



THE CAHPS DATABASES

CAHPS Health Plan Survey Database

2022 Medicaid and Children's Health Insurance Program (CHIP) Chartbook

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



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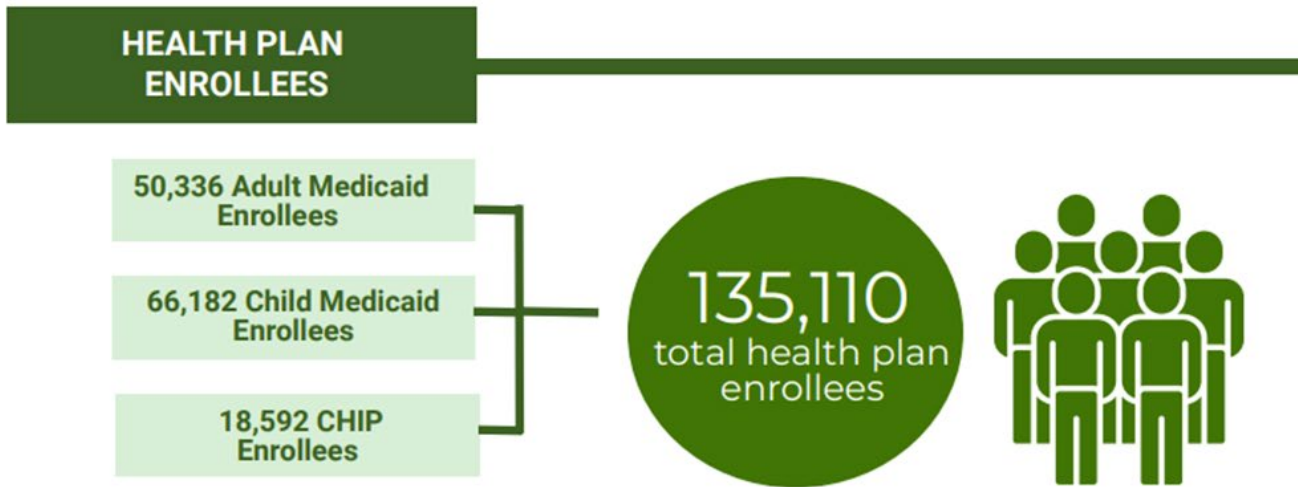


1. OVERVIEW

cahps[®]

2022 Health Plan Survey Database

This overview of results summarizes how Medicaid and Children's Health Insurance Program (CHIP) health plan enrollees assess their health plan based on the 2022 Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]) Health Plan Survey Database.



AMONG THE THREE ENROLLEE POPULATIONS...

Highest Scoring Measure

How Well Doctors Communicate

81 percent of CHIP respondents indicated that the child's doctor communicated well.

Lowest Scoring Measure

Getting Needed Care

52 percent of Adult Medicaid respondents indicated that they could always get needed care.

Overall Rating Items

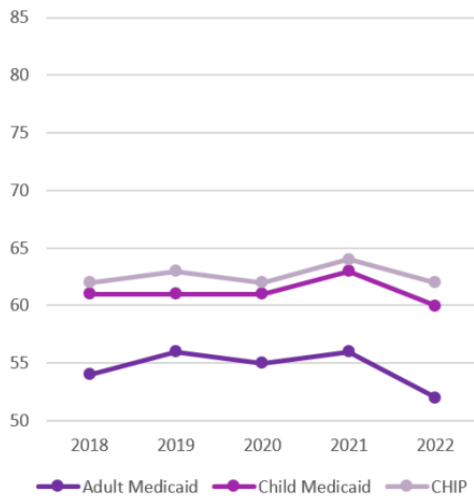
Personal Doctors

All enrollees rated their **Personal Doctors** more highly than their **Specialists, Health Care** or **Health Plans**.

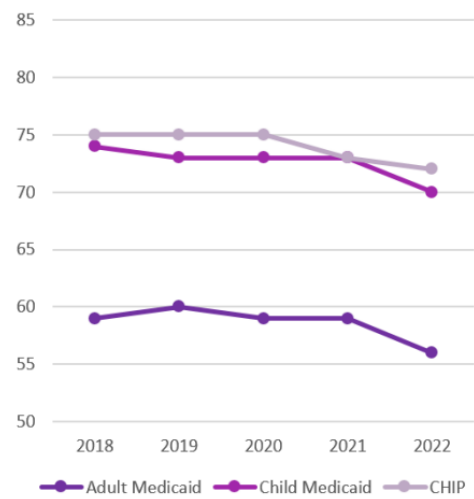
Trends in Health Plan Composite Measure Results by Enrollee Population

Top box scores for all composite measures were relatively stable or slightly increasing until 2021. However, Getting Needed Care and Getting Care Quickly showed large declines between 2021-2022. How Well Doctors Communicate and Health Plan Information and Customer Service showed smaller declines between 2021-2022.

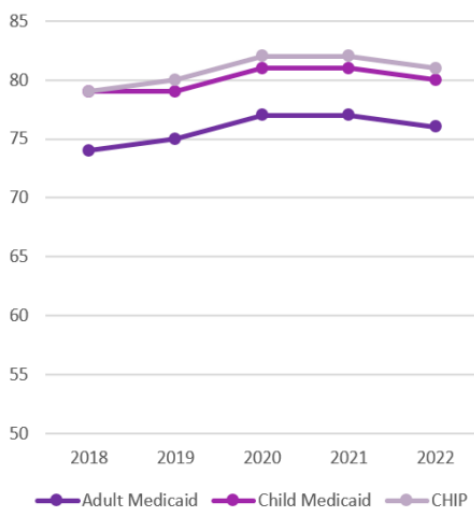
Getting Needed Care



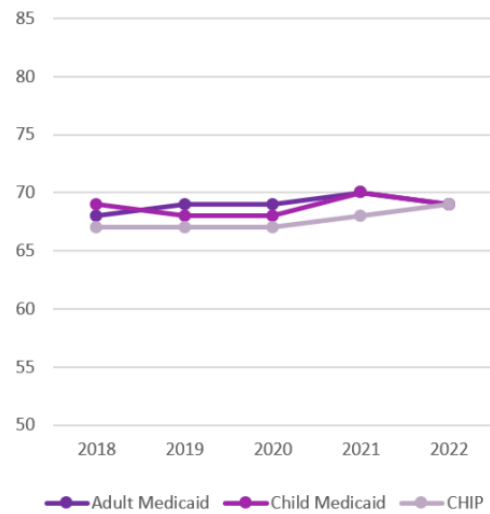
Getting Care Quickly



How Well Doctors Communicate



Health Plan Information and Customer Service



2. INTRODUCTION AND OVERVIEW

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 Versions 5.0/5.0H (HEDIS®) or 5.1/5.1H. The CAHPS Database aggregates the data to facilitate comparisons of CAHPS survey results.

This Medicaid and Children's Health Insurance Program (CHIP) Chartbook presents summary-level results calculated from CAHPS Health Plan Survey data submitted in 2022 for the following health plan enrollee populations:

- Adult Medicaid
- Child Medicaid
- CHIP

Detailed results for each enrollee population are provided for the core survey composite measures, individual question items (including HEDIS and Children with Chronic Conditions Item Set), and ratings in the sections that follow. In addition, selected trend results for 2013-2022 are presented for each enrollee population.

Results are also presented on the CAHPS Data Tool (<https://datatools.ahrq.gov/cahps>), an online platform that allows users to explore the results for survey composite measures, rating measures, and individual items. The CAHPS Data Tool is updated when new data are added to the CAHPS Health Plan Survey findings, coinciding with the release of this Chartbook.

Table 1 presents the composite measure top box scores (the most positive survey response option) and ratings top box scores (rating of 9 or 10) for the three health plan enrollee populations.

Table 1. 2022 Top Box Scores For Enrollee Populations

Composite Measure/Rating	Adult Medicaid	Child Medicaid	CHIP
Number of Plans	197	166	59
Number of Respondents	50,336	66,182	18,592
Composite Measure			
Getting Needed Care	52%	60%	62%
Getting Care Quickly	56%	70%	72%
How Well Doctors Communicate	76%	80%	81%
Health Plan Information and Customer Service	69%	69%	69%
Ratings			
Rating of Personal Doctor	68%	76%	78%
Rating of Specialist	67%	73%	73%
Rating of Health Care	56%	69%	71%
Rating of Health Plan	62%	70%	72%

3. DATA SOURCES, LIMITATIONS AND RESEARCH DATASETS

Data Sources

The data presented in this Chartbook were compiled from CAHPS Health Plan Survey responses submitted to the CAHPS Database by various survey sponsors, including State Medicaid agencies, CHIP programs, and individual health plans. The 2022 results are based on survey data collected between July 2021 and July 2022.

As shown in Table 2, nearly all of data submitted were collected with the 5.1/5.1H (HEDIS) survey version. The 5.1 survey version was released in the fall of 2020 to accommodate a patient care environment with a significant increase in telehealth use. The 5.1 version of the CAHPS Health Plan Survey explicitly ask about respondents' experiences with care received in person, by phone, and by video. The HEDIS designation refers to supplemental questions added to the survey as part of the Healthcare Effectiveness Data and Information Set sponsored by the National Committee on Quality Assurance (NCQA). The 5.1H version of the survey is included in both the 2022 Adult and Child Core Health Care Quality Measurement Sets sponsored by the Center for Medicaid and CHIP Services.

Table 2. 2022 Survey Versions For Enrollee Populations

Population	Survey Version	Number of Plans	Number of Respondents
Adult Medicaid	5.1	7	1,451
	5.1H	190	48,885
Adult Medicaid Combined		197	50,336
Child Medicaid	5.1	2	536
	5.1 with Chronic Conditions Items	3	955
	5.1H	100	28,541
	5.1H with Chronic Conditions Items	61	36,150
Child Medicaid Combined		166	66,182
CHIP	5.0	1	664
	5.1	1	302
	5.1H	37	8,010
	5.1H with Chronic Conditions Items	20	9,616
CHIP Combined		59	18,592

We present combined results for the core survey measures for both the 5.0/5.0H and 5.1/5.1H versions of the CAHPS Health Plan Survey. In addition, results for the core survey measures of the Child Survey have been combined to include the 5.0/5.0H and 5.1/5.1H versions both with and without the Children with Chronic Conditions items.

Appendix A presents the distribution of response modes for each of the three health plan enrollee populations. Appendix B and Appendix C present respondent demographic characteristics and utilization data, respectively. Appendix D presents the number of Medicaid and CHIP survey respondents by State, and Appendix E presents top box scores by census region.

Data Limitations

The organizations that voluntarily contribute data to the CAHPS Database do not represent a statistically drawn sample of all U.S. health plans. Health plans choose whether to participate in the database. Therefore, the data presented here are not representative of all U.S. Medicaid or CHIP health plans or enrollee populations. Estimates based on these voluntarily submitted data sets should not be used to infer to the U.S. Medicaid and CHIP health plan and enrollee populations. 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. Users of these data should also take into account that variations in health plan benefit design and other factors might affect survey responses.

Research Datasets and Technical Assistance

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

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

4. RESULTS BY ENROLLEE POPULATION

This section presents a summary of results for each of the three health plan enrollee populations included in the 2022 CAHPS Health Plan Survey Database. Results are presented for the four composite measures, the individual question items that compose each composite measure, the four ratings, HEDIS questions, and Children with Chronic Conditions measures. Appendix F lists the composite measures, individual items, select HEDIS items and ratings for the 5.0H/5.1H version of the CAHPS Health Plan Survey.

Survey results are presented in the following order:

- Adult Medicaid
- Child Medicaid
- CHIP

To provide context for the 2022 results, selected respondent characteristics are shown at the beginning of each section. Detailed tables of respondent characteristics are provided in Appendix B.

Each section then presents the percentage distribution of survey respondents by state and a set of bar charts showing the distribution of scores for each response category. Next, a table showing the distribution of results for selected percentiles is shown. Each section concludes with a series of line graphs showing trend data for 2013 to 2022, followed by a table that provides the number of plans and respondents for each year.

All results presented in the bar charts and trends were calculated at the respondent level, and percentiles were calculated at the health plan level (see Appendix G for details on calculations).

