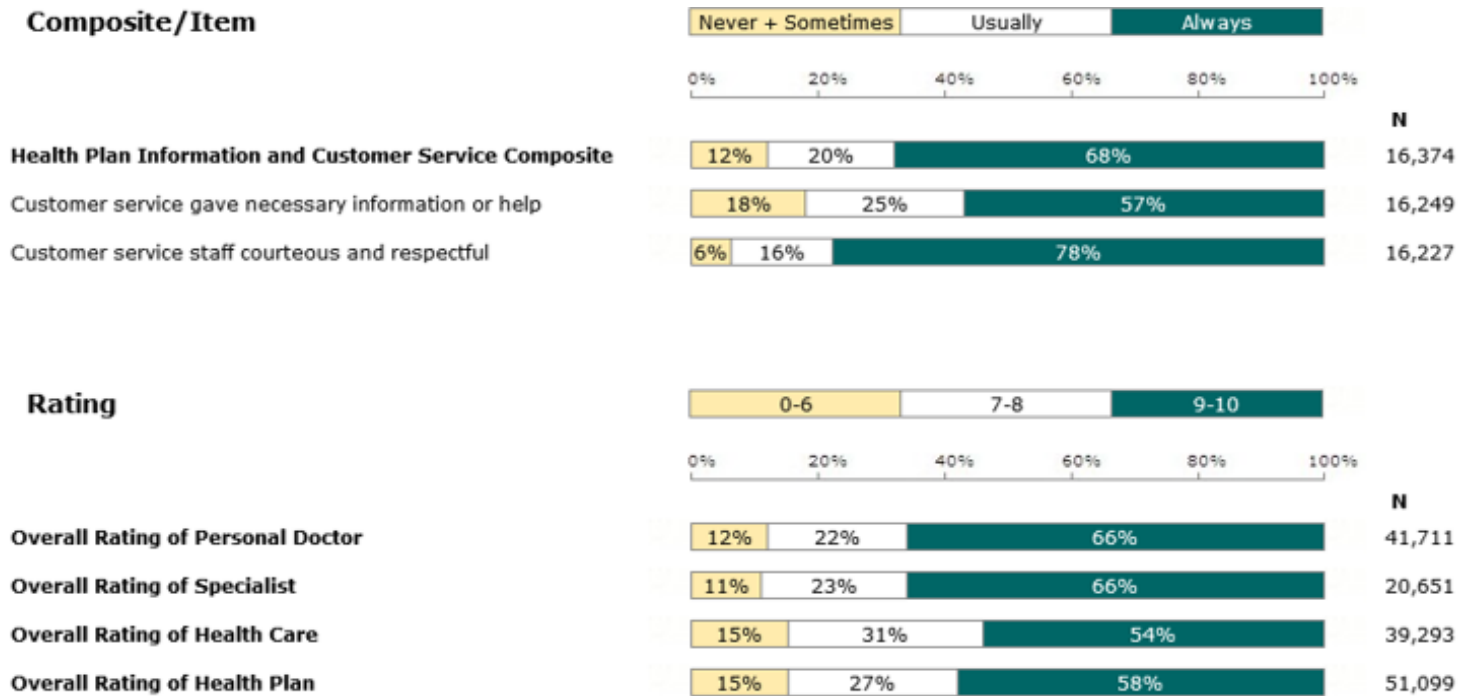
Adult Medicaid



## Adult Medicaid 2018 Results

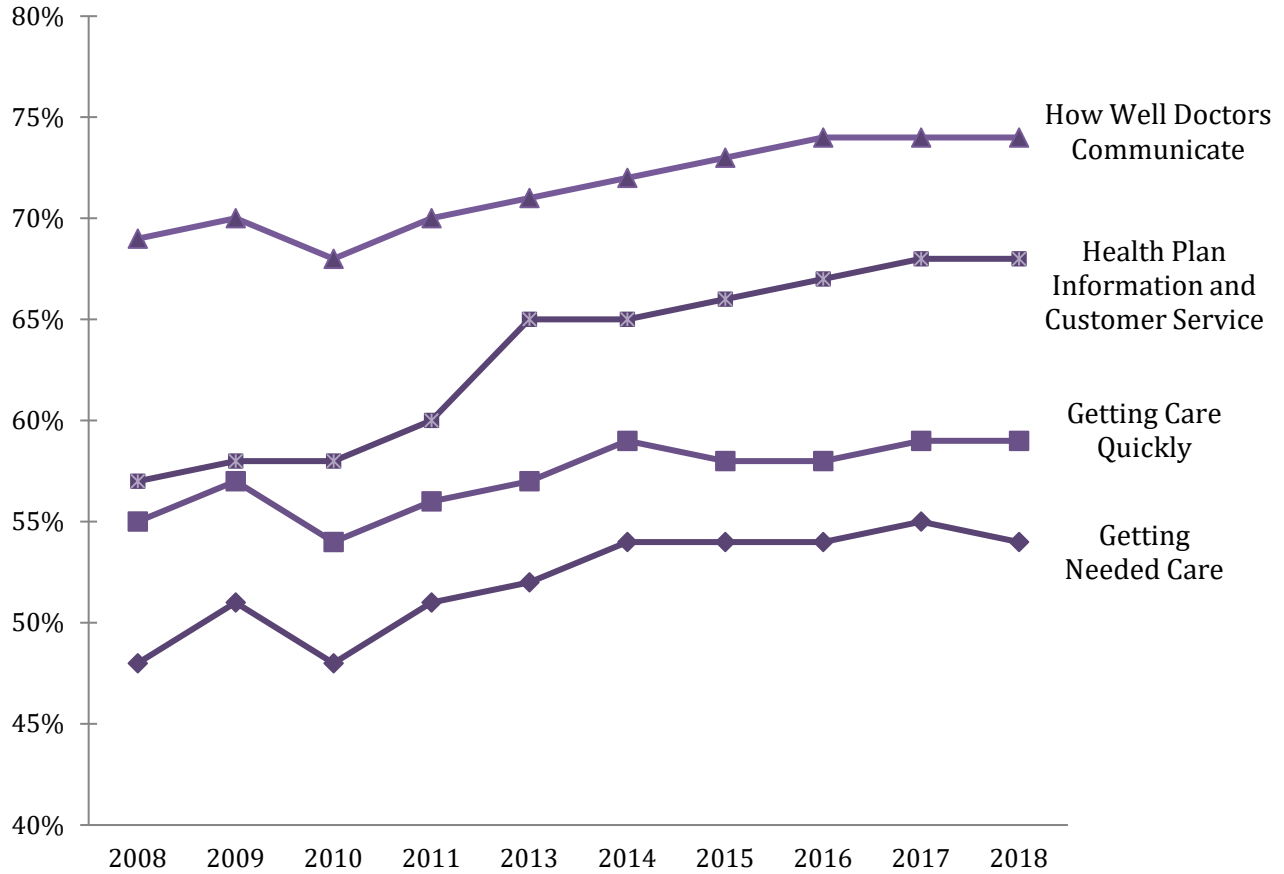


## Adult Medicaid 2018 Results (continued)



### Adult Medicaid Trends

Figure 1. Adult Medicaid Top-Box Composite Scores 2008-2018



### Adult Medicaid Trends (continued)

Figure 2. Adult Medicaid Top-Box Rating Scores 2008-2018

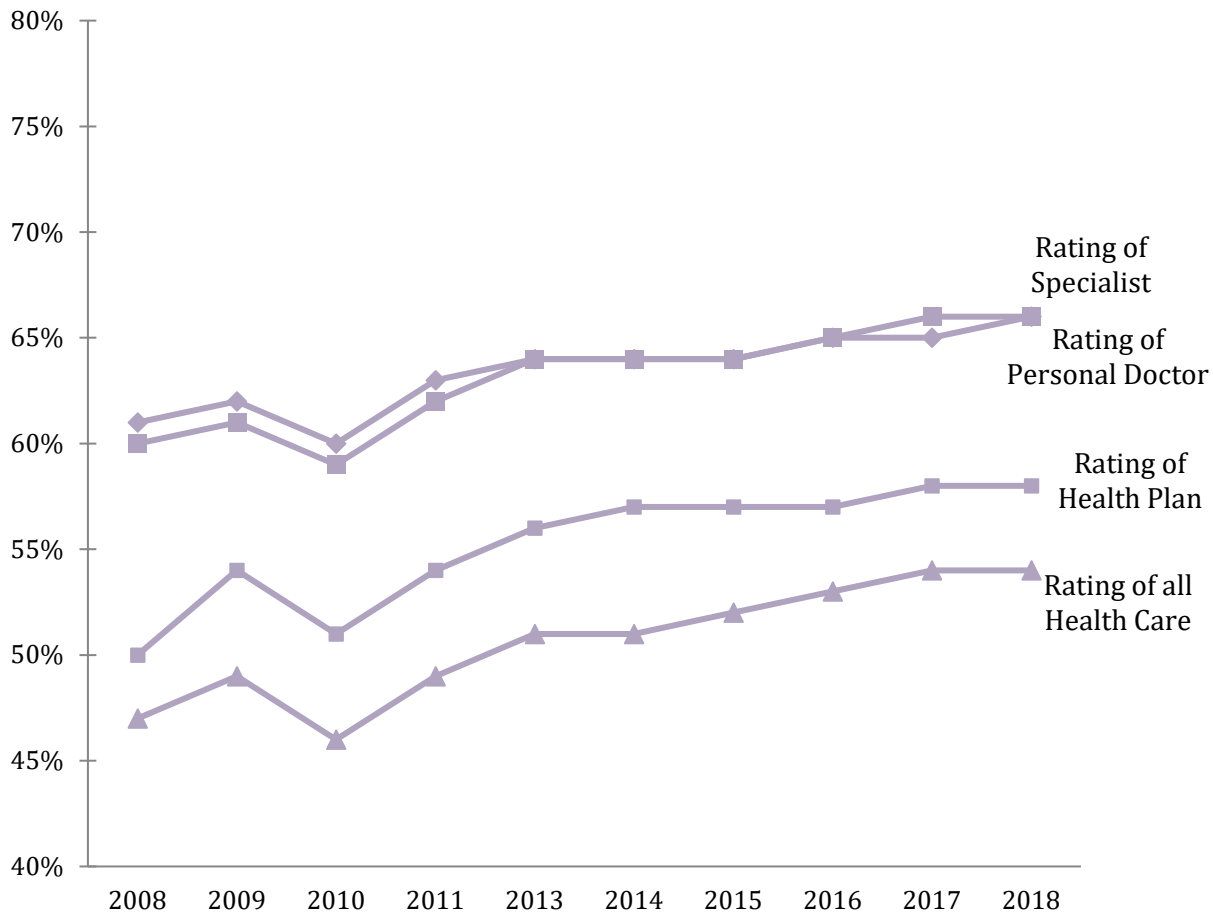


Table 2. Adult Medicaid Composition of the CAHPS Health Plan Survey Database 2008-2018

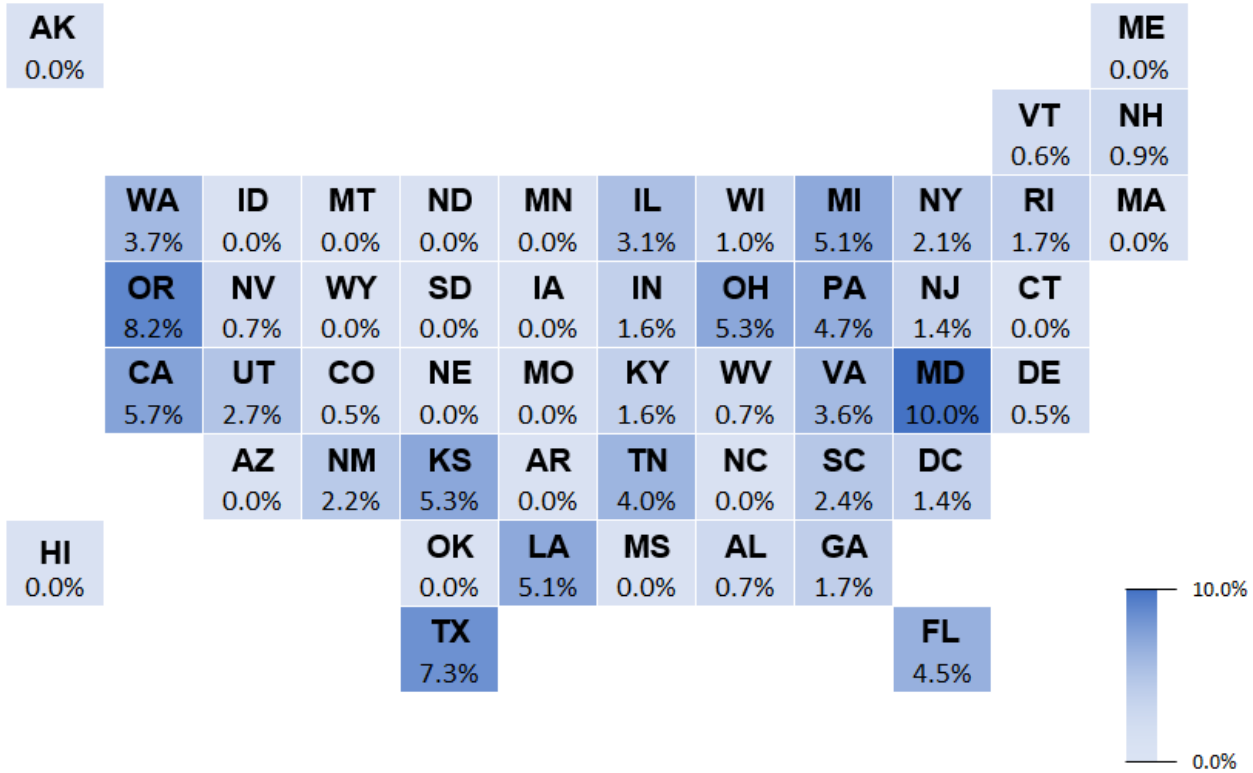
Adult Medicaid Composition										
	2008	2009	2010	2011	2013	2014	2015	2016	2017	2018
Number of Plans	120	126	186	148	124	149	133	157	152	146
Number of Respondents	59,840	63,391	97,626	73,820	60,249	68,234	61,369	73,155	65,053	54,362

Notes: (1) From 2008-2011, the Database reported Adult Medicaid version 4.0. (2) From 2013-2018, the Database reported version 5.0 for Adult Medicaid.

### Child Medicaid

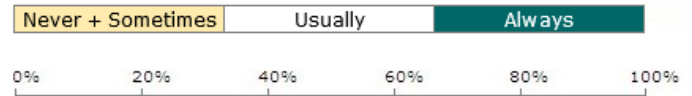
## Percentage Distribution of 2018 Survey Respondents by State

