



THE CAHPS DATABASE

2019 CAHPS Health Plan Survey Database

2019 Chartbook

What Consumers Say About Their Experiences With Their Health Plans and Medical Care



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AHRQ Contract No.: 3201500026I/HHSP23337004T

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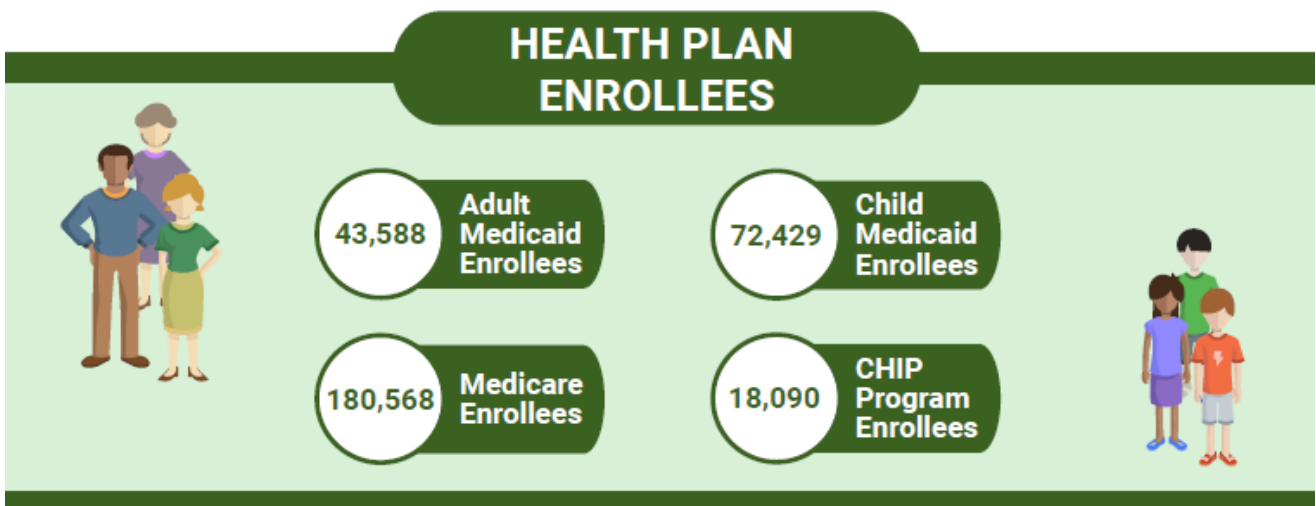
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1. OVERVIEW

cahps[®]

2019 Health Plan Survey Database

This overview of results summarizes how health plan enrollees across all populations rate their health plan based on the 2019 Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]) Health Plan Survey Database.



2. INTRODUCTION

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

This Chartbook presents summary-level results calculated from CAHPS Health Plan Survey 5.0 and 5.0H data submitted in 2019 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 composite measures, 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 2009-2019 are presented for the Adult and Child Medicaid and Medicare populations. CHIP results are presented for eight years.

The summary results presented in this Chartbook are compiled from data reported in the CAHPS Health Plan Database [Online Reporting System \(ORS\)](#). The ORS is a Web-based platform that allows users to interact with the results for survey composite measures, rating measures, and individual items. The CAHPS Health Plan ORS is updated annually with new data submitted by users of both the 5.0 and 5.0H versions of the CAHPS Health Plan Survey.

De-identified CAHPS Health Plan data research files are available upon request according to the CAHPS Database Data Release Policy. To learn more, visit <https://cahpsdatabase.ahrq.gov/DataResearchers.aspx>.

Questions or comments regarding this Chartbook or the CAHPS Health Plan Database may be directed to the CAHPS Database by email CAHPSDatabase@westat.com or questions may be directed to the toll-free help line at 888-808-7108.

Comparisons by Population

Table 1 presents a comparison of top-box scores (the most positive survey response option) for the composite measures and ratings across the four health plan enrollee populations included in the 2019 CAHPS Health Plan Survey Database.

Table 1. Comparison of 2019 Top-Box Scores By Enrollee Population

Composite Measure//Rating	Adult Medicaid	Child Medicaid	CHIP	Medicare
Number of Respondents	43,588	72,429	18,090	180,568
Number of Plans	131	152	48	402
Composite Measure				
Getting Needed Care	56%	61%	63%	62%
Getting Care Quickly	60%	73%	75%	68%

Composite Measure//Rating	Adult Medicaid	Child Medicaid	CHIP	Medicare
How Well Doctors Communicate	75%	79%	80%	79%
Health Plan Information and Customer Service	69%	68%	67%	74%
Ratings				
Rating of Personal Doctor	67%	77%	77%	78%
Rating of Specialist	67%	73%	74%	74%
Rating of Health Care	54%	70%	70%	62%
Rating of Health Plan	60%	71%	71%	64%

Highlights from Table 1 include the following:

- The highest scoring composite measure across all populations is “How Well Doctors Communicate.” The lowest scoring composite measure 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 shown a relatively steady increase for most composite measures and ratings across each population for the years available for reporting.

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 2019 results are based on survey data collected between July 2018 and June 2019.
- 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 2019.

Appendix A presents the number of Medicaid, CHIP, and Medicare survey respondents by State included in the 2019 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 populations¹. 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.

4. RESULTS BY ENROLLEE POPULATION

This section presents a summary of results for each of the health plan enrollee populations included in the 2019 CAHPS Health Plan Survey Database. Results are presented in the form of bar charts that graphically show the distribution of scores for the four composite measures, the individual question items that compose each composite measure, and the four ratings. Appendix B lists the composite measures, 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 composite measures 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 2019 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 2009 to 2019. Trend data for the CHIP enrollee population are presented for 2011 to 2019. Note that no results are available for 2012 because of a lapse in the support contract for the CAHPS Database.

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

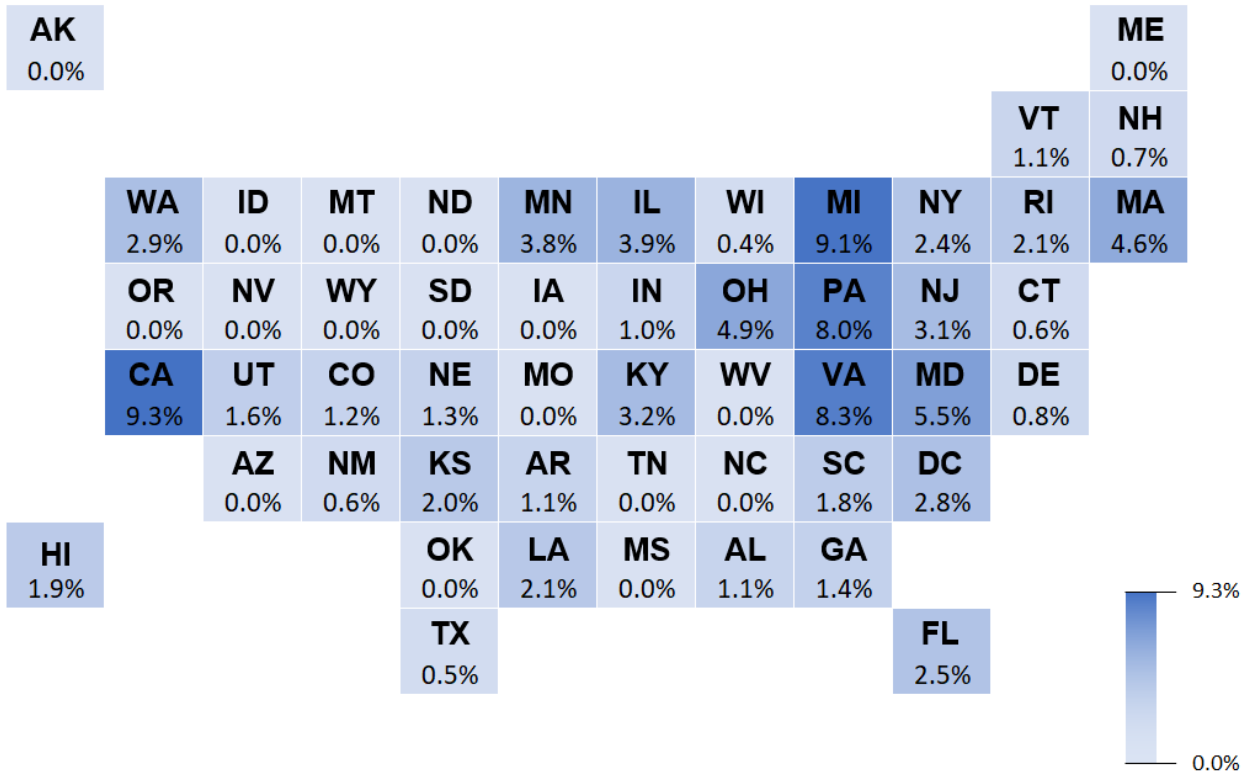
¹ The Medicare results are based on a representative sample of all Medicare Advantage health plans.

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 to the rating questions or to the definition of the composite measures.

As noted earlier, detailed results for each question item are available through the CAHPS Database [Online Reporting System](#). The ORS also includes results for the supplemental HEDIS item included in the 5.0H version of the CAHPS Health Plan Survey.