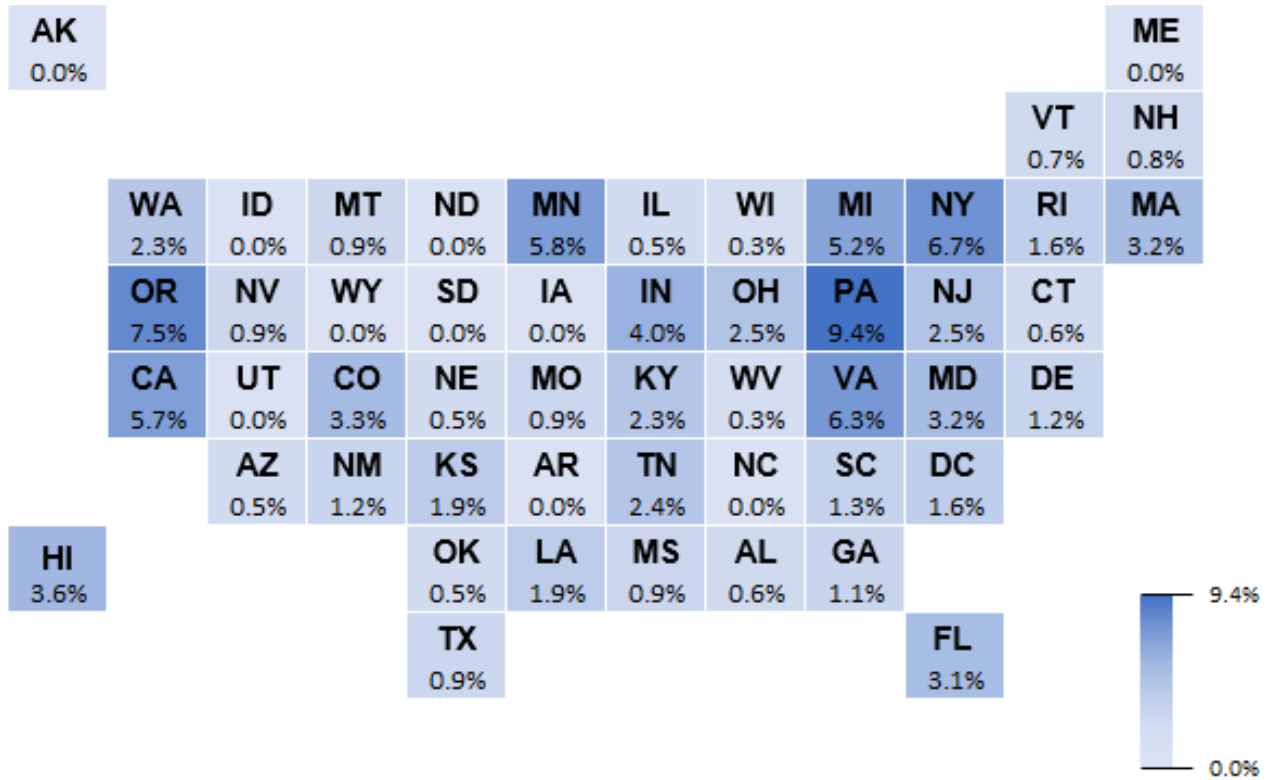
Adult Medicaid

This section describes results for 50,336 Adult Medicaid respondents in the 2022 CAHPS Health Plan Survey Database. Selected respondent characteristics are highlighted below. Additional details are provided in Appendix B.

Respondent Characteristic Highlights



Percentage Distribution of 2022 Survey Respondents by State



Adult Medicaid 2022 Results

Composite Measure/Individual Item	Response Distribution			N
	Never + Sometimes	Usually	Always	
Getting Needed Care				
Easy to get necessary care, tests, or treatment	18%	29%	52%	35,439
Got appointment with a specialist as soon as needed	16%	30%	54%	31,523
Got appointment with a specialist as soon as needed	21%	29%	50%	21,620
Getting Care Quickly				
Got care for illness, injury or condition as soon as needed	20%	25%	56%	33,706
Got care for illness, injury or condition as soon as needed	18%	23%	59%	16,634
Got check-up or routine care appointment as soon as needed	21%	27%	52%	29,475
How Well Doctors Communicate				
Doctor explained things in a way that was easy to understand	7%	17%	76%	29,227
Doctor explained things in a way that was easy to understand	7%	18%	75%	29,114
Doctor listened carefully	7%	16%	76%	29,050
Doctor showed respect for what enrollee had to say	6%	13%	82%	29,029
Doctor spent enough time with enrollee	9%	20%	70%	28,946
Health Plan Information and Customer Service				
Customer service gave necessary information or help	11%	20%	69%	16,964
Customer service gave necessary information or help	16%	25%	59%	16,803
Customer service was courteous and respectful	5%	15%	80%	16,703

Adult Medicaid 2022 Results (continued)

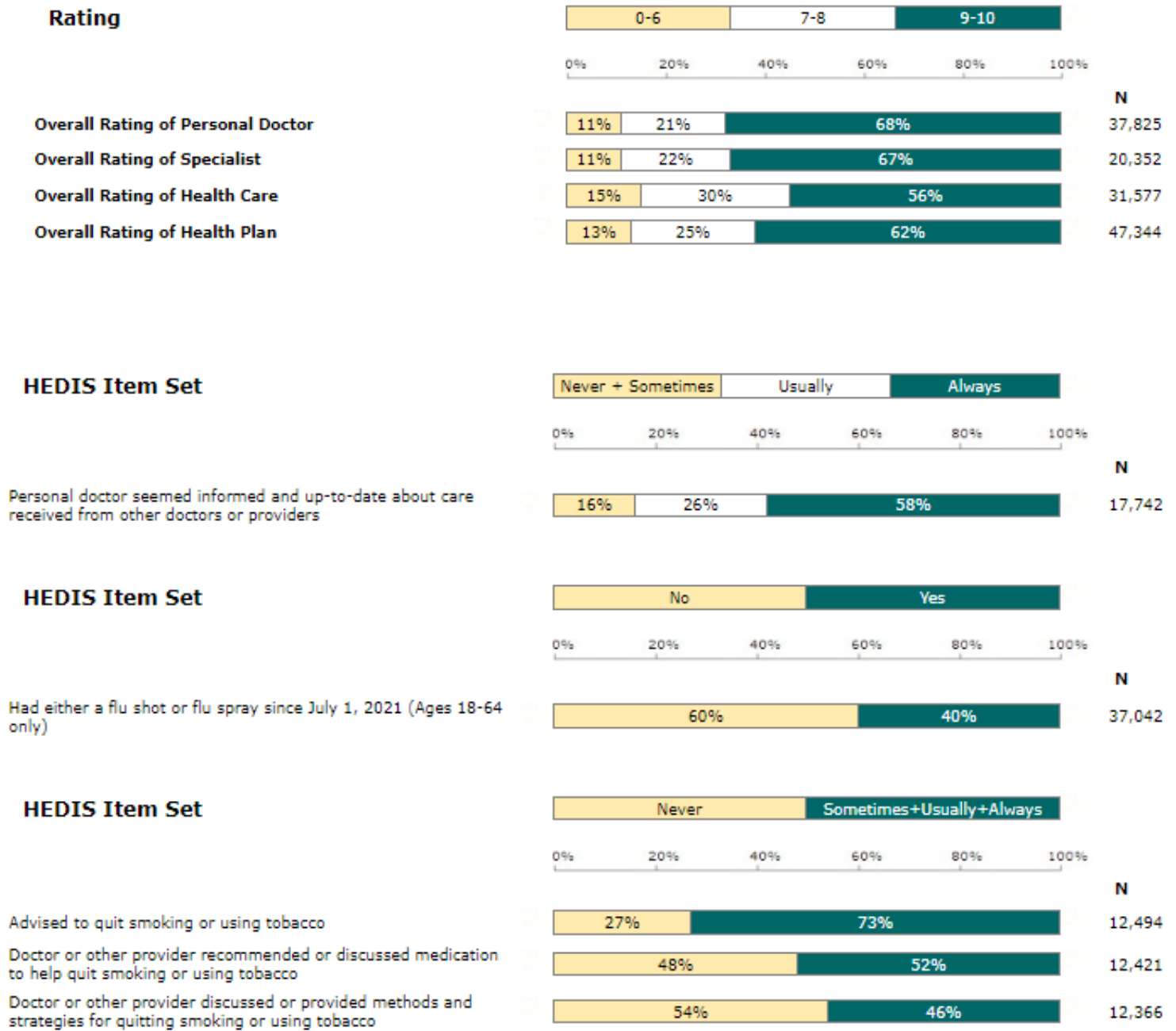


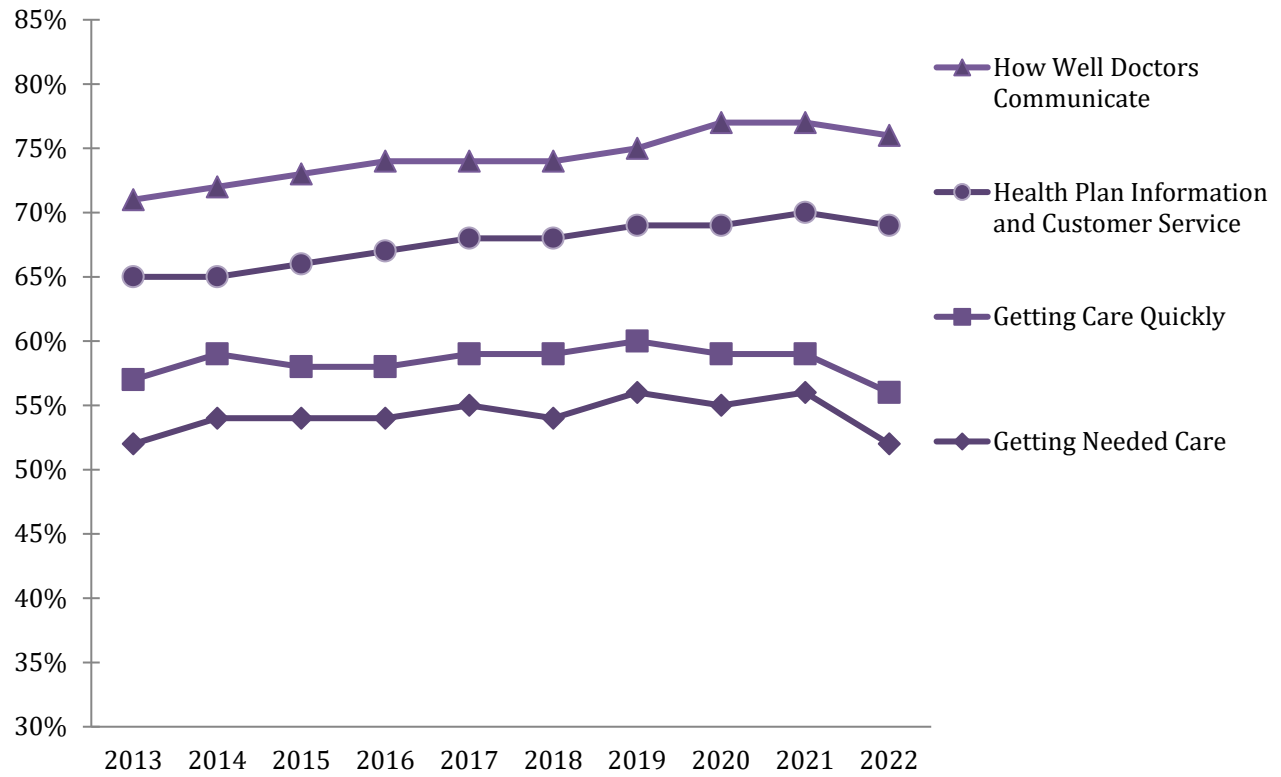
Table 3 presents the Adult Medicaid percentiles for each composite measure or rating question. These percentile scores are calculated at the plan level and represent the percentage of plans that scored at or below a particular top box score for an item or composite measure.