Child Medicaid



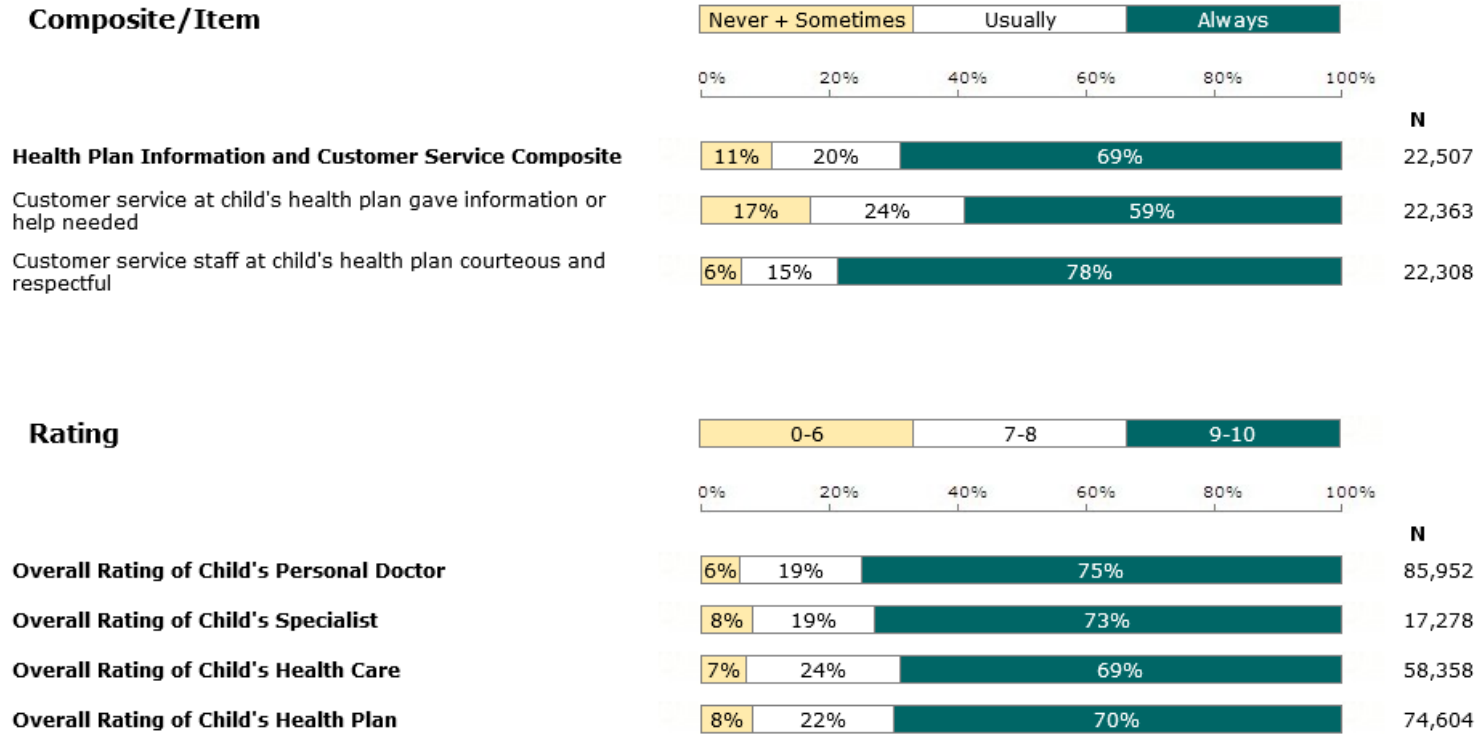
## Child Medicaid 2018 Results

### Composite/Item



Composite/Item	Never + Sometimes	Usually	Always	N
<b>Getting Needed Care for a Child Composite</b>				
How often was easy to get needed care, tests or treatment for child	15%	24%	61%	60,515
Got appointments with specialists for child as soon as needed	10%	23%	67%	58,211
	19%	24%	56%	18,618
<b>Getting Care Quickly for a Child Composite</b>				
Child got urgent care for illness, injury or condition as soon as wanted	10%	16%	74%	62,119
Got routine appointment at doctor's office or clinic for child as soon as needed	9%	12%	79%	27,918
	12%	20%	68%	56,980
<b>How Well the Child's Doctors Communicate Composite</b>				
Child's personal doctor explained things clearly	6%	15%	79%	53,721
Child's personal doctor listened carefully	6%	14%	81%	53,523
Child's personal doctor respected consumer comments	5%	13%	82%	53,417
Child's personal doctor explained things in a way that was easy for child to understand	4%	10%	86%	53,327
Child's personal doctor spent enough time with child	7%	18%	75%	35,632
	10%	21%	69%	52,870

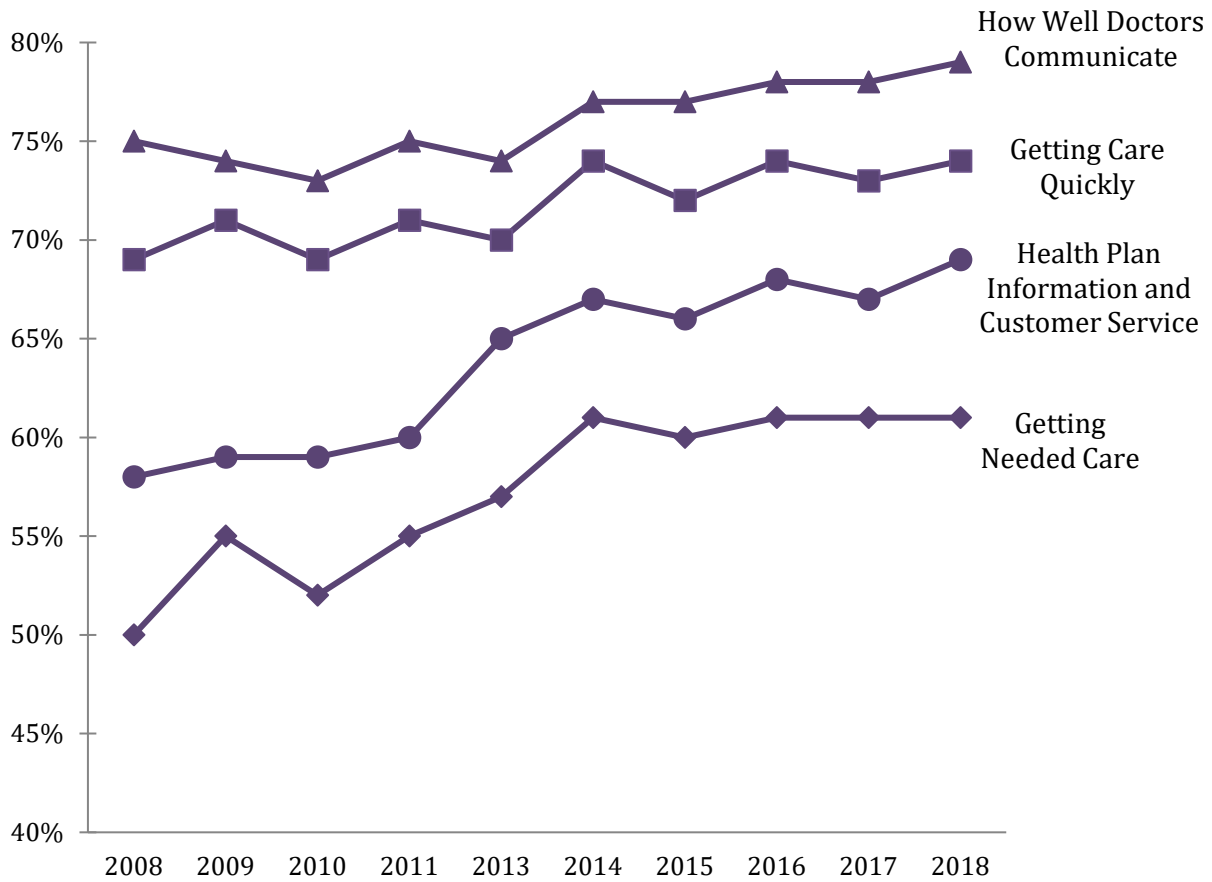
## Child Medicaid 2018 Results (continued)