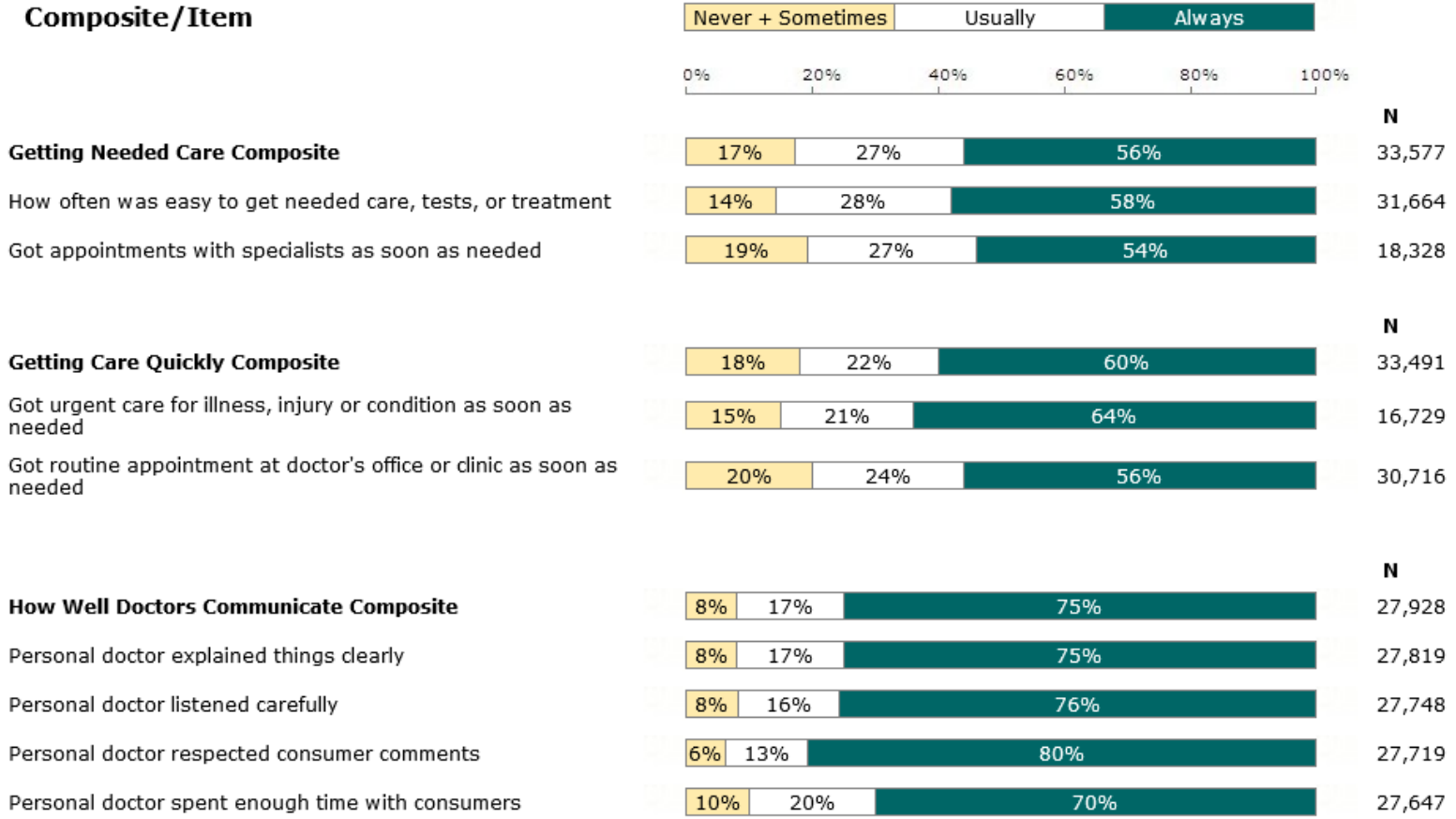
Adult Medicaid

Percentage Distribution of 2019 Survey Respondents by State

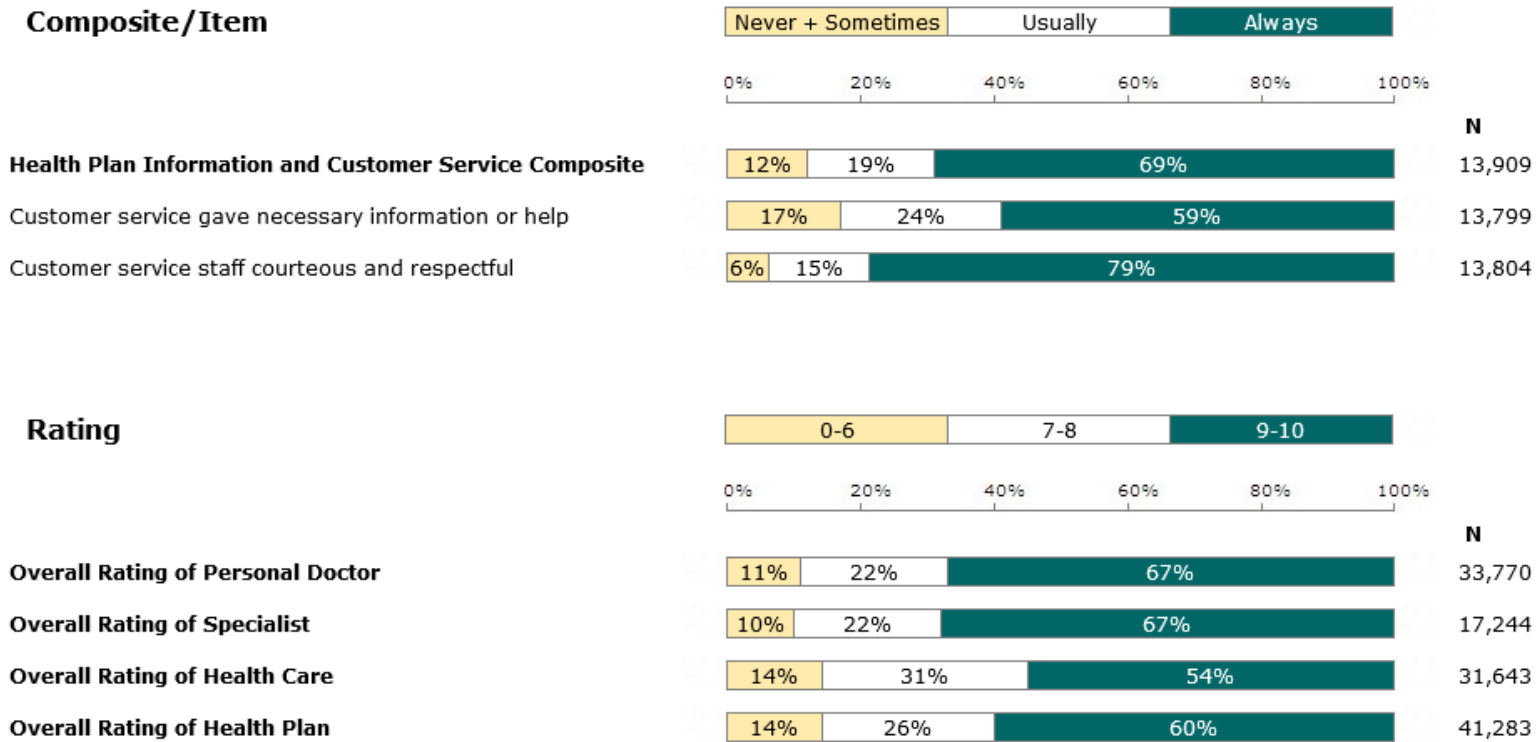


Adult Medicaid 2019 Results

Composite/Item

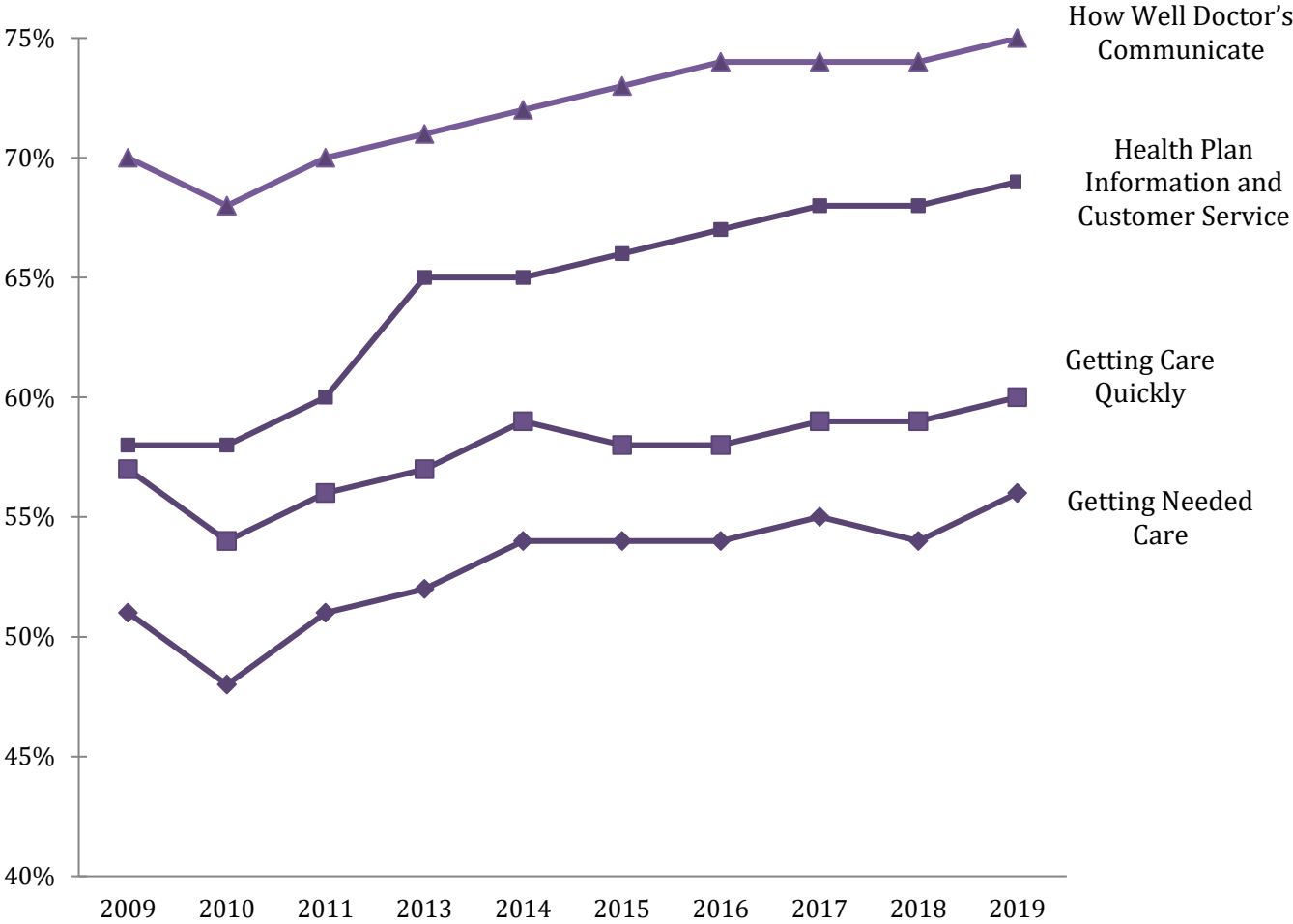


Adult Medicaid 2019 Results (continued)