Table 3. 2022 Adult Medicaid Percentiles

Composite Measure/Rating	Composite Measure/Rating Top Box Percentiles						
	Lowest Score	10 th Percentile	25 th Percentile	50 th Percentile	75 th Percentile	90 th Percentile	Highest Score
Composite Measure							
Getting Needed Care	32%	43%	47%	54%	57%	61%	69%
Getting Care Quickly	41%	47%	52%	56%	60%	64%	72%
How Well Doctors Communicate	63%	71%	73%	76%	80%	82%	86%
Health Plan Information and Customer Service	51%	61%	65%	70%	73%	76%	88%
Ratings							
Rating of Personal Doctor	55%	62%	64%	68%	72%	75%	81%
Rating of Specialist	47%	59%	63%	67%	71%	75%	87%
Rating of Health Care	38%	48%	53%	57%	60%	63%	74%
Rating of Health Plan	44%	52%	57%	62%	66%	70%	80%
HEDIS Items							
Personal doctor seemed informed and up-to-date about care from other providers	41%	49%	53%	58%	62%	66%	77%
Had a flu shot or flu spray (Age 18-64 only)	21%	30%	34%	40%	44%	51%	69%
Advised to quit smoking or using tobacco	50%	63%	68%	73%	78%	83%	91%
Doctor/provider discussed medication to help quit smoking or using tobacco	19%	37%	44%	50%	57%	63%	77%
Doctor/provider discussed methods to quit smoking or using tobacco	17%	33%	40%	45%	52%	59%	69%

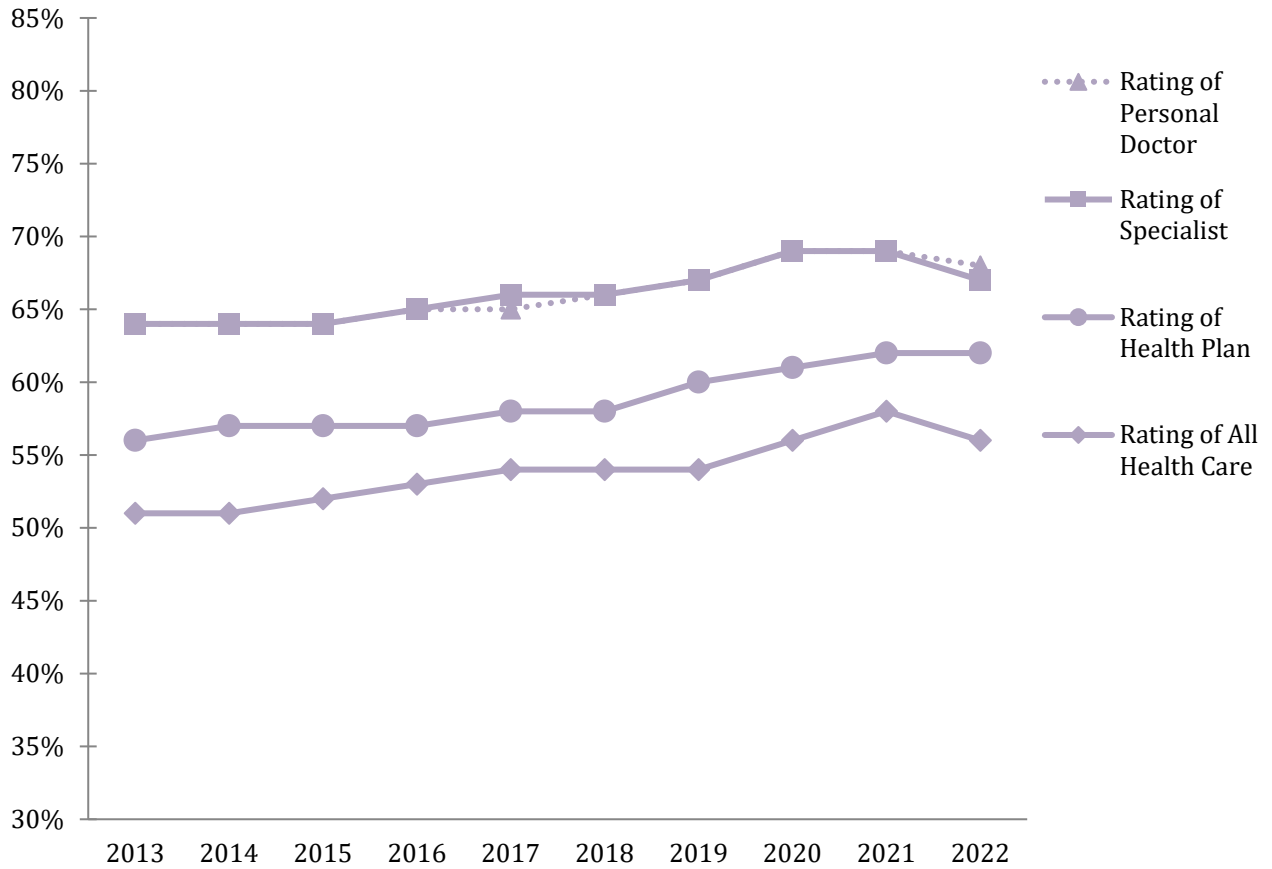
Adult Medicaid Trends

Figure 1. Adult Medicaid Top Box Composite Measure Scores 2013-2022



Adult Medicaid Trends (continued)

Figure 2. Adult Medicaid Top Box Rating Scores 2013-2022



Adult Medicaid Trends (continued)

Figure 3. Adult Medicaid Top Box Scores for Selected HEDIS Measures 2013-2022

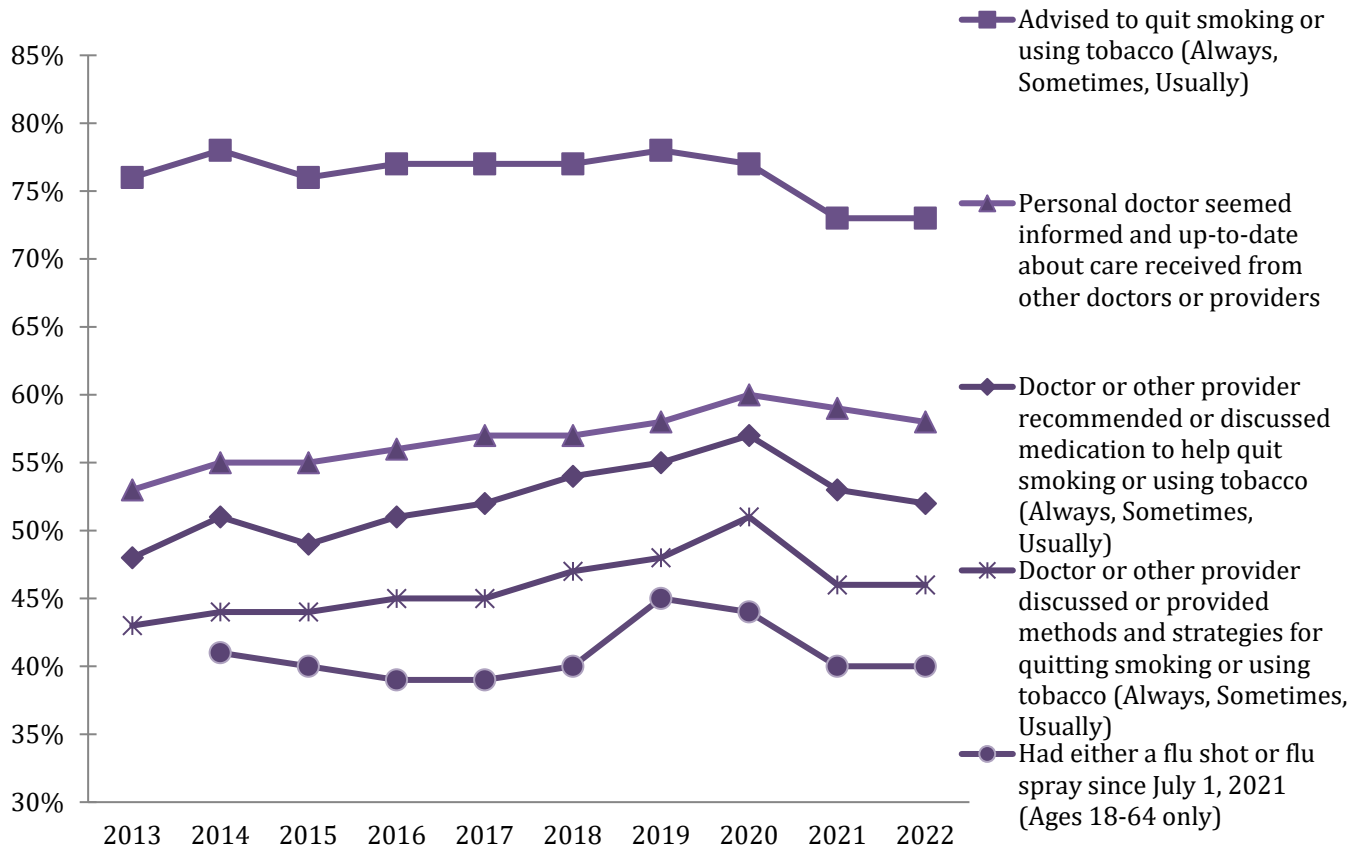


Table 4. Adult Medicaid Composition of the CAHPS Health Plan Survey Database 2013-2022







Adult Medicaid Composition										
	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Number of Plans	124	149	133	157	152	146	131	159	162	197
Number of Respondents	60,249	68,234	61,369	73,155	65,053	54,362	43,588	51,211	49,997	50,336

Notes: (1) From 2013-2020, the Database reported Adult Medicaid version 5.0. (2) Beginning in 2021, the Database reported Adult Medicaid versions 5.0 and 5.1 combined.

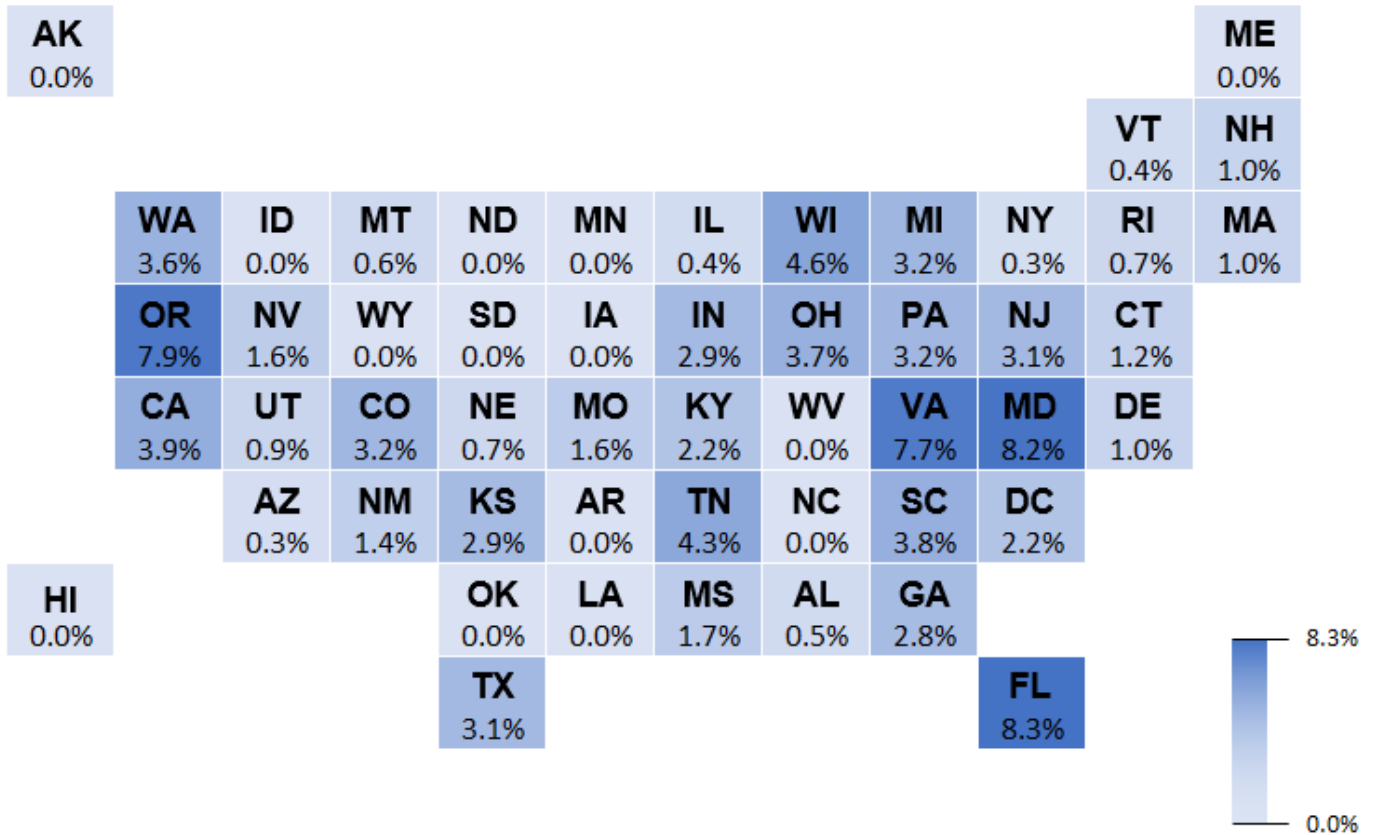
Child Medicaid

This section describes results for 66,182 Child Medicaid respondents in the 2022 CAHPS Health Plan Survey Database. Selected respondent characteristics are highlighted below. Additional details are provided in Appendix B.