### Child Medicaid Trends

Figure 3. Child Medicaid Top-Box Composite Scores 2008-2018



### Child Medicaid Trends (continued)

Figure 4. Child Medicaid Top-Box Rating Scores 2007-2018

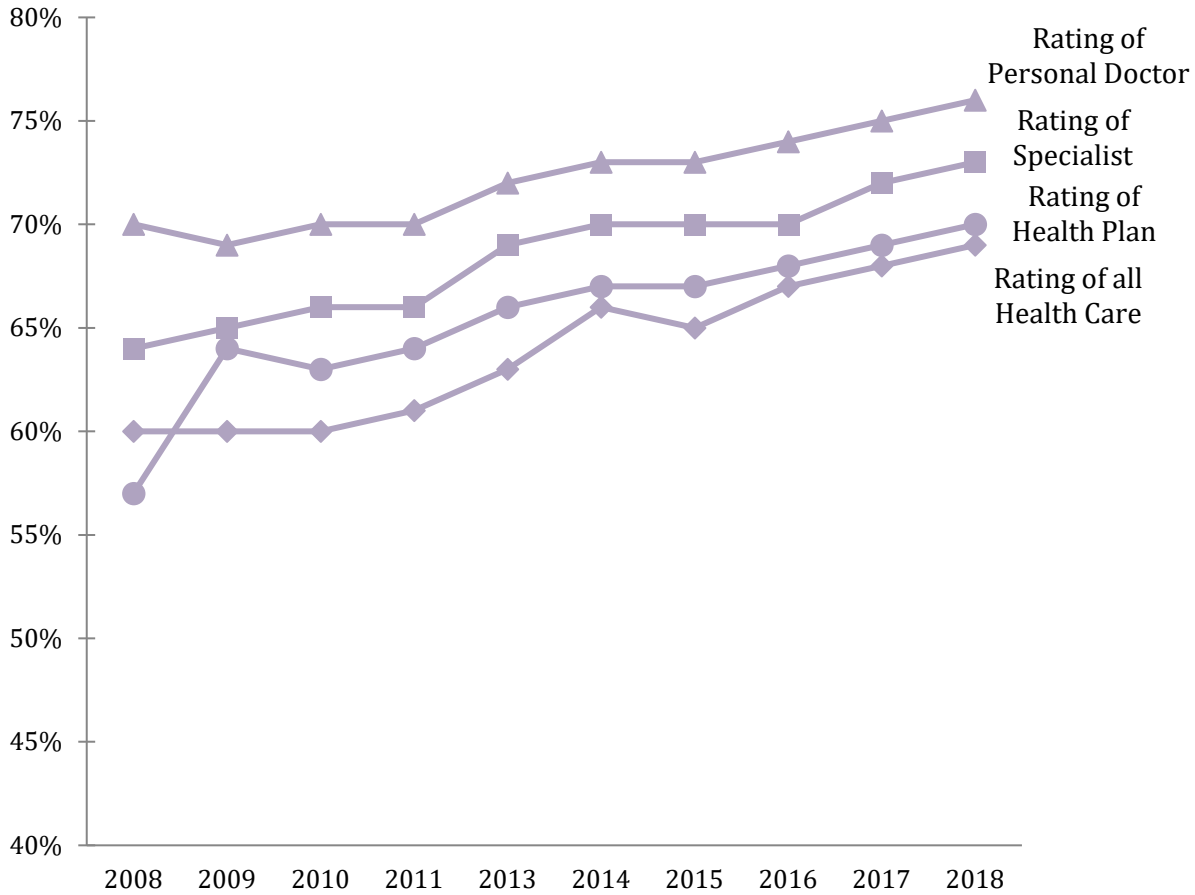


Table 3. Child Medicaid Composition of the CAHPS Health Plan Survey Database 2008-2018

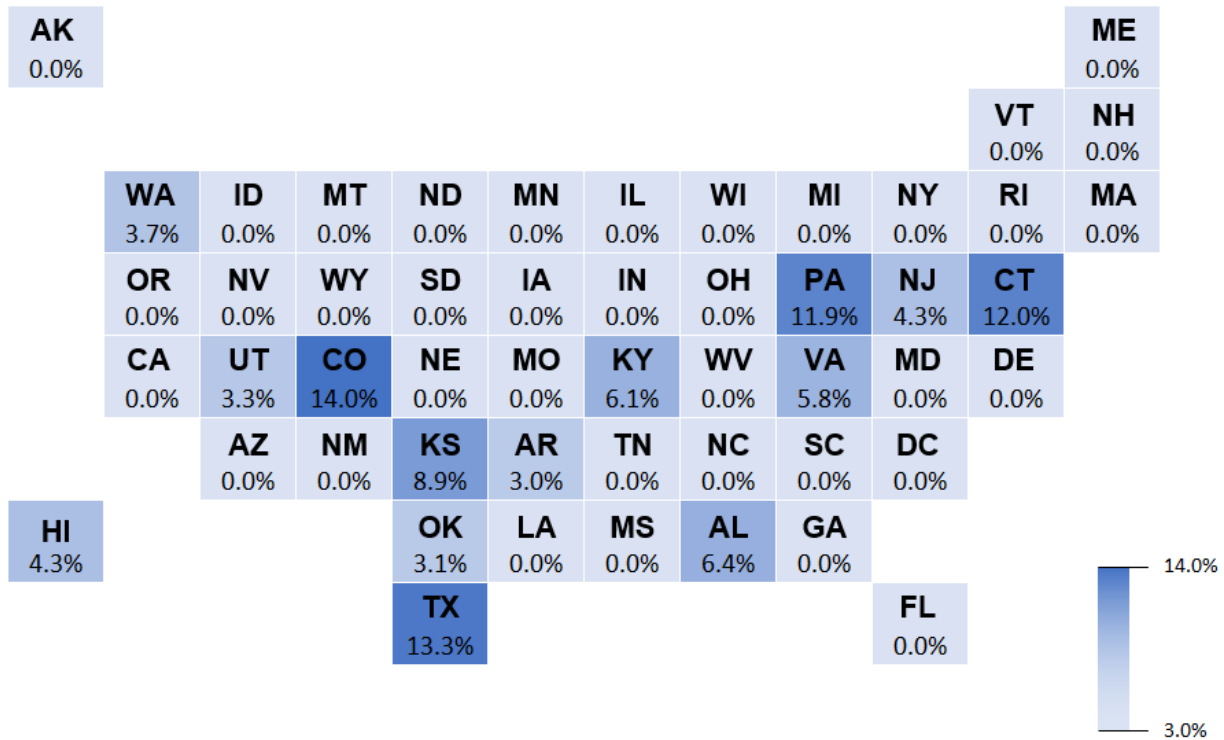
Child Medicaid Composition										
	2008	2009	2010	2011	2013	2014	2015	2016	2017	2018
Number of Plans	29	107	132	129	105	100	136	132	169	150
Number of Respondents	9,755	68,697	88,694	85,003	66,804	60,153	91,049	79,058	103,283	79,736

Notes: (1) From 2008-2011, the Database reported Child Medicaid version 4.0. (2) From 2013-2018, the Database reported version 5.0 for Child Medicaid.

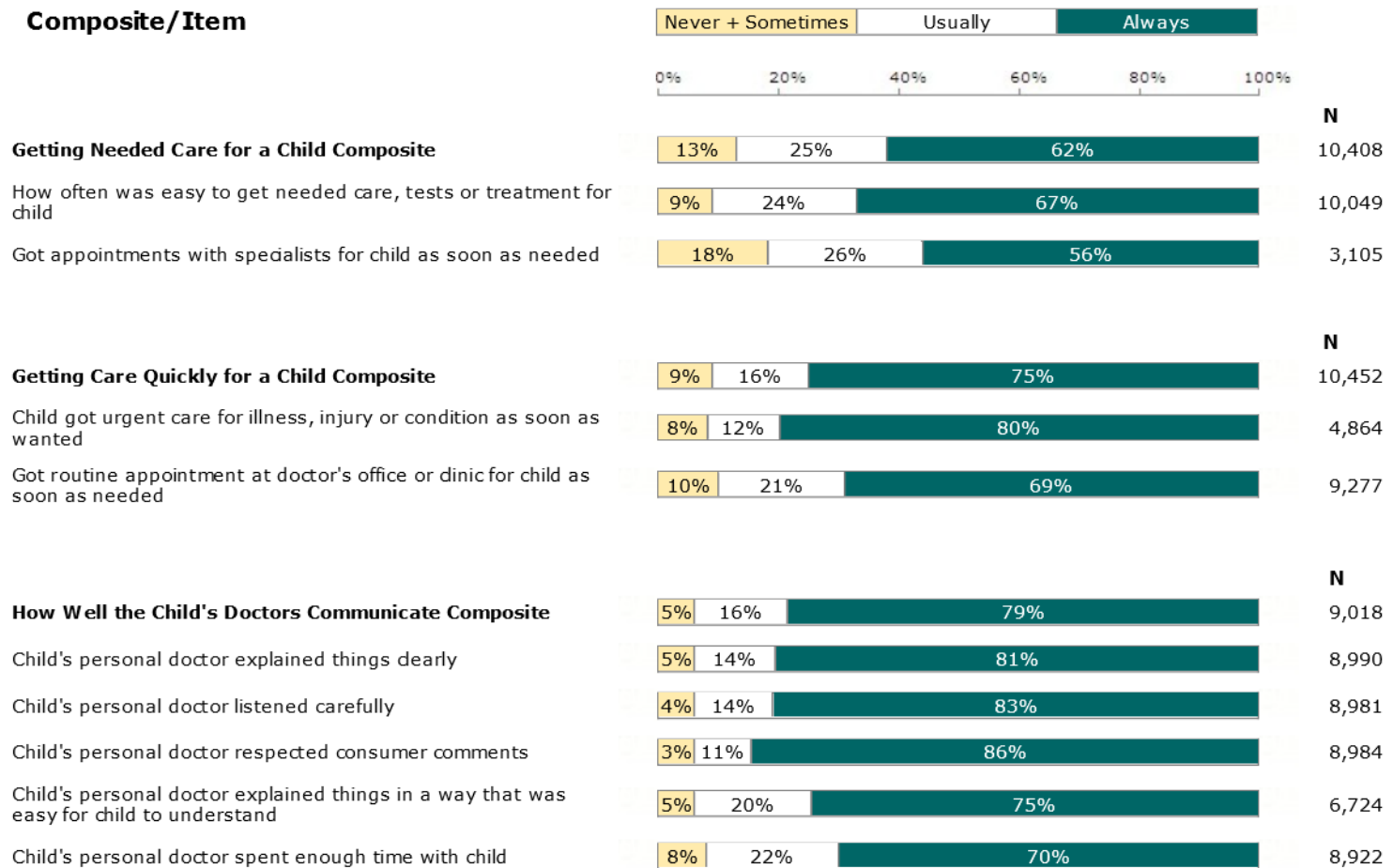
### Children’s Health Insurance Program (CHIP)