Adult Medicaid Trends

Figure 1. Adult Medicaid Top-Box Composite Measure Scores 2009-2019



Adult Medicaid Trends (continued)

Figure 2. Adult Medicaid Top-Box Rating Scores 2009-2019

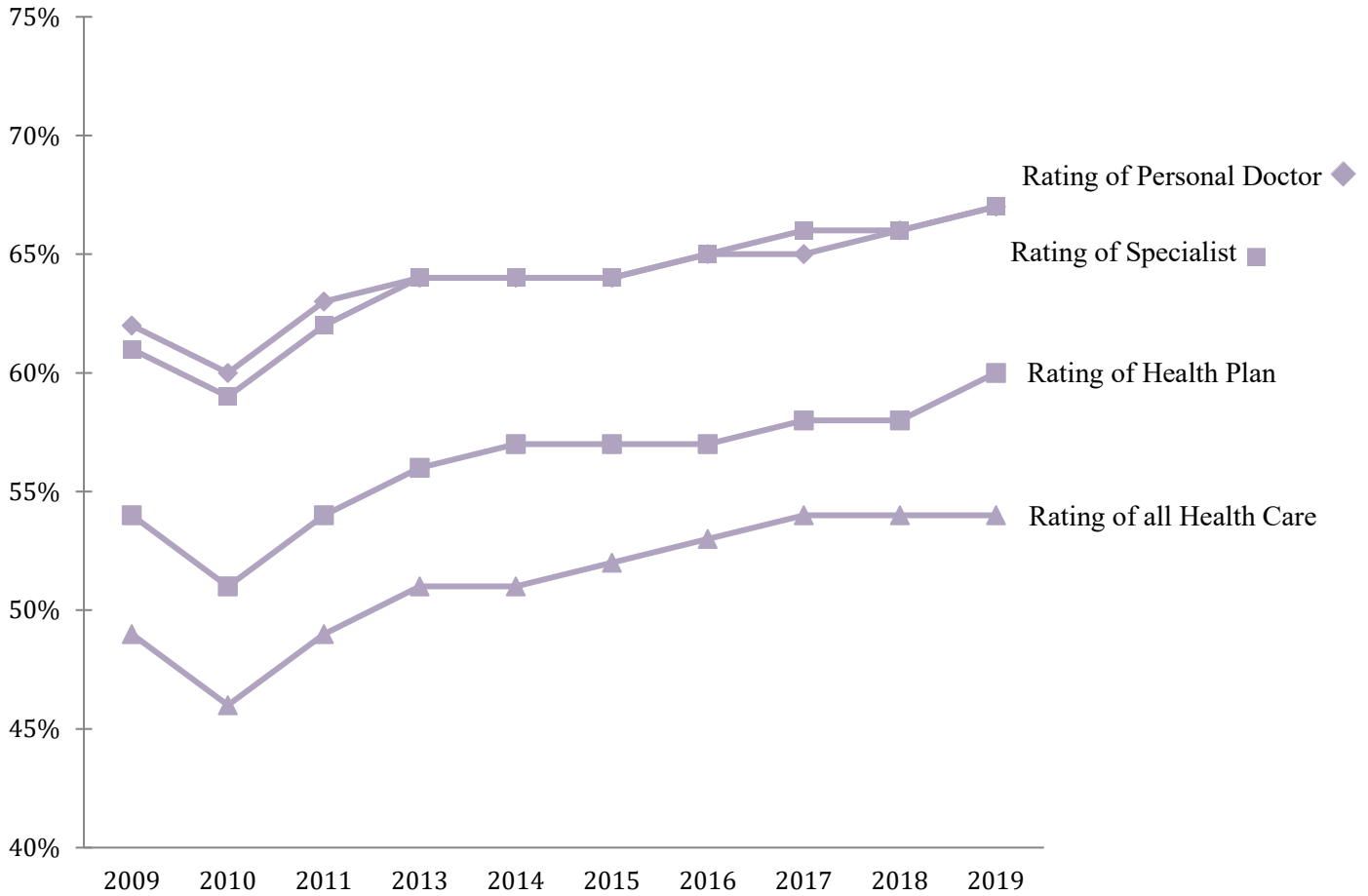


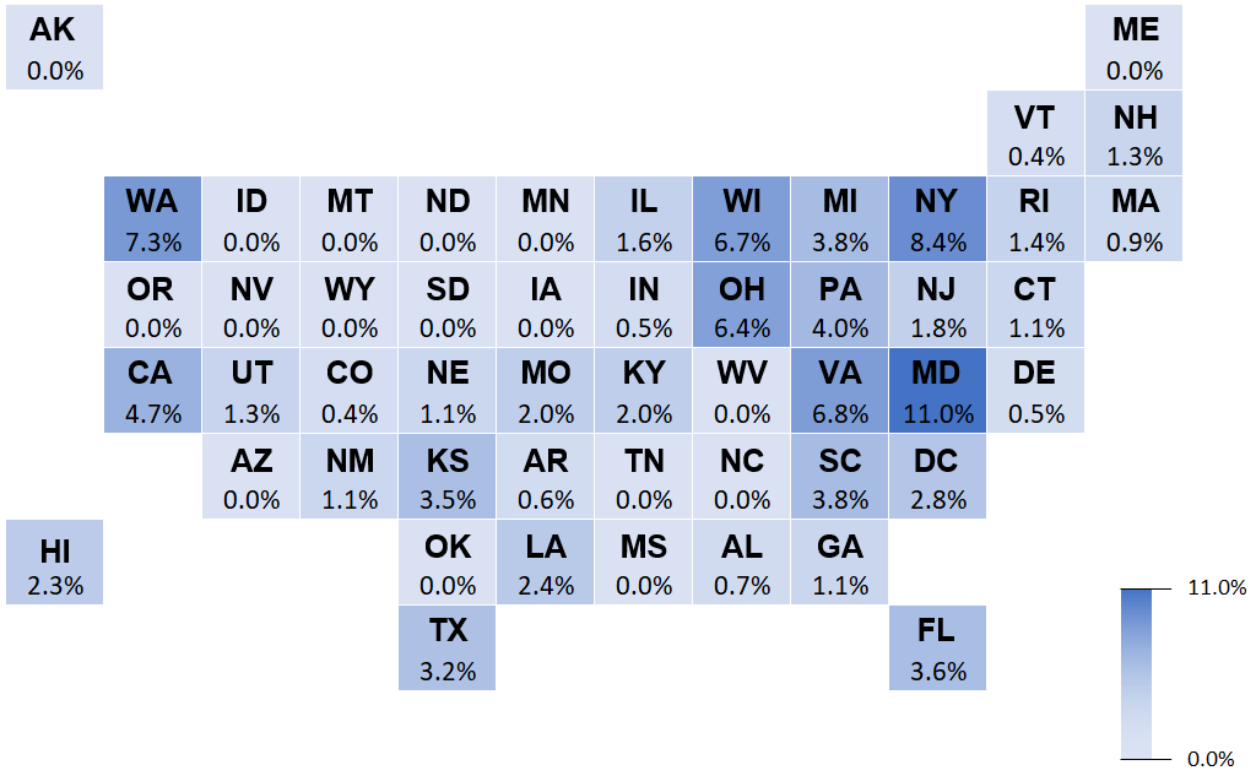
Table 2. Adult Medicaid Composition of the CAHPS Health Plan Survey Database 2009-2019

Adult Medicaid Composition										
	2009	2010	2011	2013	2014	2015	2016	2017	2018	2019
Number of Plans	126	186	148	124	149	133	157	152	146	131
Number of Respondents	63,391	97,626	73,820	60,249	68,234	61,369	73,155	65,053	54,362	43,588

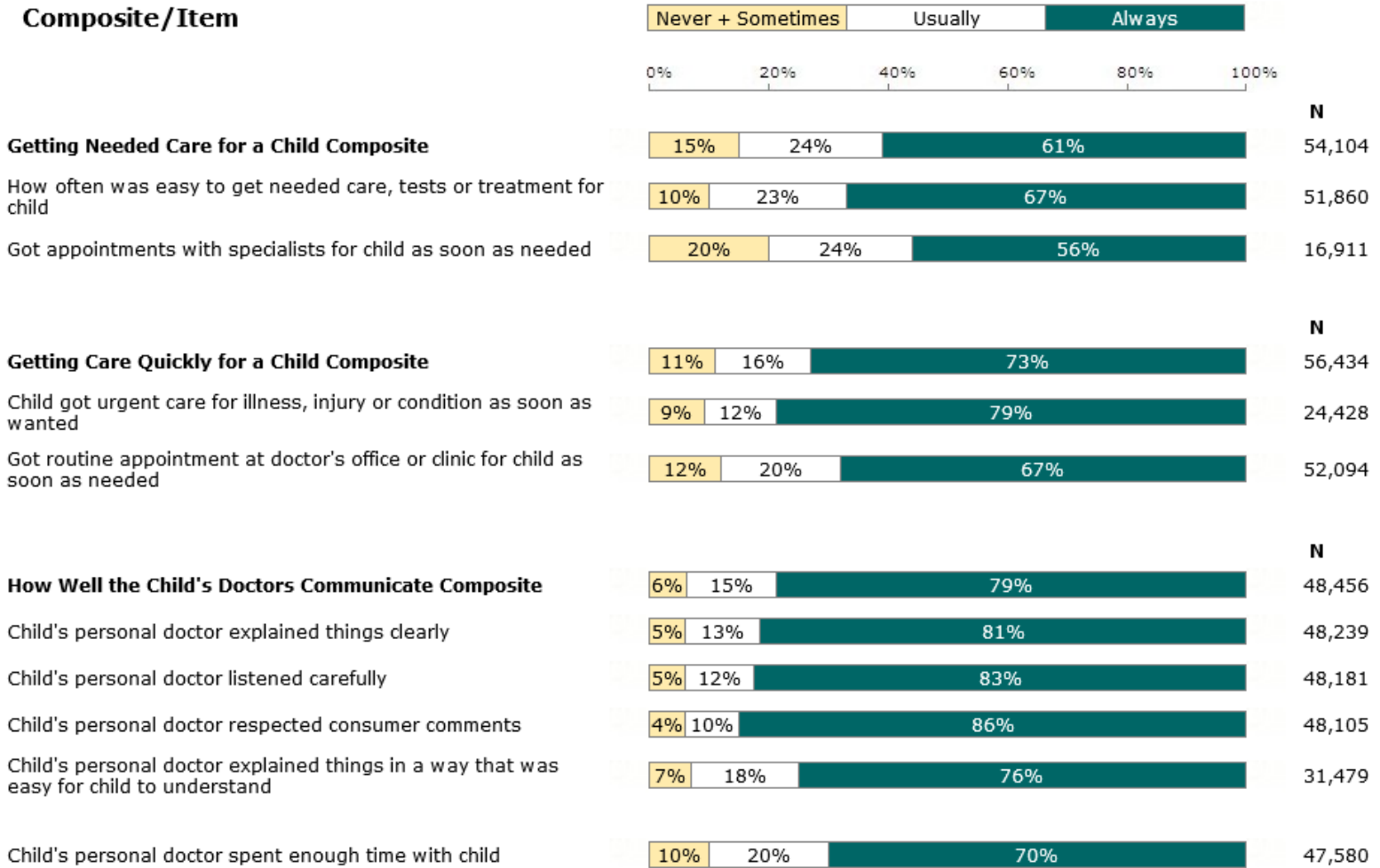
Notes: (1) From 2009-2011, the Database reported Adult Medicaid version 4.0. (2) From 2013-2019, the Database reported Adult Medicaid version 5.0.