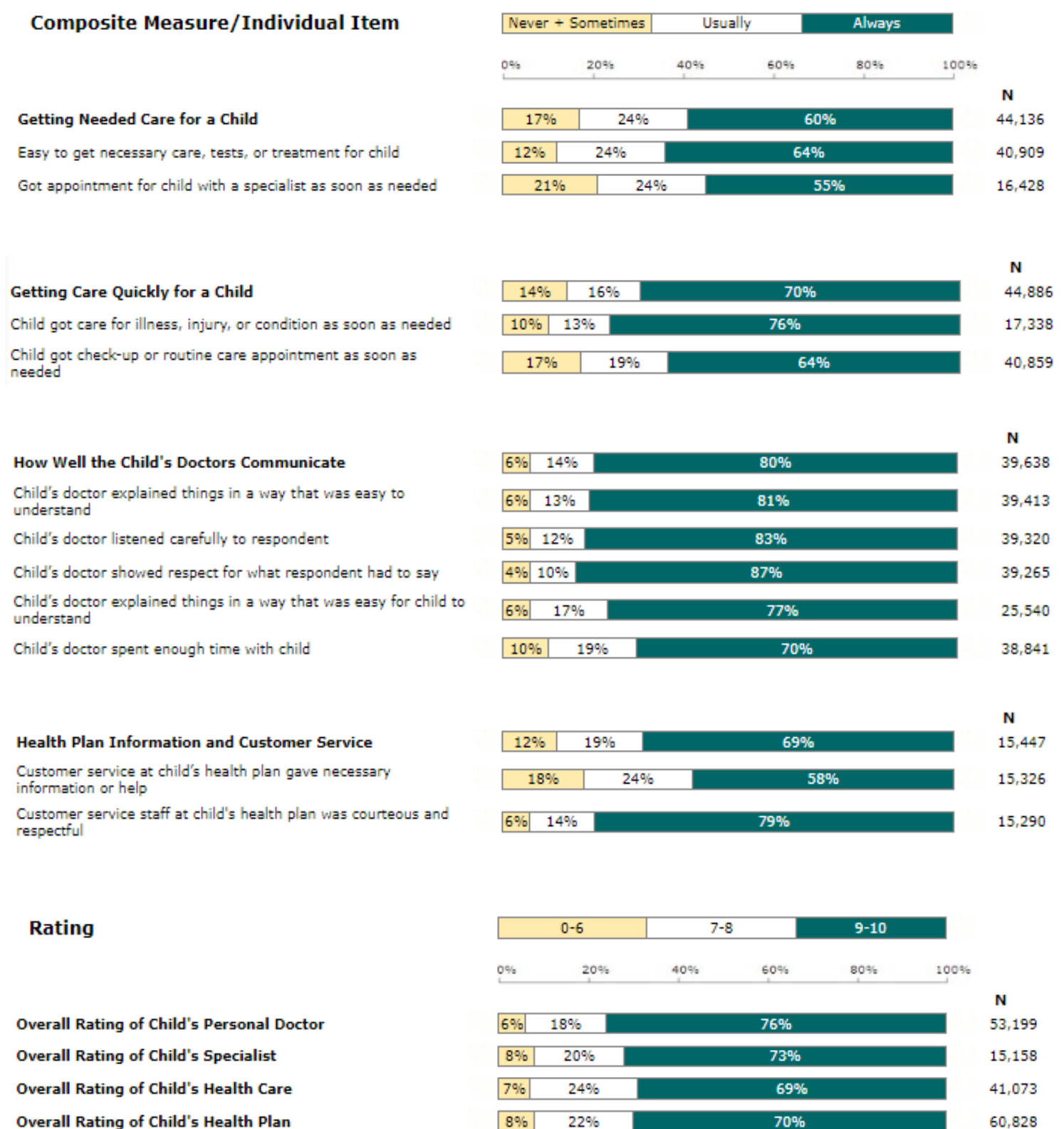
Respondent Characteristic Highlights

Child Characteristics	Respondent Characteristics
 47% were female	 89% were the mother or father of the child
 40% were 12 years or older	 58% were between the ages of 25-44
 73% were in very good or excellent health, as reported by respondents	 50% had some college or higher education

Percentage Distribution of 2022 Survey Respondents by State



Child Medicaid 2022 Results



Child Medicaid 2022 Results (continued)

HEDIS Item Set		Never + Sometimes	Usually	Always	N
Child's personal doctor seemed informed and up-to-date about care received from other doctors or providers		17%	24%	59%	18,111
Children With Chronic Conditions					
Composite Measure/Individual Item		Never + Sometimes	Usually	Always	N
Getting Specialized Services					
Easy to get special medical equipment or devices for child		30%	22%	47%	9,405
Easy to get special therapy for child		30%	21%	49%	4,537
Easy to get treatment or counseling for child		31%	23%	46%	6,848
Easy to get prescription medicines for child through health plan		10%	22%	67%	11,098
		No	Yes		
Family Centered Care: Personal Doctor Who Knows Child					
Child's personal doctor talked about how child was feeling, growing or behaving**		9%	91%		12,476
Child's personal doctor understands how health conditions affected child's day-to-day life		10%	90%		10,645
Child's personal doctor understands how health conditions affected family's day-to-day life		7%	93%		9,863
		11%	89%		9,818
Composite Measure/Individual Item		Never + Sometimes	Usually	Always	N
Had questions answered by child's doctors or health providers		9%	18%	73%	11,296
		No	Yes		
Coordination of Care and Services					
Got help needed from child's doctors or health providers in contacting child's school or daycare		24%	76%		7,729
Got help from child's health plan, doctor's office, or clinic to coordinate child's care among different providers or services		8%	92%		2,317
		40%	60%		6,871

**This item is not part of the Children with Chronic Conditions Items Set, but is included in the "Family Centered Care: Personal Doctor Who Knows Child" composite measure.

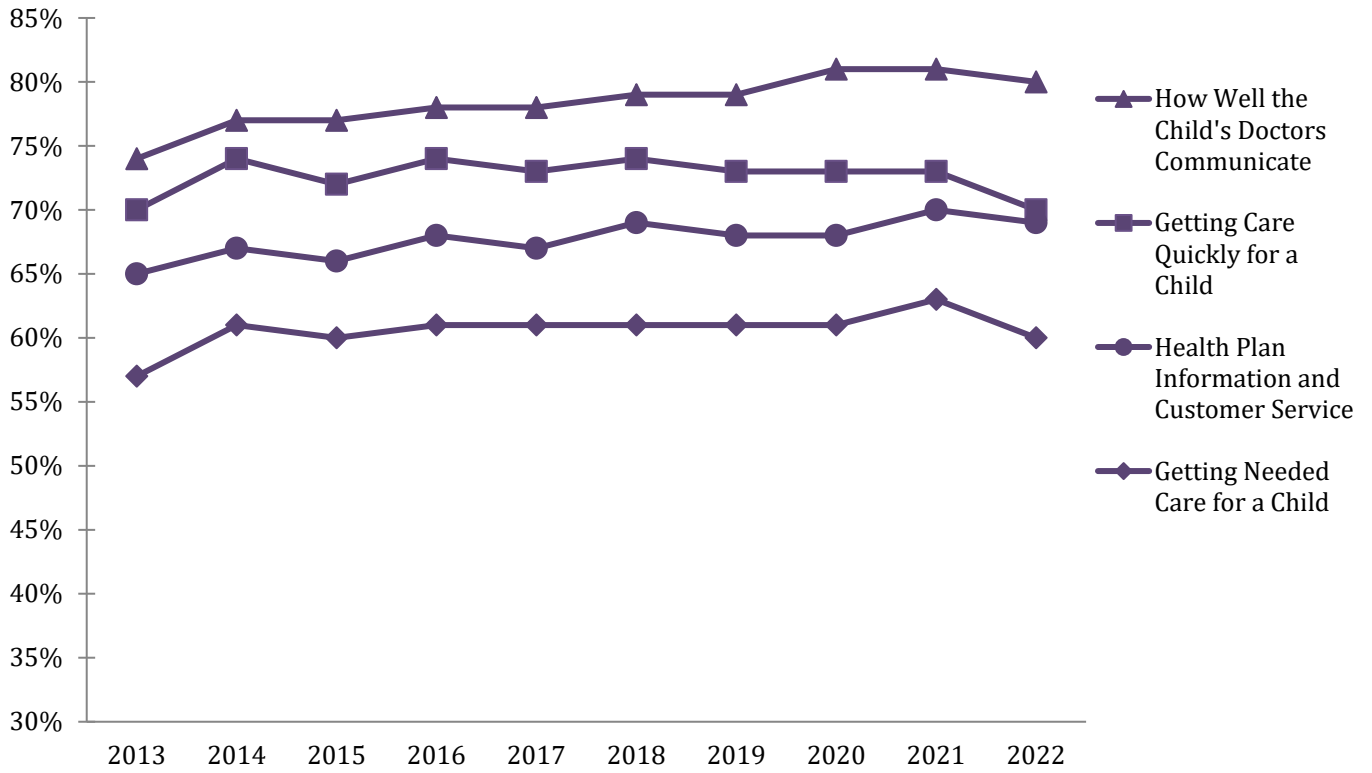
Table 5 presents the Child Medicaid percentiles for each composite measure or rating question. These percentile scores are calculated at the plan level and represent the percentage of plans that scored at or below a particular top box score for an item or composite measure.

Table 5. 2022 Child Medicaid Composite Measure Percentiles

Composite Measure/Rating	Composite Measure/Rating Top Box Percentiles						
	Lowest Score	10 th Percentile	25 th Percentile	50 th Percentile	75 th Percentile	90 th Percentile	Highest Score
Composite Measure							
Getting Needed Care for a Child	39%	49%	54%	60%	65%	68%	75%
Getting Care Quickly for a Child	52%	60%	66%	71%	75%	77%	85%
How Well the Child's Doctors Communicate	63%	74%	77%	80%	83%	84%	87%
Health Plan Information and Customer Service	51%	61%	65%	69%	72%	76%	87%
Ratings							
Rating of Child's Personal Doctor	60%	71%	74%	77%	79%	81%	85%
Rating of Child's Specialist	50%	63%	69%	73%	78%	81	88%
Rating of Child's Health Care	52%	63%	66%	70%	73%	76%	81%
Rating of Child's Health Plan	45%	65%	68%	71%	75%	77%	85%
HEDIS Items Set							
Child's personal doctor seemed informed and up-to-date about care from other providers	44%	51%	55%	60%	65%	69%	79%
Children with Chronic Conditions Composite Measures							
Getting Specialized Services	16%	40%	43%	49%	55%	60%	68%
Getting Prescription Medicine	49%	59%	64%	69%	72%	75%	80%
Family Centered Care: Personal Doctor Who Knows Child	79%	88%	89%	91%	92%	93%	95%
Family Centered Care: Getting Needed Information	53%	67%	69%	73%	78%	80%	85%
Coordination of Care and Services	65%	70%	74%	77%	80%	82%	89%