## Percentage Distribution of 2018 Survey Respondents by State

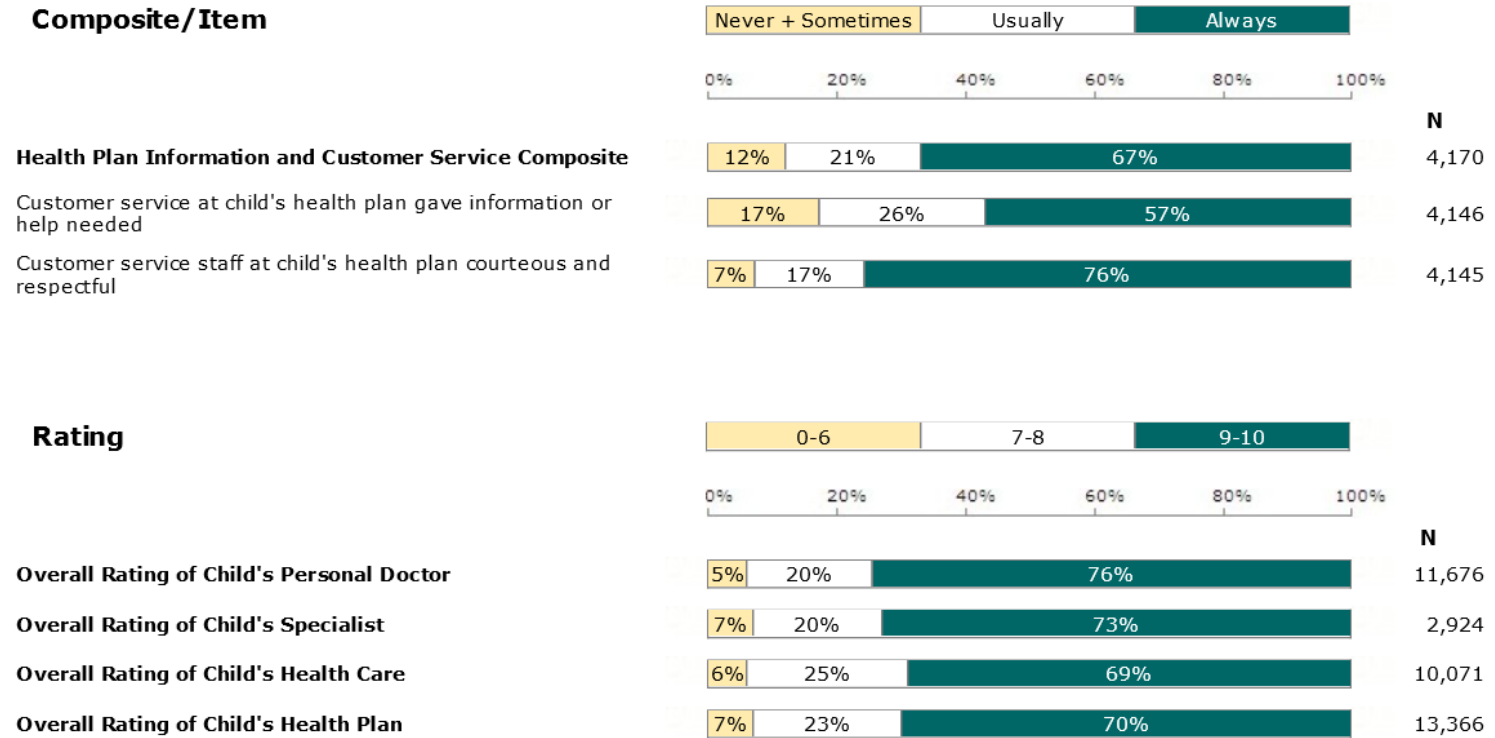
Children’s Health Insurance Program (CHIP)