Child Medicaid

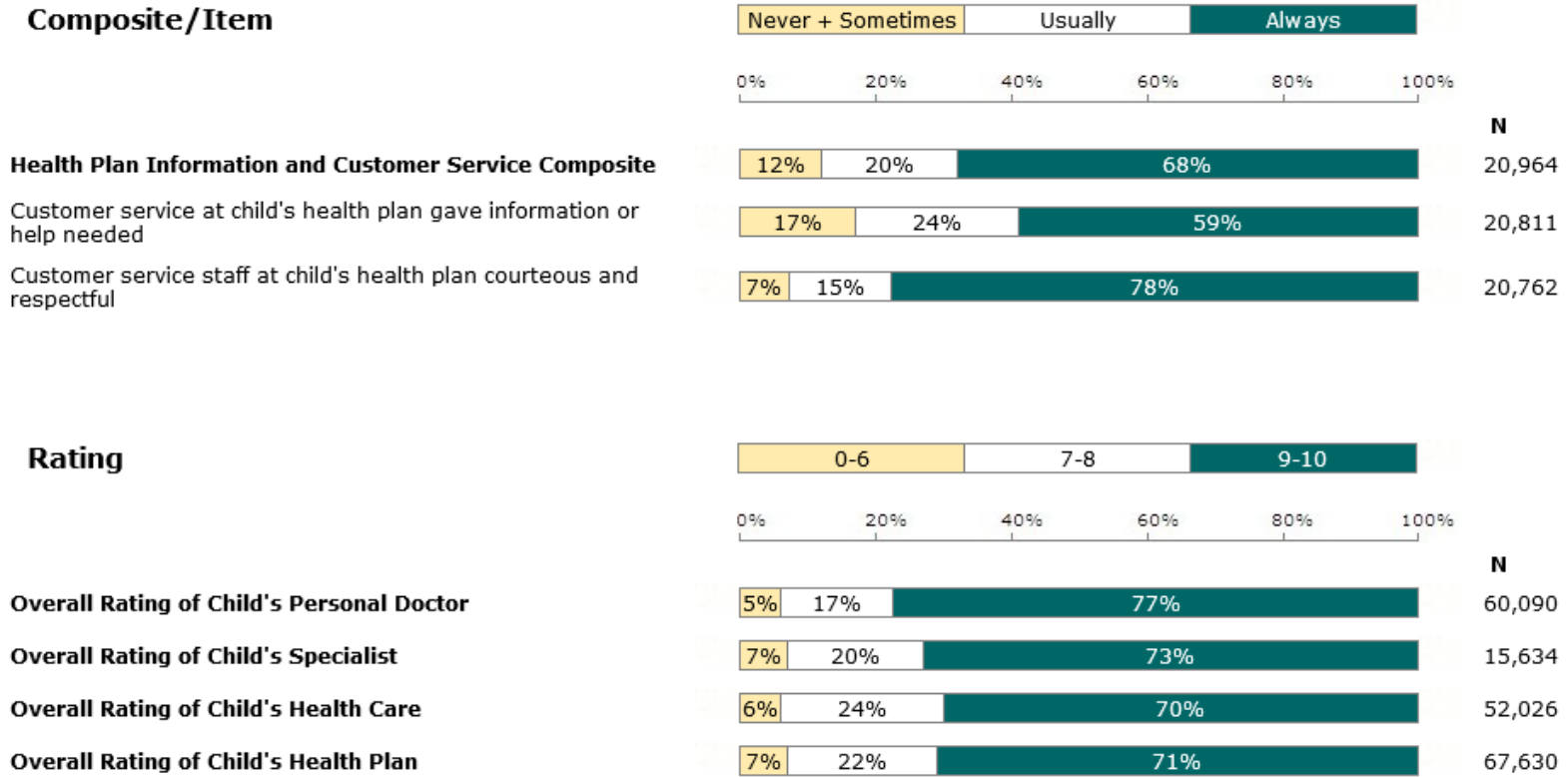
Percentage Distribution of 2019 Survey Respondents by State



Child Medicaid 2019 Results

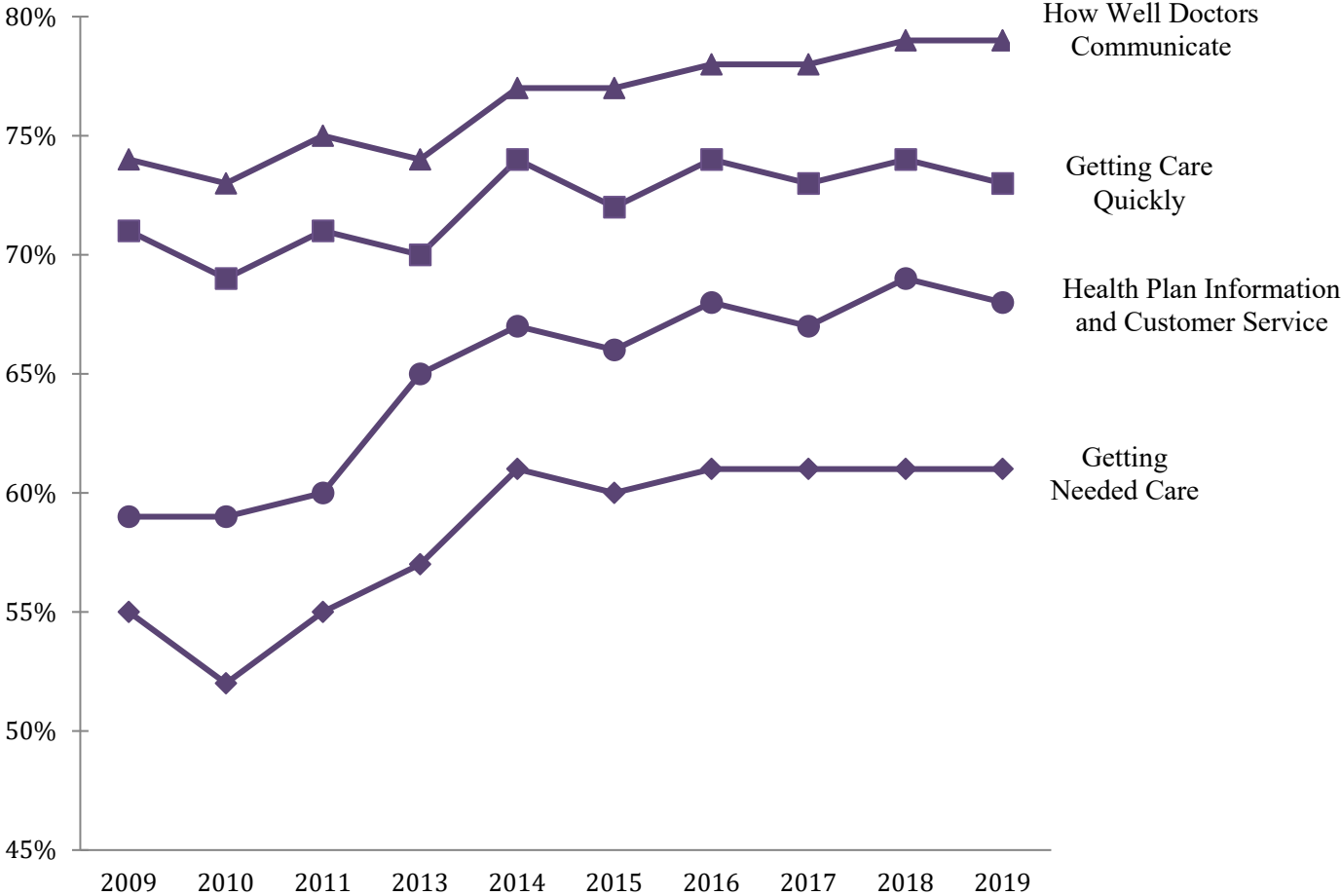


Child Medicaid 2019 Results (continued)



Child Medicaid Trends

Figure 3. Child Medicaid Top-Box Composite Measure Scores 2009-2019



Child Medicaid Trends (continued)