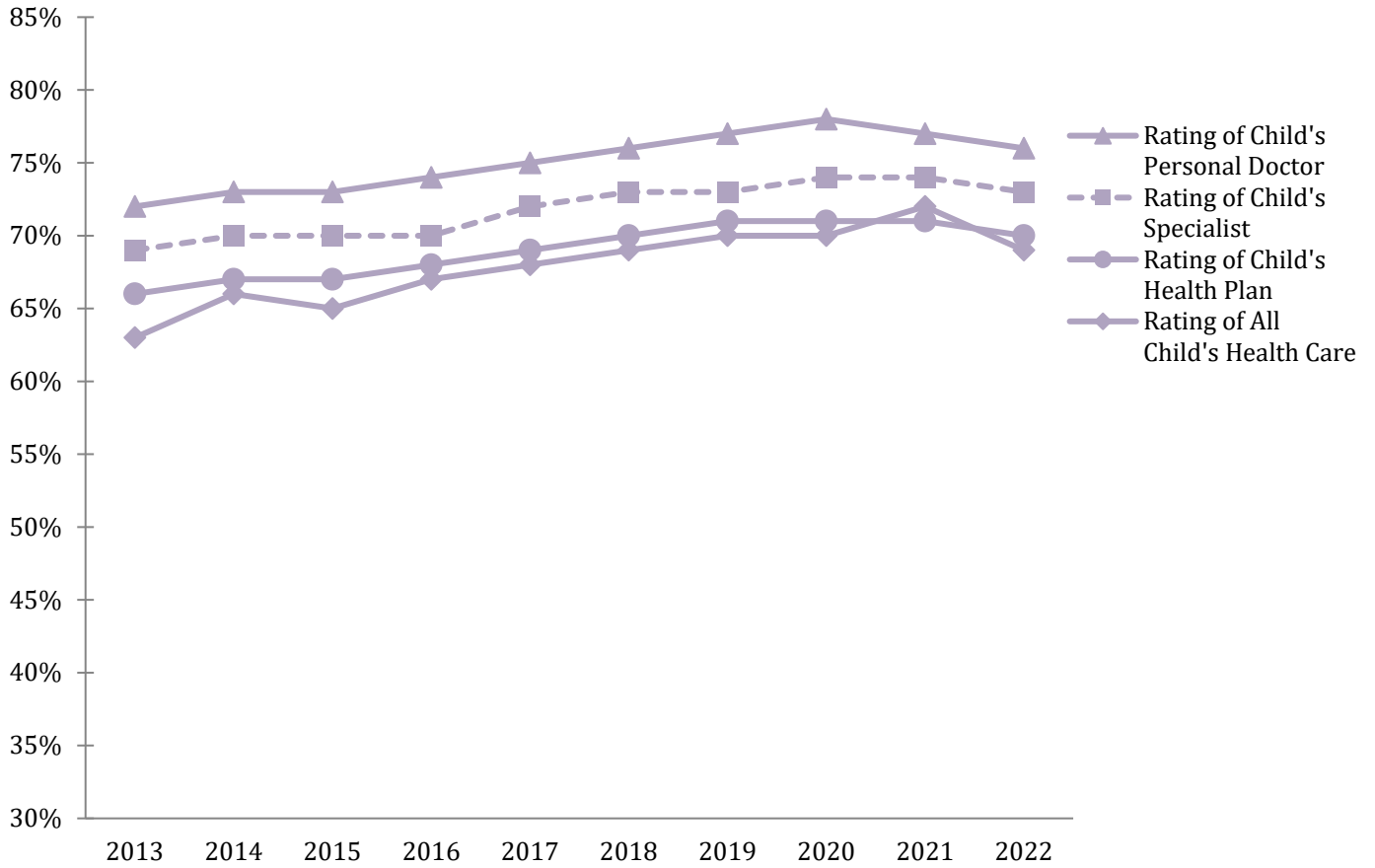
Child Medicaid Trends

Figure 4. Child Medicaid Top Box Composite Measure Scores 2013-2022



Child Medicaid Trends (continued)

Figure 5. Child Medicaid Top Box Rating Scores 2013-2022



Child Medicaid Trends (continued)

Figure 6. Child Medicaid Top Box HEDIS Score 2013-2021

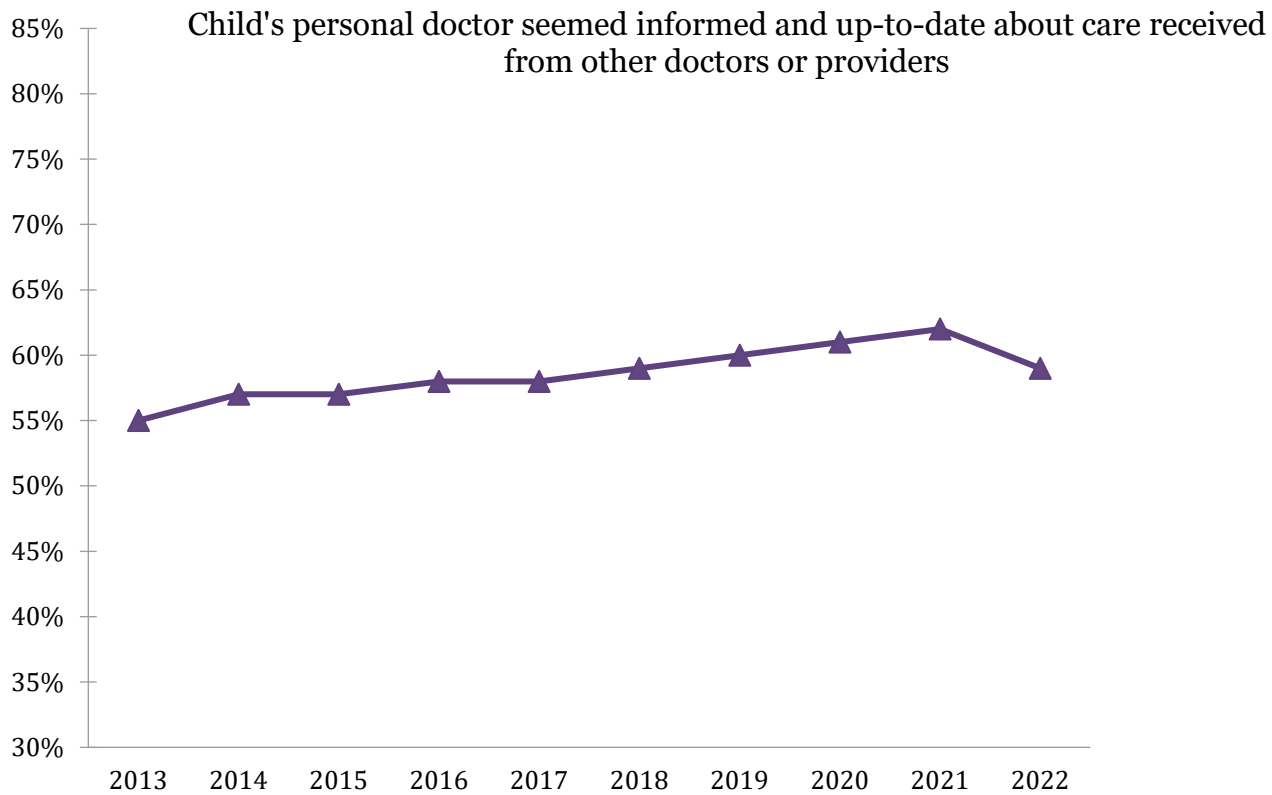


Table 6. Child Medicaid Composition of the CAHPS Health Plan Survey Database 2013-2022

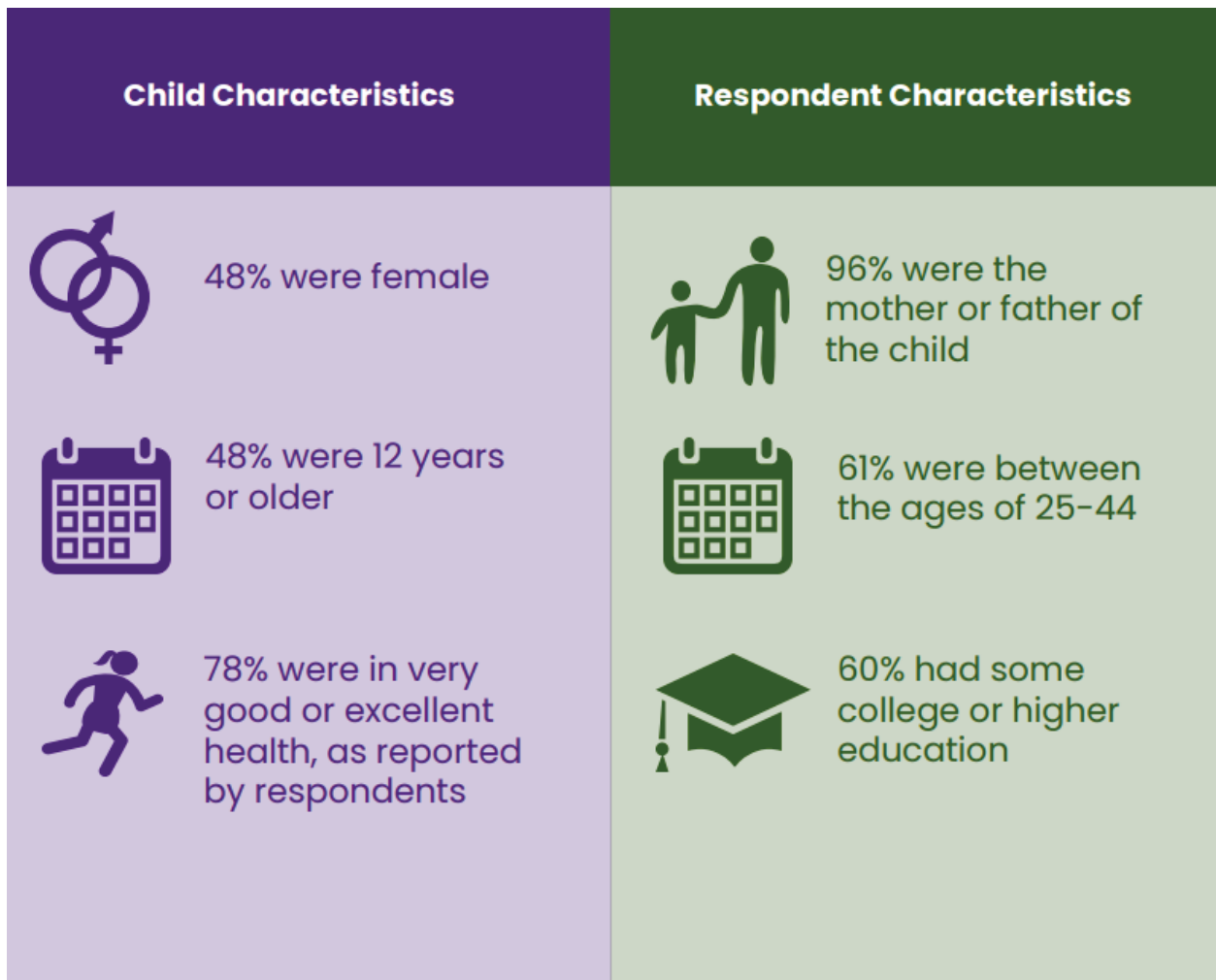
Child Medicaid Composition										
	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Number of Plans	105	100	136	132	169	150	152	137	175	166
Number of Respondents	66,804	60,153	91,049	79,058	103,283	79,736	72,429	56,311	86,597	66,182

Notes: (1) From 2013-2020, the Database reported Child Medicaid version 5.0. (2) Beginning in 2021, the Database reported Child Medicaid versions 5.0 and 5.1 combined.