## CHIP 2018 Results

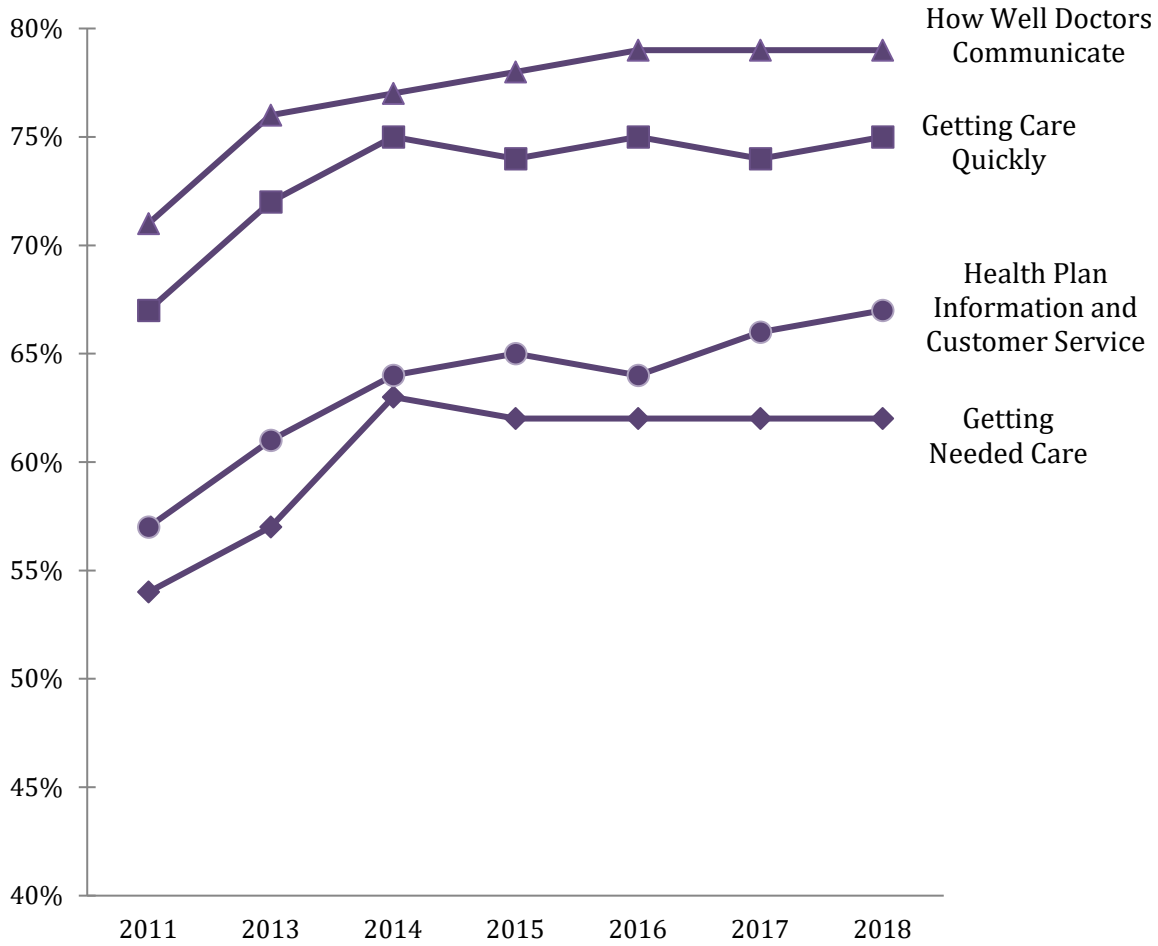


## CHIP 2018 Results (continued)



CHIP Trends

Figure 5. CHIP Top-Box Composite Scores 2011-2018



### CHIP Trends (continued)

Figure 6. CHIP Top-Box Rating Scores 2011-2018

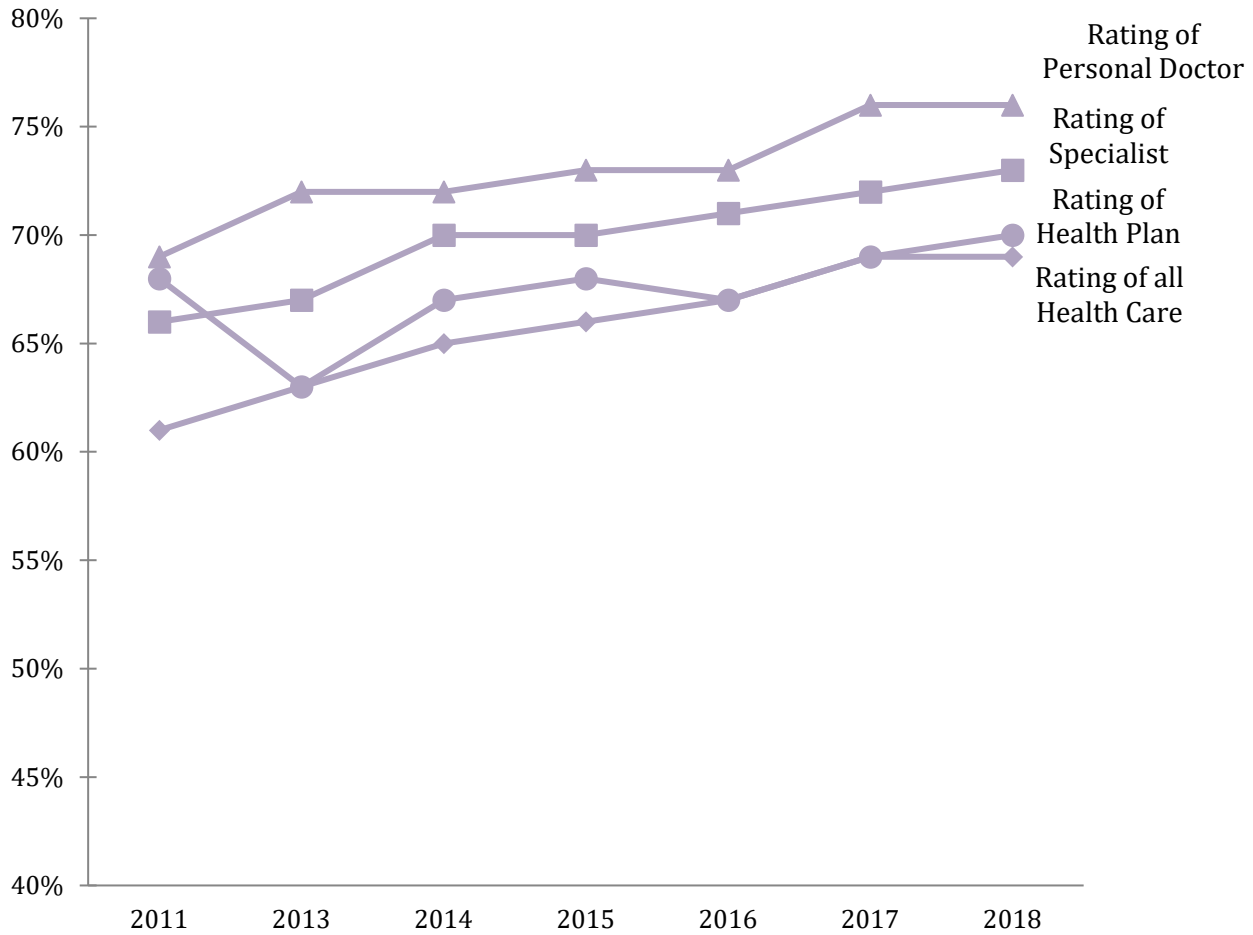


Table 4. CHIP Composition of the CAHPS Health Plan Survey Database 2011-2018

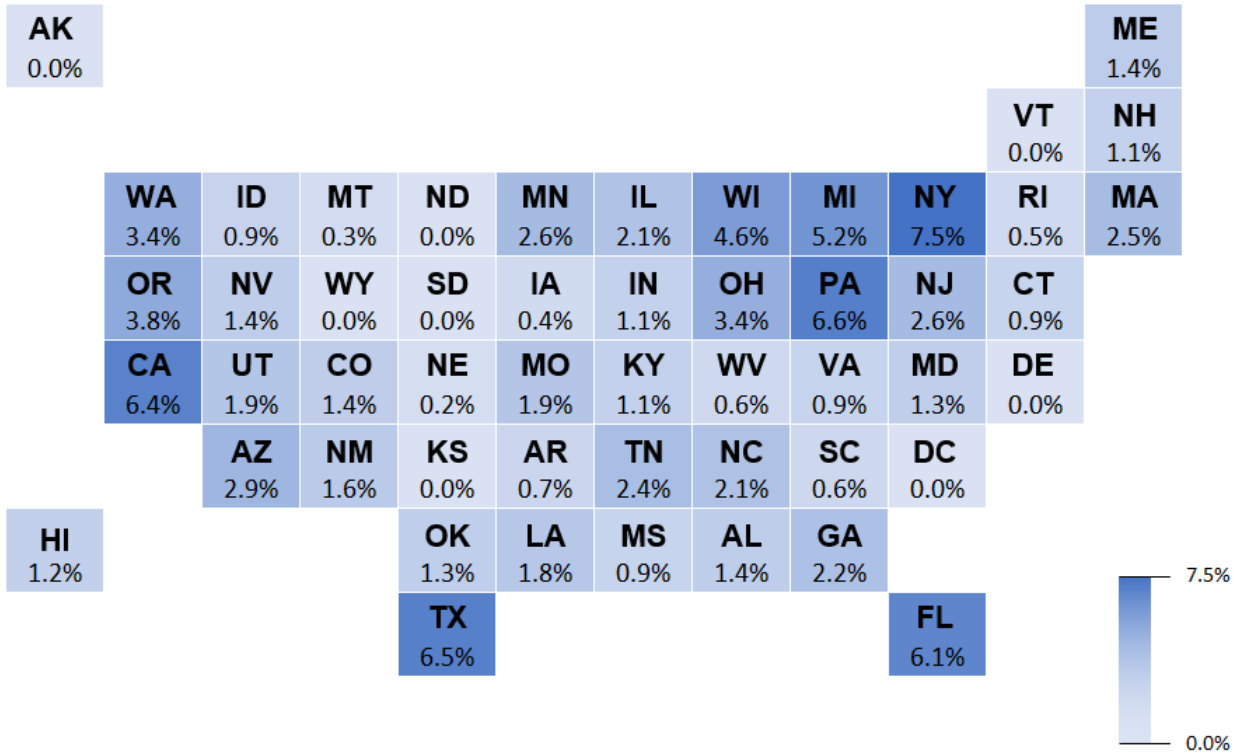
CHIP Medicaid Composition							
	2011	2013	2014	2015	2016	2017	2018
Number of Plans	41	12	15	19	21	23	25
Number of Respondents	26,232	9,149	11,762	13,466	14,999	15,221	13,933

Notes: (1) In 2011, the Database reported CHIP Medicaid version 4.0. (2) From 2013-2018, the Database reported version 5.0 for CHIP Medicaid.