Figure 4. Child Medicaid Top-Box Rating Scores 2009-2019

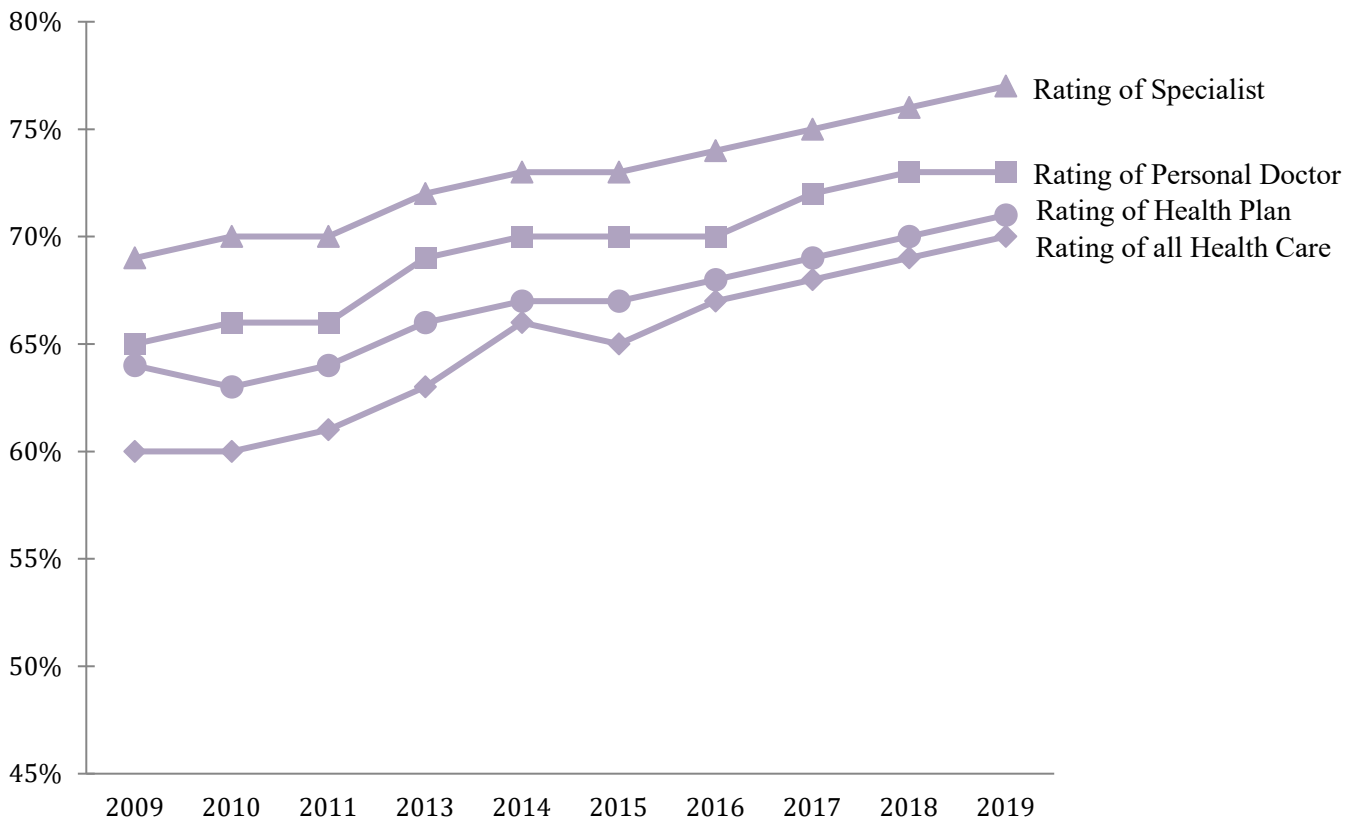


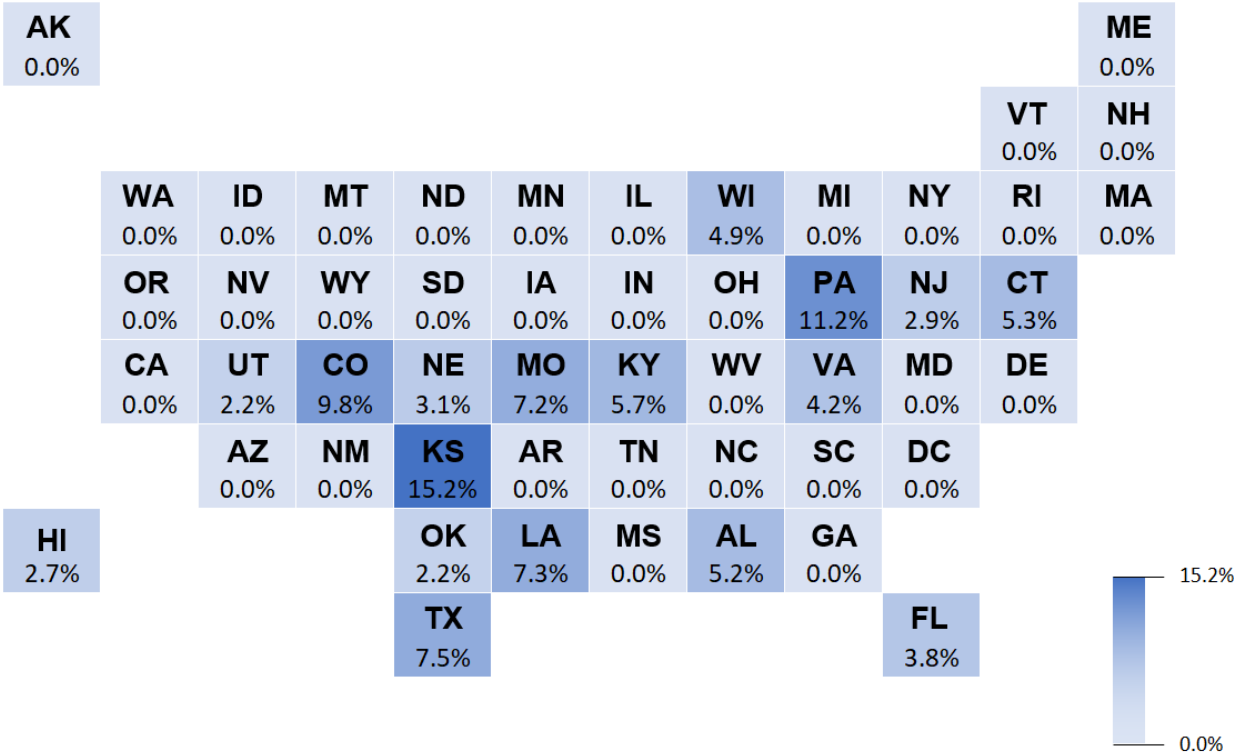
Table 3. Child Medicaid Composition of the CAHPS Health Plan Survey Database 2009-2019

Child Medicaid Composition										
	2009	2010	2011	2013	2014	2015	2016	2017	2018	2019
Number of Plans	107	132	129	105	100	136	132	169	150	152
Number of Respondents	68,697	88,694	85,003	66,804	60,153	91,049	79,058	103,283	79,736	72,429

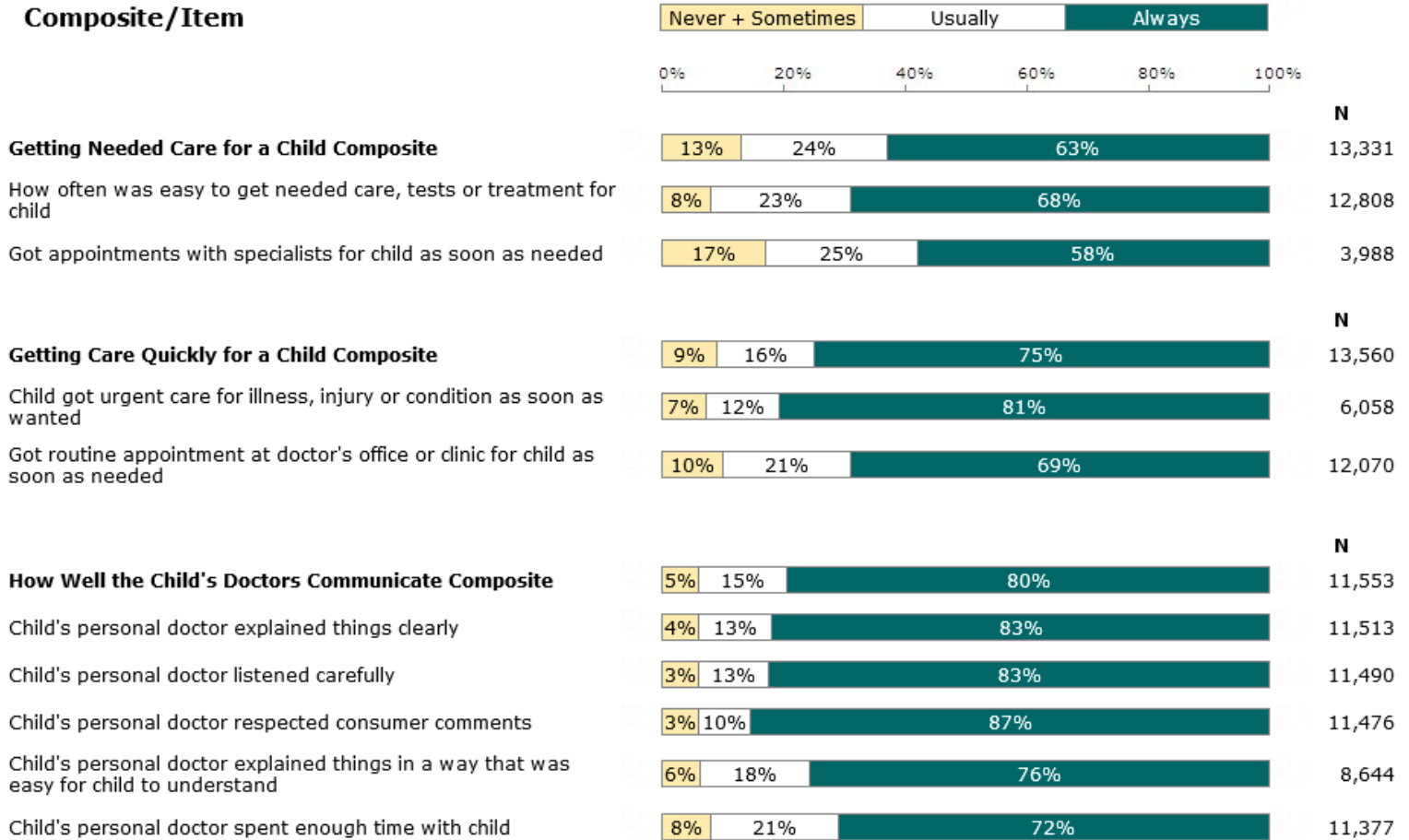
Notes: (1) From 2009-2011, the Database reported Child Medicaid version 4.0. (2) From 2013-2019, the Database reported Child Medicaid version 5.0.