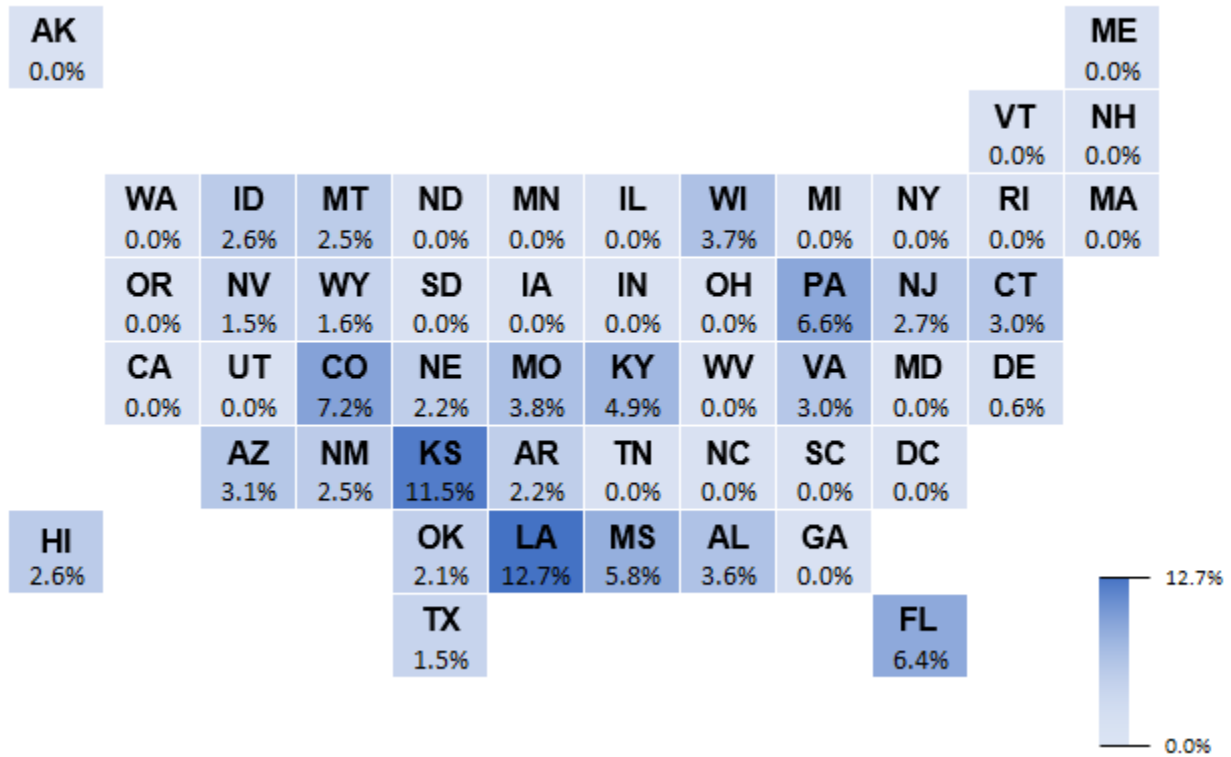
Children’s Health Insurance Program (CHIP)

This section describes results for 18,592 CHIP respondents in the 2022 CAHPS Health Plan Survey Database. Selected respondent characteristics are highlighted below. Additional details are provided in Appendix B.

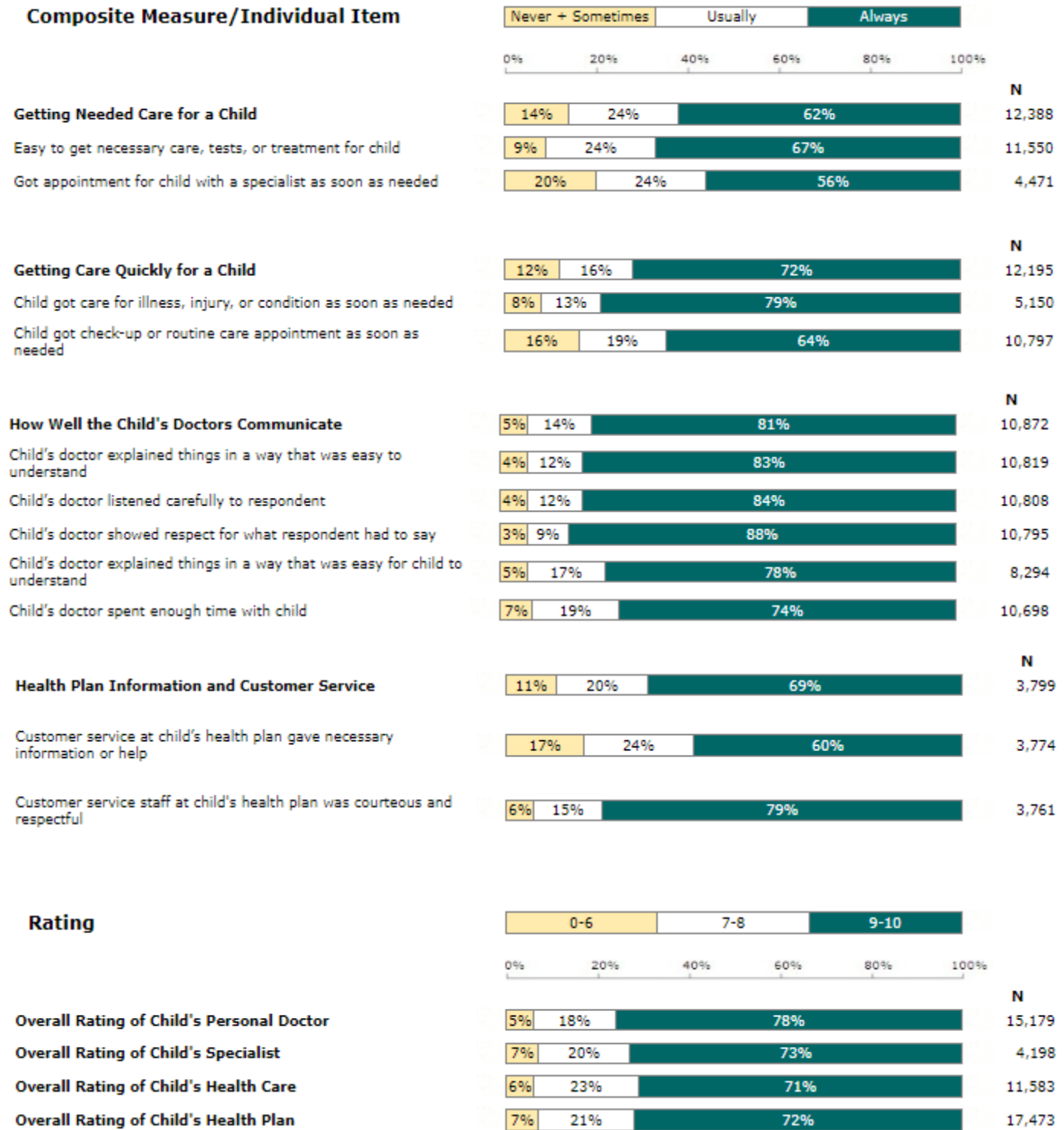
Respondent Characteristic Highlights



Percentage Distribution of 2022 Survey Respondents by State



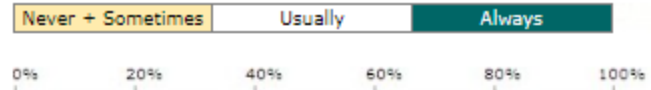
CHIP 2022 Results



CHIP 2022 Results (continued)

HEDIS Item Set

Child's personal doctor seemed informed and up-to-date about care received from other doctors or providers



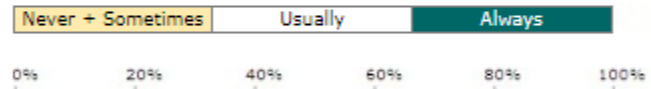
N
4,624

Composite Measure/Individual Item

Children With Chronic Conditions

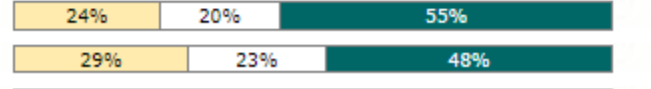
Getting Specialized Services

Easy to get special medical equipment or devices for child



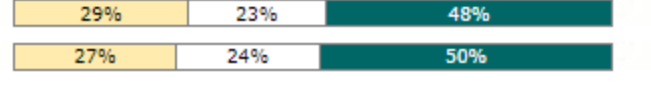
N
1,941

Easy to get special therapy for child



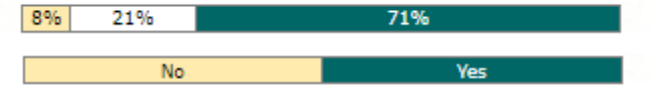
314

Easy to get treatment or counseling for child



732

Easy to get prescription medicines for child through health plan

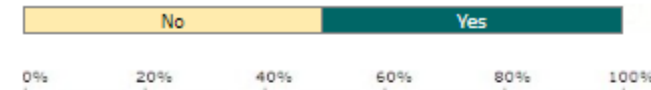


2,763

Composite Measure/Individual Item

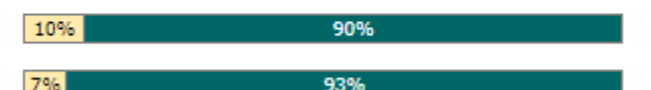
Family Centered Care: Personal Doctor Who Knows Child

Child's personal doctor talked about how child was feeling, growing or behaving**



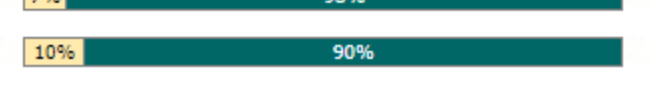
N
2,861

Child's personal doctor understands how health conditions affected child's day-to-day life



2,469

Child's personal doctor understands how health conditions affected family's day-to-day life



2,150



2,136

Composite Measure/Individual Item

Had questions answered by child's doctors or health providers

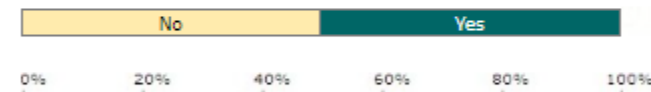


N
2,642

Composite Measure/Individual Item

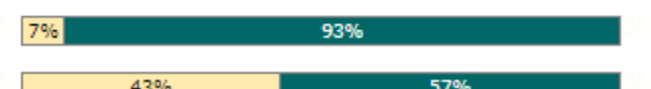
Coordination of Care and Services

Got help needed from child's doctors or health providers in contacting child's school or daycare



N
1,764

Got help from child's health plan, doctor's office, or clinic to coordinate child's care among different providers or services



468



1,603

**This item is not part of the Children with Chronic Conditions Items Set, but is included in the "Family Centered Care: Personal Doctor Who Knows Child" composite measure.

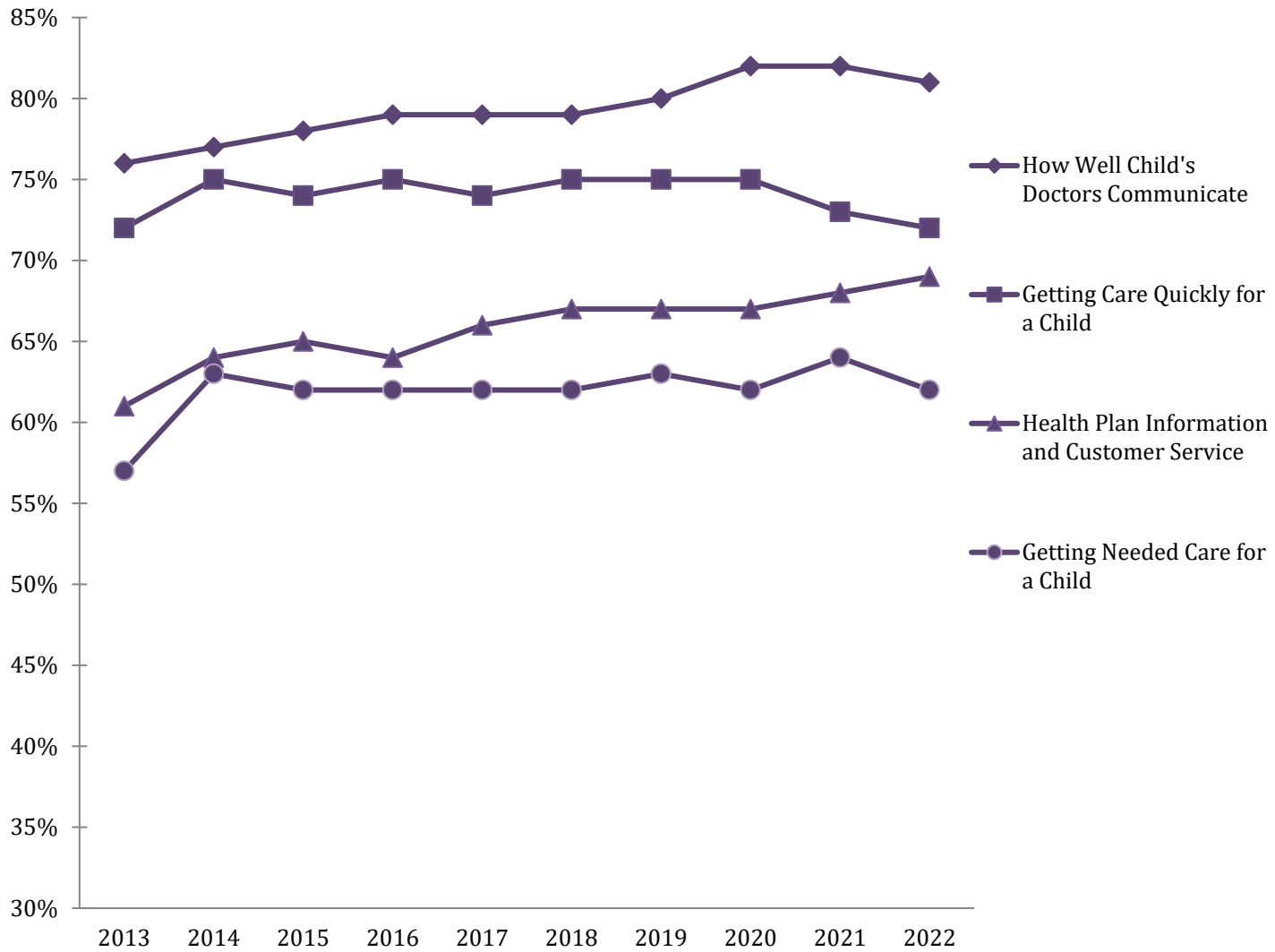
Table 7 presents the CHIP percentiles for each composite measure or rating question. These percentile scores are calculated at the plan level and represent the percentage of plans that scored at or below a particular top box score for an item or composite measure.