Medicare

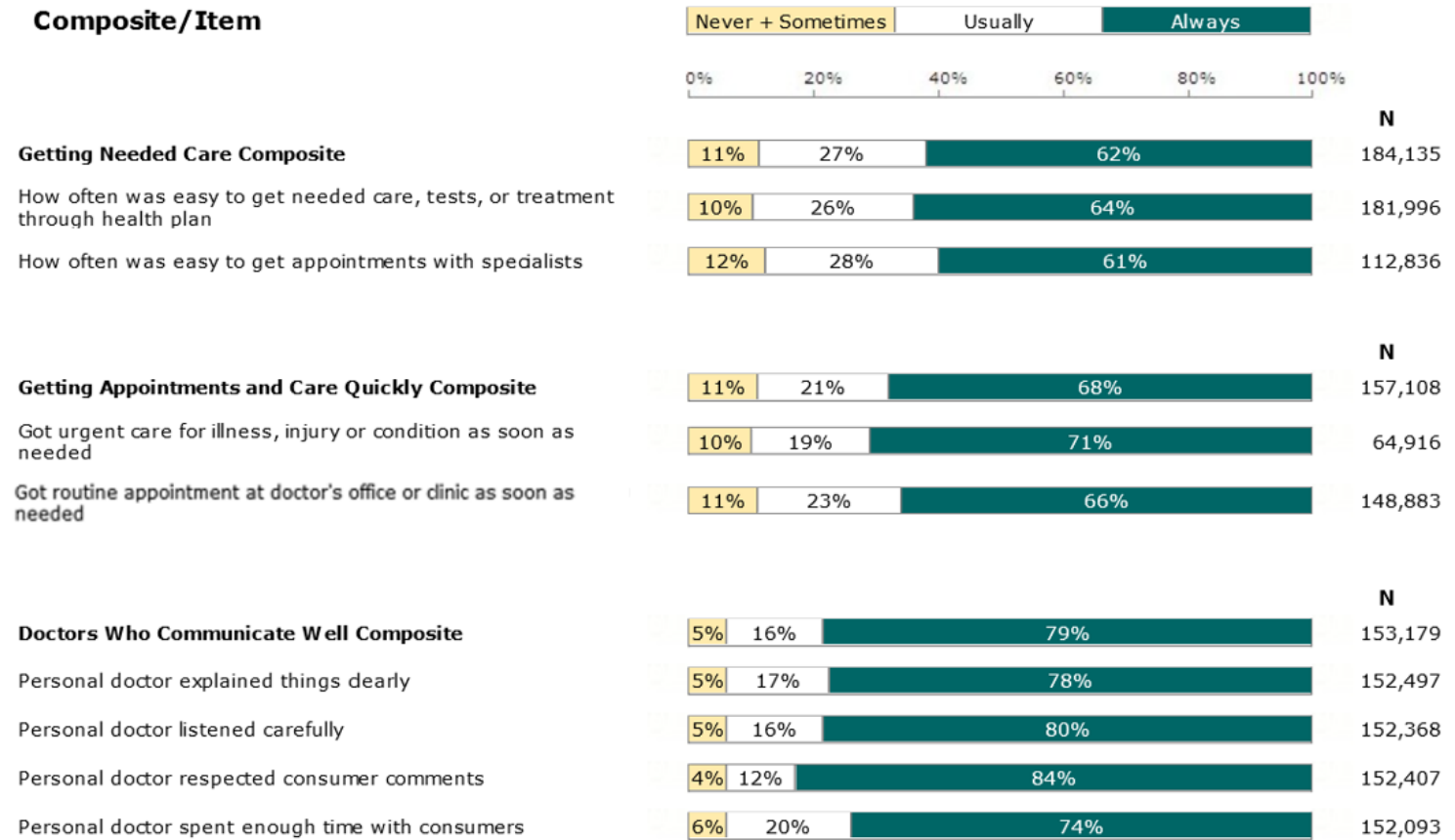
Percentage Distribution of 2018 Survey Respondents by State

Medicare





## Medicare 2018 Results



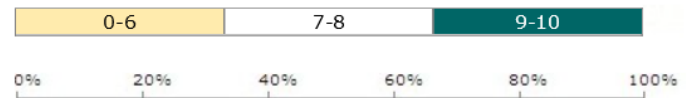
## Medicare 2018 Results (continued)

### Composite/Item



Composite/Item	Never + Sometimes	Usually	Always	N
<b>Customer Service Composite</b>	8%	19%	73%	82,001
Customer service gave information or help needed	13%	26%	62%	80,755
Customer service staff courteous and respectful	4%	12%	84%	81,345

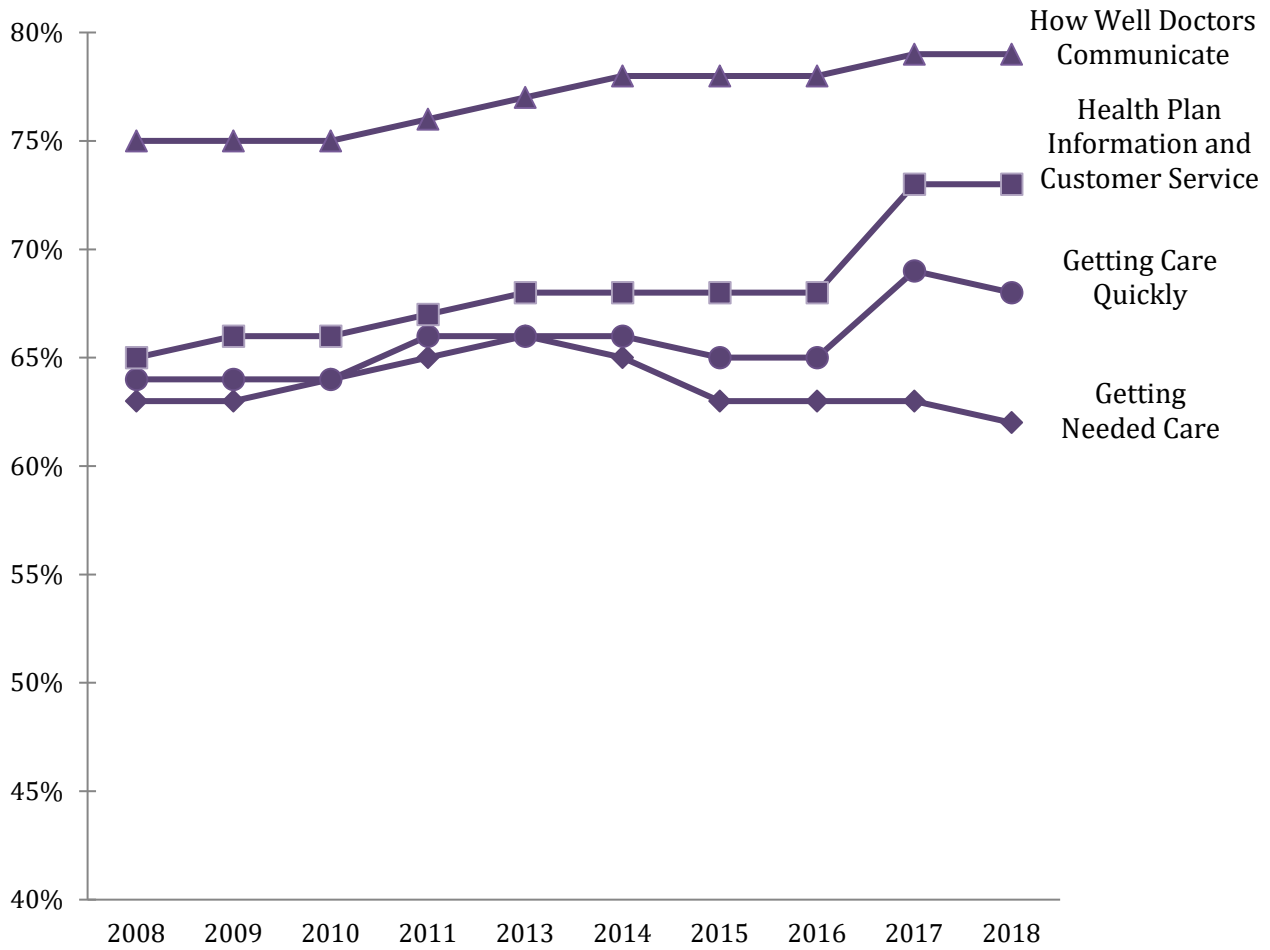
### Rating



Rating	0-6	7-8	9-10	N
<b>Overall Rating of Personal Doctor</b>	6%	16%	78%	151,975
<b>Overall Rating of Specialist</b>	7%	19%	74%	112,693
<b>Overall Rating of Health Care Quality</b>	12%	26%	62%	183,107
<b>Rating of Health Plan</b>	11%	26%	63%	181,052