Children’s Health Insurance Program (CHIP)

Percentage Distribution of 2019 Survey Respondents by State

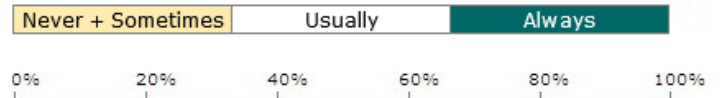


CHIP 2019 Results



CHIP 2019 Results (continued)

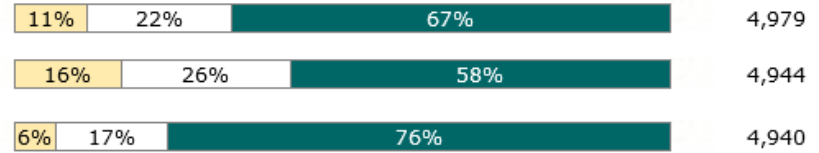
Composite/Item



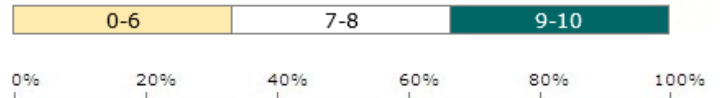
Health Plan Information and Customer Service Composite

Customer service at child's health plan gave information or help needed

Customer service staff at child's health plan courteous and respectful



Rating

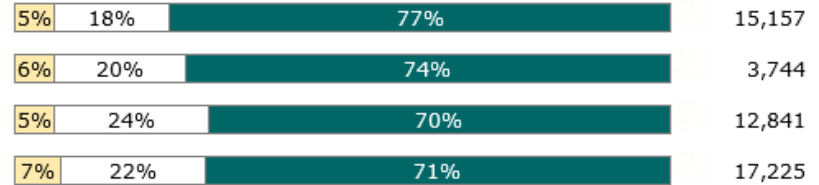


Overall Rating of Child's Personal Doctor

Overall Rating of Child's Specialist

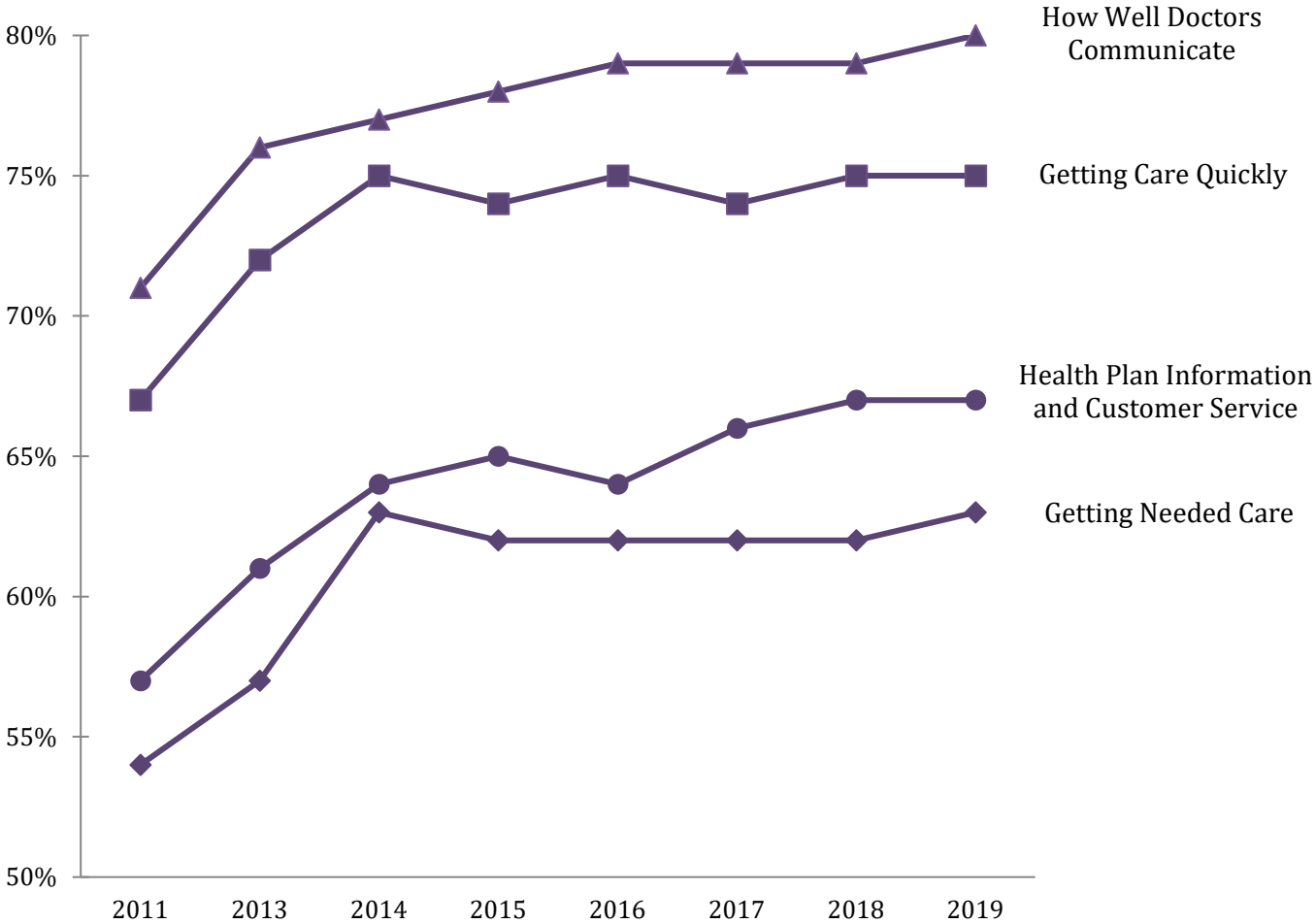
Overall Rating of Child's Health Care

Overall Rating of Child's Health Plan



CHIP Trends

Figure 5. CHIP Top-Box Composite Measure Scores 2011-2019



CHIP Trends (continued)