Table 7. 2022 CHIP Percentiles

Composite Measure/Rating	Composite Measure/Rating Top Box Percentiles						
	Lowest Score	10 th Percentile	25 th Percentile	50 th Percentile	75 th Percentile	90 th Percentile	Highest Score
Composite Measure							
Getting Needed Care for a Child	42%	49%	56%	60%	66%	71%	76%
Getting Care Quickly for a Child	48%	59%	66%	71%	77%	79%	80%
How Well the Child's Doctors Communicate	74%	76%	79%	82%	84%	86%	93%
Health Plan Information and Customer Service	51%	60%	66%	70%	73%	76%	79%
Ratings							
Rating of Child's Personal Doctor	65%	73%	75%	77%	80%	83%	87%
Rating of Child's Specialist	62%	67%	69%	72%	76%	79%	84%
Rating of Child's Health Care	54%	63%	67%	71%	74%	76%	79%
Rating of Child's Health Plan	52%	61%	66%	72%	76%	79%	82%
HEDIS Item Set							
Child's personal doctor seemed informed and up-to-date about care from other providers	30%	49%	54%	59%	63%	68%	71%
Children with Chronic Conditions Composite Measures							
Getting Specialized Services	39%	40%	48%	54%	57%	59%	62%
Getting Prescription Medicine	60%	61%	66%	72%	75%	80%	83%
Family Centered Care: Personal Doctor Who Knows Child	85%	85%	90%	91%	93%	93%	93%
Family Centered Care: Getting Needed Information	65%	66%	70%	75%	79%	83%	87%
Coordination of Care and Services	68%	68%	73%	76%	78%	80%	85%

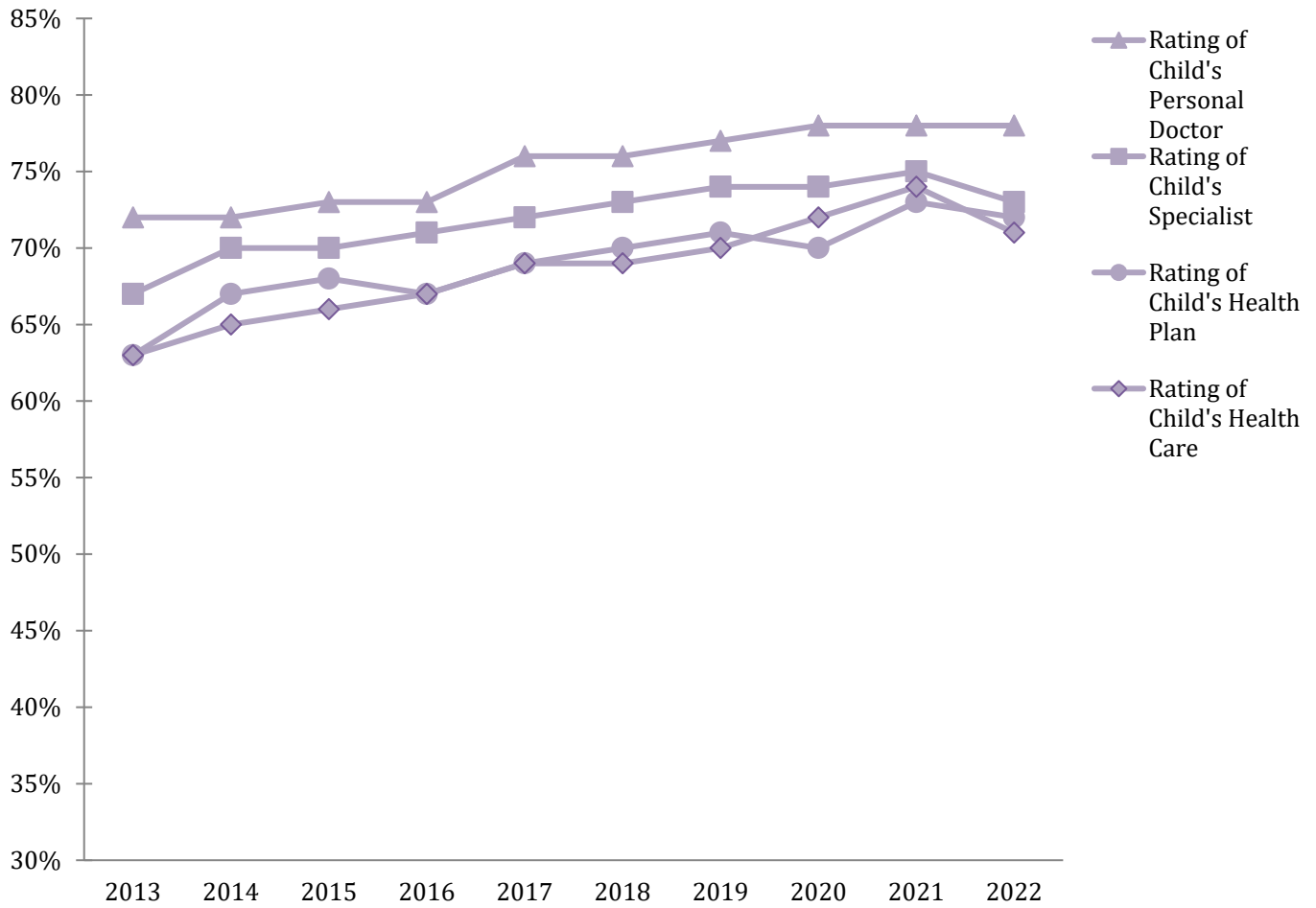
CHIP Trends

Figure 7. CHIP Top Box Composite Measure Scores 2013-2022



CHIP Trends (continued)

Figure 8. CHIP Top Box Rating Scores 2013-2022



CHIP Trends (continued)

Figure 9. CHIP Top Box HEDIS Score 2013-2022

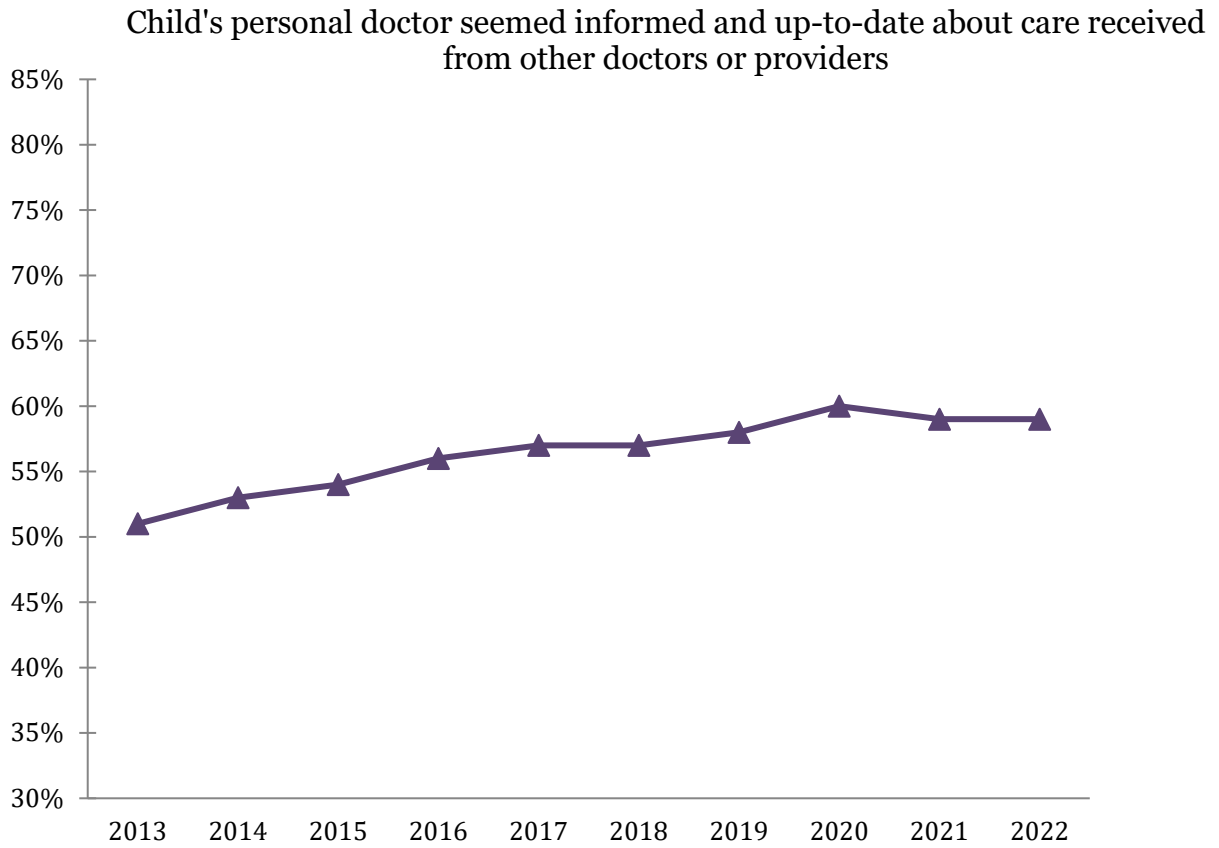


Table 8. CHIP Composition of the CAHPS Health Plan Survey Database 2013-2022

CHIP Composition										
	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Number of Plans	12	15	19	21	23	25	48	42	52	59
Number of Respondents	9,149	11,762	13,466	14,999	15,221	13,933	18,090	12,448	17,615	18,592

Notes: (1) From 2013-2020, the Database reported Child Medicaid version 5.0. (2) Beginning in 2021, the Database reported Child Medicaid versions 5.0 and 5.1 combined.