### Medicare Trends

Figure 7. Medicare Top-Box Composite Scores 2008-2018



### Medicare Trends (continued)

Figure 8. Medicare Top-Box Rating Scores 2008-2018

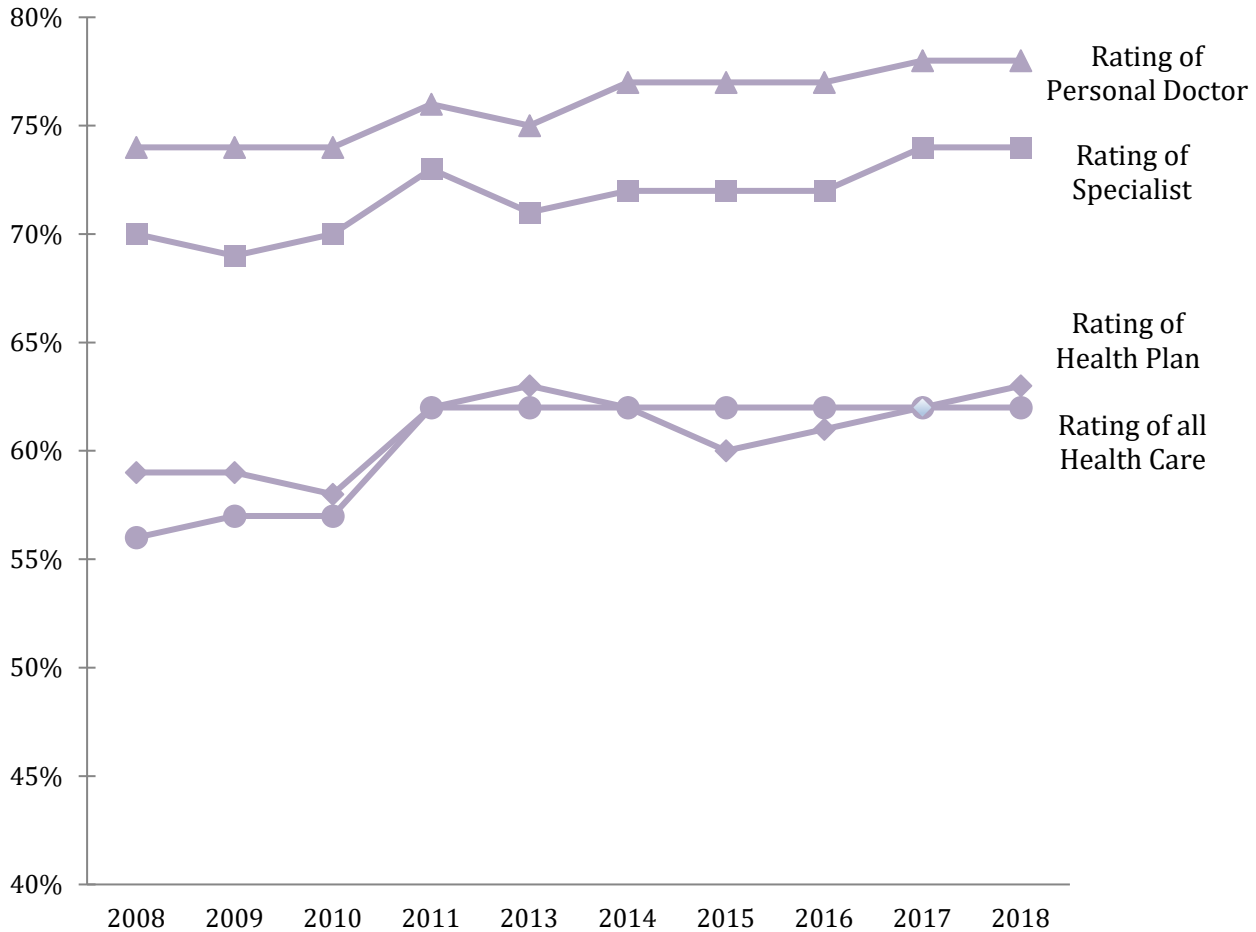


Table 5. Medicare Composition of the CAHPS Health Plan Survey Database 2008-2018

Medicare Composition										
	2008	2009	2010	2011	2013	2014	2015	2016	2017	2018
Number of Plans	343	405	431	445	451	443	431	382	397	388
Number of Respondents	207,366	206,647	221,120	163,182	198,350	195,748	155,095	147,908	194,916	190,838

Note: (1) From 2008-2018, the Database collected Medicare version 4.0 only

## APPENDIX A. 2018 SURVEY RESPONDENTS BY STATE

Table A-1 shows data submissions to the CAHPS Health Plan Survey Database by State for 2018. The total number of respondents by state are presented by population.

Table A-1. 2018 Survey Respondents by State

State	Adult Medicaid	Child Medicaid	CHIP	Medicare
Alabama	515	592	885	2,532
Arizona	-	-	-	5,478
Arkansas	-	-	412	1,391
California	4,339	4,515	-	12,023
Colorado	584	412	1,953	2,528
Connecticut	389	-	1,677	1,715
Delaware	416	385	-	-
District Of Columbia	450	1,155	-	-
Florida	1,517	3,551	-	11,443
Georgia	650	1,393	-	4,193
Hawaii	2,503	-	603	2,172
Idaho	-	-	-	1,766
Illinois	-	2,462	-	3,878
Indiana	1,064	1,248	-	2,016
Iowa	-	-	-	837
Kansas	1,372	4,228	1,246	-
Kentucky	1,019	1,281	852	2,063
Louisiana	1,694	4,069	-	3,289
Maine	-	-	-	2,645
Maryland	2,689	7,986	-	2,394
Massachusetts	-	-	-	4,739
Michigan	5,168	4,066	-	9,791
Minnesota	-	-	-	4,880
Mississippi	-	-	-	1,738
Missouri	-	-	-	3,551
Montana	-	-	-	647
Nebraska	-	-	-	379
Nevada	282	576	-	2,619
New Hampshire	316	712	-	2,060
New Jersey	849	1,105	601	4,838
New Mexico	868	1,719	-	2,904
New York	6,950	1,679	-	13,953
North Carolina	-	-	-	4,005
Ohio	2,062	4,215	-	6,422
Oklahoma	475	-	426	2,477

State	Adult Medicaid	Child Medicaid	CHIP	Medicare
Oregon	5,407	6,541	-	7,103
Pennsylvania	3,429	3,779	1,653	12,368
Puerto Rico	-	-	-	3,709
Rhode Island	893	1,368	-	1,010
South Carolina	828	1,926	-	1,210
Tennessee	1,226	3,225	-	4,504
Texas	1,440	5,826	1,849	12,209
Utah	864	2,133	459	3,493
Vermont	497	465	-	-
Virginia	1,456	2,854	805	1,686
Washington	1,028	2,947	512	6,441
West Virginia	474	552	-	1,055
Wisconsin	649	771	-	8,684
<b>Total</b>	<b>54,362</b>	<b>79,736</b>	<b>13,933</b>	<b>190,838</b>

## APPENDIX B. DEFINITION OF COMPOSITES, ITEMS AND RATINGS

The following tables present the composites and individual items and ratings for the 5.0 Adult Medicaid and Child versions of the CAHPS Health Plan Survey.

Table B-1. Adult Medicaid Composites and Rating Items for 5.0 Version of CAHPS Health Plan Survey

Question Text	Response Options
<b>Getting Needed Care</b>	
In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	<b>Response Options</b> <ul style="list-style-type: none"> <li>• Never</li> <li>• Sometimes</li> <li>• Usually</li> <li>• Always</li> </ul>
In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	
<b>Getting Care Quickly</b>	
In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	<b>Response Options</b> <ul style="list-style-type: none"> <li>• Never</li> <li>• Sometimes</li> <li>• Usually</li> <li>• Always</li> </ul>
In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	
<b>How Well Doctors Communicate</b>	
In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	<b>Response Options</b> <ul style="list-style-type: none"> <li>• Never</li> <li>• Sometimes</li> <li>• Usually</li> <li>• Always</li> </ul>
In the last 6 months, how often did your personal doctor listen carefully to you?	
In the last 6 months, how often did your personal doctor show respect for what you had to say?	
In the last 6 months, how often did your personal doctor spend enough time with you?	
<b>Health Plan Information &amp; Customer Service</b>	
In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	<b>Response Options</b> <ul style="list-style-type: none"> <li>• Never</li> <li>• Sometimes</li> <li>• Usually</li> <li>• Always</li> </ul>
In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	
<b>Overall Ratings</b>	
Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?	<b>Response Options</b> <ul style="list-style-type: none"> <li>• 0-10</li> </ul>
Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?	
Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate the specialist?	
Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?	

Table B-2. Child Medicaid and CHIP Composites and Rating Items for 5.0 Version of CAHPS Health Plan Survey

Question Text	Response Options
<b>Getting Needed Care</b>	
In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	<b>Response Options</b> <ul style="list-style-type: none"> <li>• Never</li> <li>• Sometimes</li> <li>• Usually</li> <li>• Always</li> </ul>
In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	
<b>Getting Care Quickly</b>	
In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?	<b>Response Options</b> <ul style="list-style-type: none"> <li>• Never</li> <li>• Sometimes</li> <li>• Usually</li> <li>• Always</li> </ul>
In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?	
<b>How Well Doctors Communicate</b>	
In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?	<b>Response Options</b> <ul style="list-style-type: none"> <li>• Never</li> <li>• Sometimes</li> <li>• Usually</li> <li>• Always</li> </ul>
In the last 6 months, how often did your child's personal doctor listen carefully to you?	
In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	
In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?	
In the last 6 months, how often did your child's personal doctor spend enough time with your child?	
<b>Health Plan Information &amp; Customer Service</b>	
In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	<b>Response Options</b> <ul style="list-style-type: none"> <li>• Never</li> <li>• Sometimes</li> <li>• Usually</li> <li>• Always</li> </ul>
In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	
<b>Overall Ratings</b>	
Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?	<b>Response Options</b> <ul style="list-style-type: none"> <li>• 0-10</li> </ul>
Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's specialist?	
Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?	
Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?	