Figure 6. CHIP Top-Box Rating Scores 2011-2019

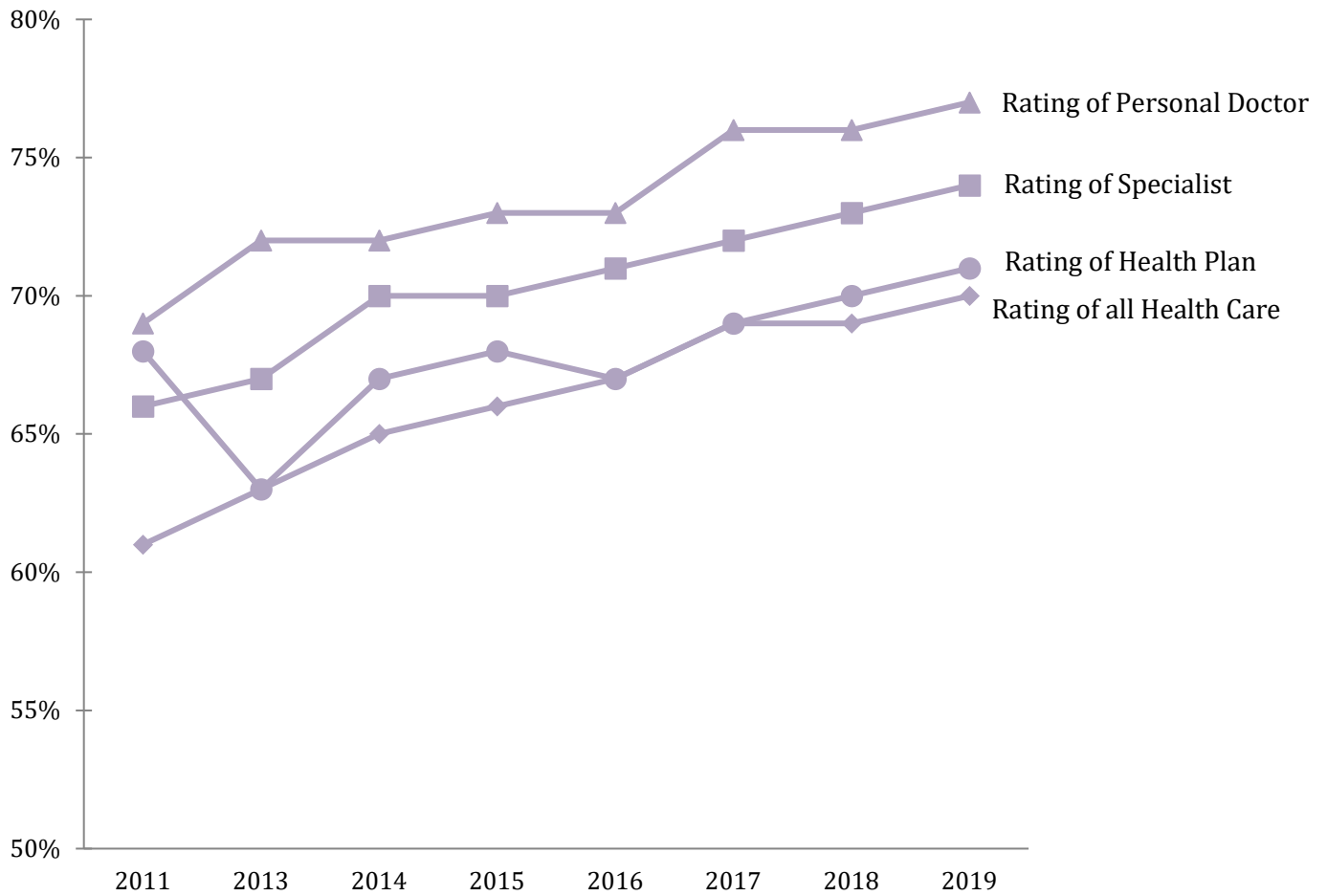


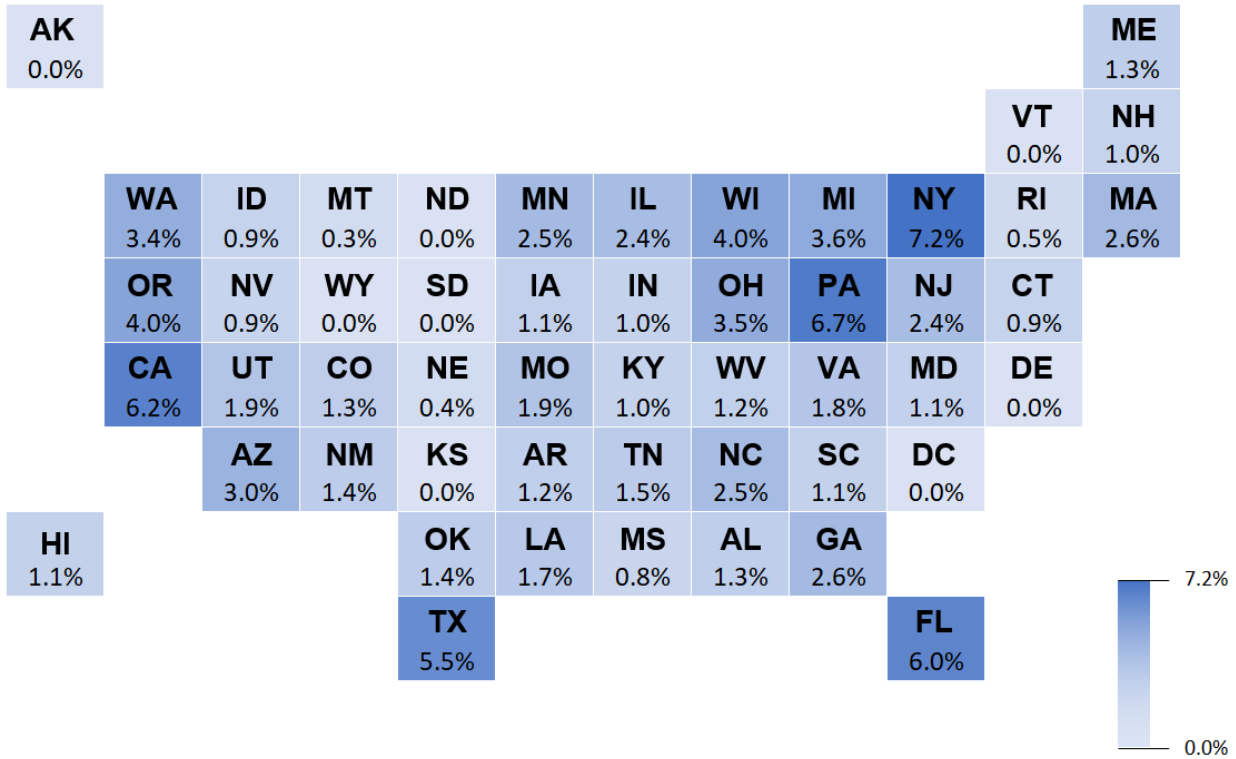
Table 4. CHIP Composition of the CAHPS Health Plan Survey Database 2011-2019

CHIP Medicaid Composition								
	2011	2013	2014	2015	2016	2017	2018	2019
Number of Plans	41	12	15	19	21	23	25	48
Number of Respondents	26,232	9,149	11,762	13,466	14,999	15,221	13,933	18,090

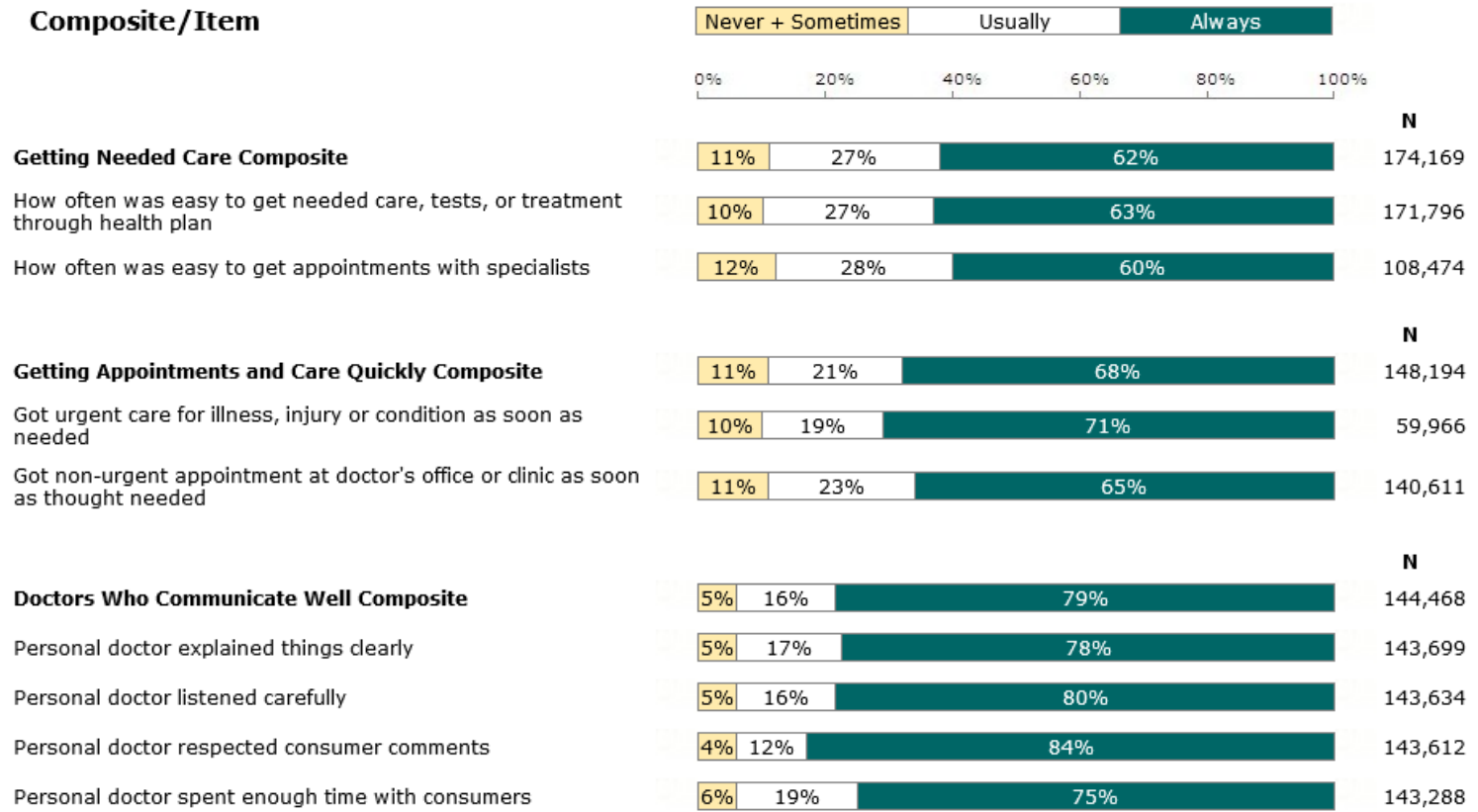
Notes: (1) In 2011, the Database reported CHIP Medicaid version 4.0. (2) From 2013-2019, the Database reported CHIP Medicaid version 5.0.

Medicare

Percentage Distribution of 2019 Survey Respondents by State

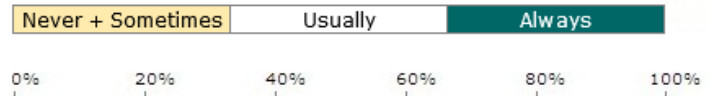


Medicare 2019 Results



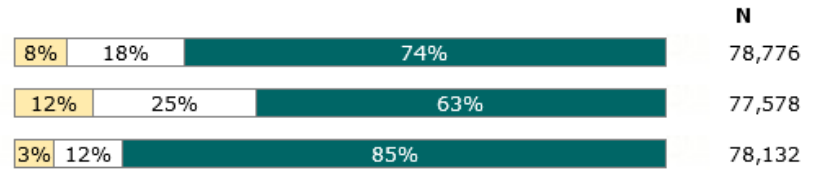
Medicare 2019 Results (continued)

Composite/Item

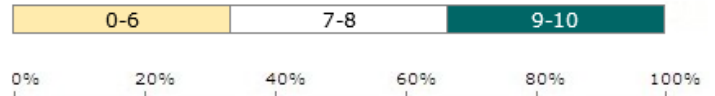


Customer Service Composite

- Customer service gave information or help needed
- Customer service staff courteous and respectful



Rating

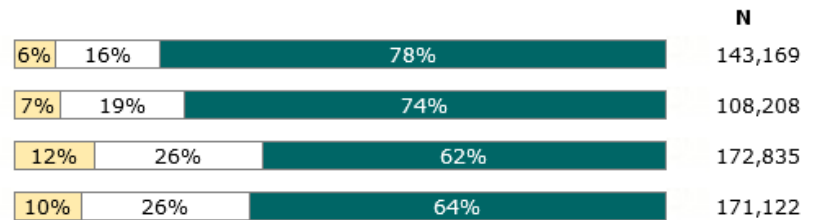


Overall Rating of Personal Doctor

Overall Rating of Specialist

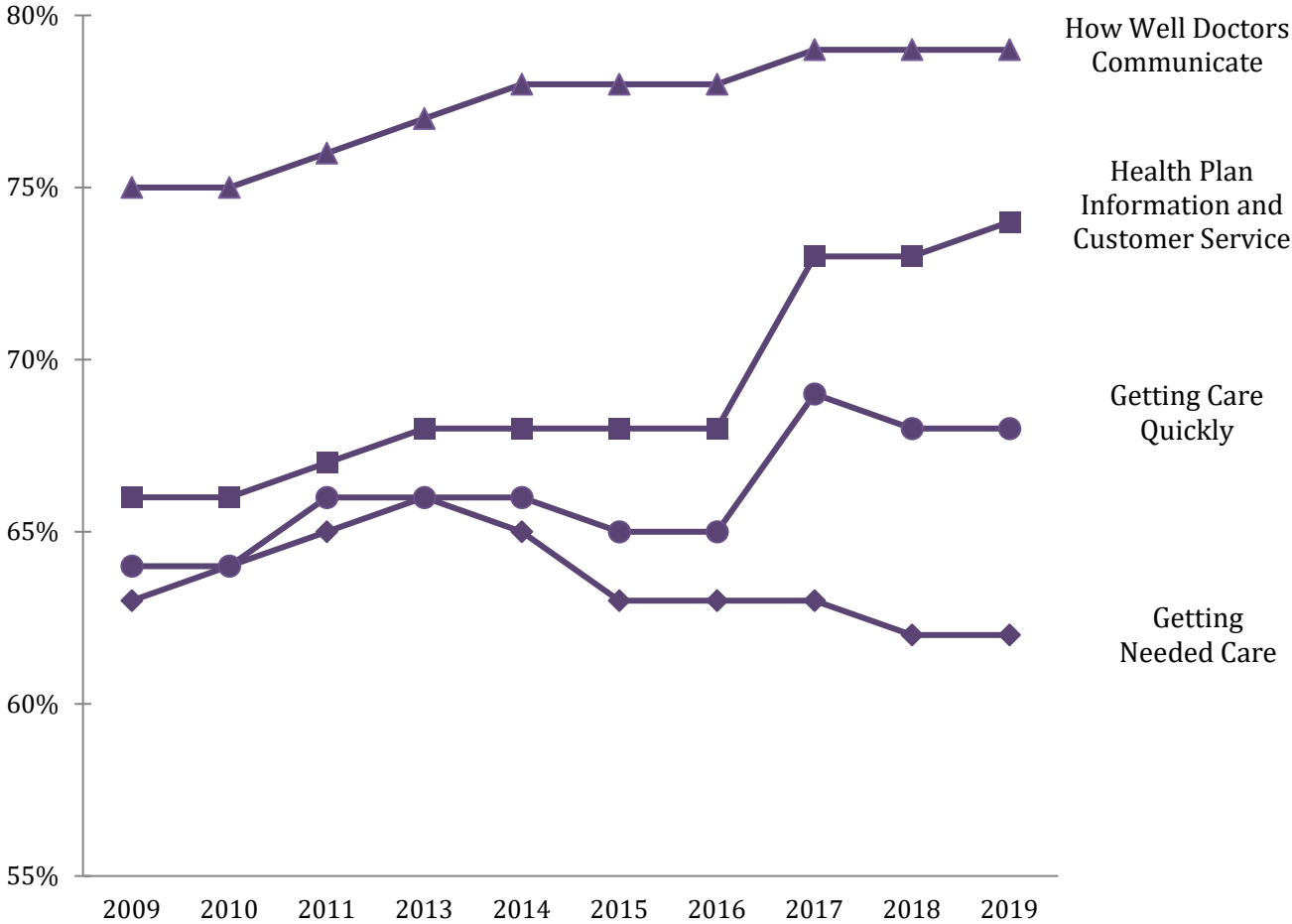
Overall Rating of Health Care Quality

Rating of Health Plan



Medicare Trends

Figure 7. Medicare Top-Box Composite Measure Scores 2009-2019



Medicare Trends (continued)

Figure 8. Medicare Top-Box Rating Scores 2009-2019

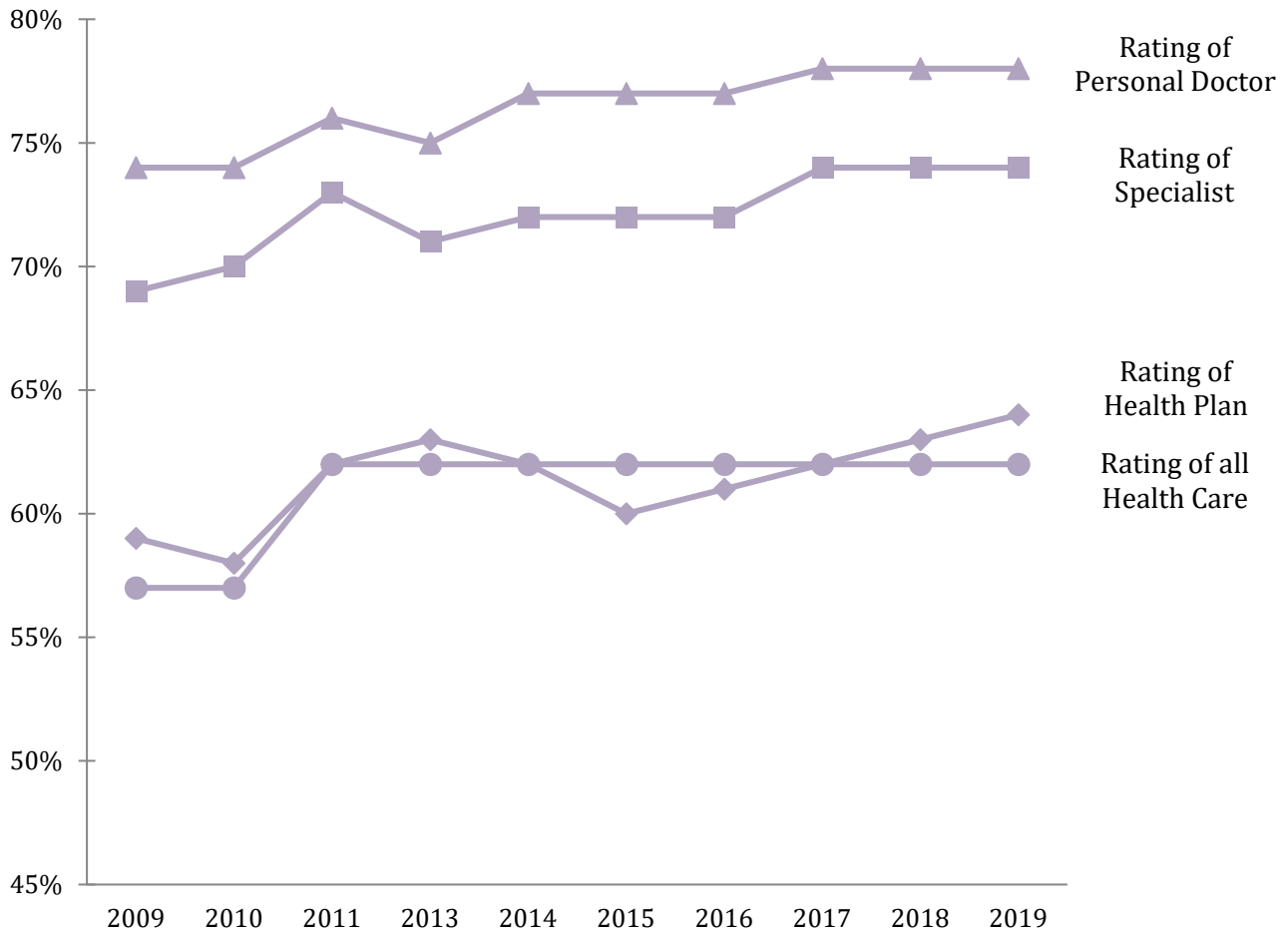


Table 5. Medicare Composition of the CAHPS Health Plan Survey Database 2009-2019

Medicare Composition										
	2009	2010	2011	2013	2014	2015	2016	2017	2018	2019
Number of Plans	405	431	445	451	443	431	382	397	388	402
Number of Respondents	206,647	221,120	163,182	198,350	195,748	155,095	147,908	194,916	190,838	180,568

Note: (1) From 2009-2019, the Database collected Medicare version 4.0 only.

APPENDIX A. 2019 SURVEY RESPONDENTS BY STATE

Table A-1 shows data submissions to the CAHPS Health Plan Survey Database by State for 2019. The total number of respondents by state are presented by population.

Table A-1. 2019 Survey Respondents by State

State	Adult Medicaid	Child Medicaid	CHIP	Medicare
Alabama	491	557	823	2,293
Arizona	-	-	-	5,477
Arkansas	493	483	-	2,200
California	4,038	3,844	-	11,234
Colorado	516	321	1,961	2,354
Connecticut	262	660	745	1,653
Delaware	353	411	-	-
District Of Columbia	1,215	2,063	-	-
Florida	1,110	2,298	761	10,789
Georgia	612	975	-	4,628
Hawaii	839	1,938	543	1,986
Idaho	-	-	-	1,699
Illinois	1,691	1,394	-	4,282
Indiana	432	429	-	1,795
Iowa	-	-	-	2,033
Kansas	883	2,013	2,229	-
Kentucky	1,387	1,682	1,149	1,861
Louisiana	921	1,468	1,053	3,017
Maine	-	-	-	2,306
Maryland	2,413	7,113	-	1,974
Massachusetts	2,020	767	-	4,696
Michigan	4,823	3,252	-	6,458
Minnesota	1,637	-	-	4,591
Mississippi	-	-	-	1,510
Missouri	-	1,702	1,440	3,415
Montana	-	-	-	620
Nebraska	547	748	564	640
Nevada	-	-	-	1,579
New Hampshire	294	736	-	1,714
New Jersey	1,357	1,507	575	4,286
New Mexico	259	682	-	2,524
New York	1,047	6,090	-	12,987
North Carolina	-	-	-	4,441
Ohio	2,121	3869	-	6,330
Oklahoma	-	-	433	2,509

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State	Adult Medicaid	Child Medicaid	CHIP	Medicare
Oregon	-	-	-	7,169
Pennsylvania	3,487	3,436	2,243	12,037
Puerto Rico	-	-	-	3,875
Rhode Island	929	980	-	872
South Carolina	980	2,558	-	1,988
Tennessee	-	-	-	2,643
Texas	209	2,157	1,498	9,988
Utah	693	1,149	437	3,350
Vermont	459	370	-	-
Virginia	3,620	4,188	657	3,294
Washington	1,259	4,817	-	6,151
West Virginia	-	-	-	2,090
Wisconsin	191	5,772	979	7,230
Total	43,588	72,429	18,090	180,568

APPENDIX B. DEFINITION OF COMPOSITE MEASURES, ITEMS AND RATINGS

The following tables present the composite measures 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 Composite Measures and Rating Items for 5.0 Version of CAHPS Health Plan Survey

Question Text	Response Options
Getting Needed Care	
In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	Response Options <ul style="list-style-type: none"> • Never • Sometimes • Usually • Always
In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	
Getting Care Quickly	
In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	Response Options <ul style="list-style-type: none"> • Never • Sometimes • Usually • Always
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?	
How Well Doctors Communicate	
In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	Response Options <ul style="list-style-type: none"> • Never • Sometimes • Usually • Always
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?	
Health Plan Information & Customer Service	
In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	Response Options <ul style="list-style-type: none"> • Never • Sometimes • Usually • Always
In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	
Overall Ratings	
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?	Response Options <ul style="list-style-type: none"> • 0-10
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 Composite Measures and Rating Items for 5.0 Version of CAHPS Health Plan Survey

Question Text	Response Options
Getting Needed Care	
In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	Response Options <ul style="list-style-type: none"> • Never • Sometimes • Usually • Always
In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	
Getting Care Quickly	
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?	Response Options <ul style="list-style-type: none"> • Never • Sometimes • Usually • Always
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?	
How Well Doctors Communicate	
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?	Response Options <ul style="list-style-type: none"> • Never • Sometimes • Usually • Always
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?	
Health Plan Information & Customer Service	
In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	Response Options <ul style="list-style-type: none"> • Never • Sometimes • Usually • Always
In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	
Overall Ratings	
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?	Response Options <ul style="list-style-type: none"> • 0-10
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?	