APPENDIX A. DISTRIBUTION OF RESPONSES BY RESPONSE MODE

Table A-1. Distribution of 2022 CAHPS Health Plan Database Respondents by Response Mode

Response Mode	Adult Medicaid	Child Medicaid	CHIP
Mail	73%	55%	62%
Telephone	22%	40%	30%
Internet	5%	5%	8%

APPENDIX B. RESPONDENT DEMOGRAPHIC CHARACTERISTICS

Table B-1. 2022 Adult Medicaid Respondent Demographic Characteristics

Demographic Characteristics	Percent
Gender	
Male	40%
Female	60%
Age	
18 - 24	9%
25 - 34	13%
35 - 44	14%
45 - 54	17%
55 - 64	33%
65 - 74	9%
75+	5%
Education	
8th grade or less	6%
Some high school, but did not graduate	14%
High school graduate or GED	39%
Some college or 2-year degree	28%
4-year college graduate	8%
More than 4-year college degree	5%
Race/Ethnicity	
White	58%
African-American	19%
Asian	6%
Native Hawaiian/Pacific Islander	1%
American Indian/Native Alaskan	1%
Other	8%
Multi-racial	8%
Hispanic/Latino origin or descent	
Yes	16%
No	84%

Demographic Characteristics	Percent
General Health Status	
Excellent	10%
Very Good	22%
Good	35%
Fair	25%
Poor	7%
Mental Health Status	
Excellent	16%
Very Good	23%
Good	31%
Fair	23%
Poor	7%

Table B-2. 2022 Child Medicaid and CHIP Respondent Demographic Characteristics

Demographic Characteristics	Child Medicaid Percent	CHIP Percent
Gender (respondent)		
Male	13%	15%
Female	87%	85%
Gender (child)		
Male	53%	52%
Female	47%	48%
Age (respondent)		
< 18	7%	7%
18 - 24	4%	2%
25 - 34	24%	21%
35 - 44	34%	40%
45 - 54	18%	22%
55 - 64	8%	5%
65 - 74	4%	2%
75+	1%	0%
Age (child)		
0 - 3 years	18%	11%
4 - 7 years	20%	18%
8 - 11 years	22%	22%
12+ years	40%	48%
Education (respondent)		
8th grade or less	7%	5%
Some high school, but did not graduate	10%	8%
High school graduate or GED	32%	27%
Some college or 2-year degree	32%	35%
4-year college graduate	11%	15%
More than 4-year college degree	7%	10%

Demographic Characteristics	Child Medicaid Percent	CHIP Percent
<i>Race/Ethnicity (child)</i>		
White	52%	61%
African-American	19%	14%
Asian	4%	5%
Native Hawaiian/Pacific Islander	0%	1%
American Indian/Native Alaskan	1%	1%
Other	10%	8%
Multi-racial	13%	10%
<i>Hispanic/Latino origin or descent (child)</i>		
Yes	32%	30%
No	68%	70%
<i>General Health Status of child (as reported by respondent)</i>		
Excellent	38%	41%
Very Good	35%	37%
Good	21%	18%
Fair	5%	4%
Poor	1%	0%
<i>Mental Health Status of child (as reported by respondent)</i>		
Excellent	37%	40%
Very Good	27%	30%
Good	23%	21%
Fair	11%	8%
Poor	3%	2%
<i>Relationship to the child (as reported by respondent)</i>		
Mother or Father	89%	96%
Grandparent	7%	2%
Aunt or Uncle	1%	0%
Older Brother or Sister	0%	0%
Other Relative	0%	0%
Legal Guardian	2%	1%
Someone Else	0%	0%

APPENDIX C. RESPONDENT UTILIZATION DATA

Table C-1. 2022 CAHPS Health Plan Survey Respondent Utilization Data

Respondent Utilization Questions	Adult Medicaid	Child Medicaid	CHIP
<i>Have a personal doctor?</i>			
Yes	81%	87%	87%
No	19%	13%	13%
<i>Number of visits to personal doctor?</i>			
None	23%	26%	29%
1 time	27%	34%	35%
2	22%	20%	19%
3	12%	10%	9%
4	7%	5%	4%
5 to 9	8%	4%	4%
10 or more times	2%	1%	1%
<i>Number of visits to doctor's office or clinic?</i>			
None	33%	34%	34%
1 time	16%	22%	23%
2	16%	18%	18%
3	11%	11%	11%
4	7%	6%	6%
5 to 9	11%	7%	6%
10 or more times	5%	3%	2%
<i>Made an appointment to see a specialist?</i>			
Yes	46%	27%	26%
No	54%	73%	74%
<i>Number of specialists seen?</i>			
None	3%	6%	4%
1	44%	55%	63%
2	29%	23%	21%
3	14%	9%	7%
4	6%	4%	2%
5+	4%	4%	2%

APPENDIX D. SURVEY RESPONDENTS BY STATE

Table D-1. 2022 Survey Respondents by State

State	Adult Medicaid	Child Medicaid	CHIP
Alabama	297	328	664
Arkansas	-	-	418
Arizona	247	211	569
California	2,858	2,608	-
Colorado	1,637	2,133	1,340
Connecticut	284	764	561
Delaware	583	652	105
District Of Columbia	828	1,439	-
Florida	1,568	5,499	1,198
Georgia	530	1,838	-
Hawaii	1,798	-	480
Idaho	-	-	481
Illinois	238	277	-
Indiana	2,031	1,935	-
Kansas	943	1,930	2,145
Kentucky	1,165	1,475	904
Louisiana	932	-	2,352
Maryland	1,604	5,401	-
Massachusetts	1,616	660	-
Michigan	2,637	2,144	-
Minnesota	2,936	-	-
Mississippi	474	1,127	1,078
Missouri	478	1,051	712
Montana	435	409	465
Nebraska	242	454	417
Nevada	442	1,077	284
New Hampshire	392	665	-
New Jersey	1,247	2,023	502
New Mexico	590	928	468
New York	3,386	185	-
North Dakota	-	-	-
Ohio	1,268	2,439	-
Oklahoma	250	-	388
Oregon	3,779	5,199	-
Pennsylvania	4,741	2,090	1,236
Rhode Island	803	496	-
South Carolina	670	2,506	-
Tennessee	1,188	2,863	-

State	Adult Medicaid	Child Medicaid	CHIP
Texas	434	2,023	285
Utah	-	611	-
Vermont	328	268	-
Virginia	3,147	5,086	555
Washington	1,166	2,373	-
West Virginia	-	-	-
Wisconsin	144	3,015	683
Wyoming	-	-	302
Total	50,336	66,182	18,592

APPENDIX E. TOP BOX SCORES BY CENSUS REGION

Table E-1. 2022 Adult Medicaid Top Box Scores by Census Region

Adult Medicaid Composite Measure/Individual Item	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
Number of Plans	197	49	46	63	39
Number of Respondents	50,336	12,797	10,917	13,670	12,952
Getting Needed Care	52%	52%	54%	56%	46%
Easy to get necessary care, tests, or treatment	54%	54%	57%	58%	48%
Got appointment with a specialist as soon as needed	50%	50%	52%	54%	44%
Getting Care Quickly	56%	57%	58%	59%	50%
Got care for illness, injury or condition as soon as needed	59%	61%	62%	61%	53%
Got check-up or routine care appointment as soon as needed	52%	53%	54%	56%	46%
How Well Doctors Communicate	76%	76%	78%	78%	72%
Doctor explained things in a way that was easy to understand	75%	74%	78%	77%	71%
Doctor listened carefully	76%	77%	78%	78%	73%
Doctor showed respect for what enrollee had to say	82%	82%	83%	84%	78%
Doctor spent enough time with enrollee	70%	70%	74%	73%	65%
Health Plan Information and Customer Service	69%	69%	71%	72%	64%
Customer service gave necessary information or help	59%	59%	61%	62%	53%
Customer service was courteous and respectful	80%	80%	81%	82%	75%

Adult Medicaid Composite Measure/Individual Item	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
Overall Ratings					
Rating of personal doctor	68%	69%	70%	70%	65%
Rating of specialist	67%	68%	68%	68%	65%
Rating of all health care	56%	56%	56%	58%	52%
Rating of health plan	62%	64%	63%	63%	57%
HEDIS Item Set					
Personal doctor seemed informed and up-to-date about care from other providers	58%	59%	60%	59%	52%
Had a flu shot or flu spray (Age 18-64 only)	40%	46%	39%	38%	39%
Advised to quit smoking or using tobacco (Always, Sometimes, Usually)	73%	77%	74%	75%	66%
Doctor/provider discussed medication to help quit smoking or using tobacco (Always, Sometimes, Usually)	52%	58%	53%	50%	47%
Doctor/provider discussed methods to quit smoking or using tobacco (Always, Sometimes, Usually)	46%	52%	48%	44%	42%

Table E-2. 2022 Child Medicaid Top Box Scores by Census Region

Child Medicaid Composite Measure/Individual Item	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
Number of Plans	166	22	45	71	28
Number of Respondents	66,182	7,151	13,245	30,237	15,549
Getting Needed Care for a Child	60%	57%	62%	62%	53%
Easy to get necessary care, tests, or treatment for child	64%	63%	67%	67%	57%
Got appointment for child with a specialist as soon as needed	55%	52%	58%	57%	48%
Getting Care Quickly for a Child	70%	69%	73%	72%	64%
Child got care for illness, injury, or condition as soon as needed	76%	75%	80%	78%	70%
Child got check-up or routine care appointment as soon as needed	64%	62%	67%	66%	57%
How Well the Child's Doctors Communicate	80%	78%	82%	80%	76%
Child's doctor explained things in a way that was easy to understand	81%	79%	84%	81%	78%
Child's doctor listened carefully to respondent	83%	81%	85%	84%	79%
Child's doctor showed respect for what respondent had to say	87%	86%	88%	87%	85%
Child's doctor explained things in a way that was easy for child to understand	77%	77%	76%	79%	73%
Child's doctor spent enough time with child	70%	68%	74%	71%	66%
Health Plan Information and Customer Service	69%	68%	69%	70%	66%
Customer service at child's health plan gave necessary information or help	58%	58%	60%	59%	54%

Child Medicaid Composite Measure/Individual Item	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
Customer service staff at child's health plan was courteous and respectful	79%	78%	78%	81%	77%
Overall Ratings					
Rating of child's personal doctor	76%	76%	78%	77%	73%
Rating of child's specialist	73%	71%	73%	74%	71%
Rating of all child's health care	69%	69%	70%	71%	64%
Rating of child's health plan	70%	71%	71%	72%	67%
HEDIS Item Set					
Child's personal doctor seemed informed and up-to-date about care from other providers	59%	59%	63%	60%	55%
Children with Chronic Conditions Item Set*					
Getting Specialized Services					
Easy to get special medical equipment or devices for child	47%	NA	NA	47%	45%
Easy to get special therapy for child	49%	NA	NA	50%	42%
Easy to get treatment or counseling for child	46%	NA	NA	46%	38%
Getting Prescription Medicine					
Easy to get prescription medicines for child through health plan	67%	NA	NA	67%	62%

Child Medicaid Composite Measure/Individual Item	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
Family Centered Care: Personal Doctor Who Knows Child					
Child's personal doctor talked about how child was feeling, growing or behaving**	90%	NA	NA	90%	89%
Child's personal doctor understands how health conditions affected child's day-to-day life	93%	NA	NA	93%	91%
Child's personal doctor understands how health conditions affected family's day-to-day life	89%	NA	NA	90%	87%
Family Centered Care: Getting Needed Information					
Had questions answered by child's doctors or health providers	73%	NA	NA	74%	69%
Coordination of Care and Services					
Got help needed from child's doctors or health providers in contacting child's school or daycare	92%	NA	NA	92%	93%
Got help from child's health plan, doctor's office, or clinic to coordinate child's care among different providers or services	60%	NA	NA	60%	62%

*NA for the Chronic Conditions items for the Northeast and Midwest region = did not have enough respondents to report

**This item is not part of the Children with Chronic Conditions Items Set, but is included in the "Family Centered Care: Personal Doctor Who Knows Child" composite measure.

Table E-3. 2022 CHIP Top Box scores by Census Region

Composite Measure/Individual Item	CAHPS DB Overall	Midwest Region	South Region	West Region
Getting Needed Care for a Child	62%	61%	66%	57%
Easy to get necessary care, tests, or treatment for child	67%	66%	72%	61%
Got appointment for child with a specialist as soon as needed	56%	56%	59%	52%
Getting Care Quickly for a Child	72%	72%	75%	65%
Child got care for illness, injury, or condition as soon as needed	79%	80%	82%	73%
Child got check-up or routine care appointment as soon as needed	64%	64%	69%	58%
How Well the Child's Doctors Communicate	81%	82%	83%	79%
Child's doctor explained things in a way that was easy to understand	83%	85%	84%	81%
Child's doctor listened carefully to respondent	84%	84%	85%	82%
Child's doctor showed respect for what respondent had to say	88%	89%	89%	87%
Child's doctor explained things in a way that was easy for child to understand	78%	77%	79%	77%
Child's doctor spent enough time with child	74%	76%	76%	69%
Health Plan Information and Customer Service	69%	69%	71%	65%
Customer service at child's health plan gave necessary information or help	60%	62%	60%	55%
Customer service staff at child's health plan was courteous and respectful	79%	76%	82%	75%
Overall Ratings				
Rating of child's personal doctor	78%	78%	79%	77%

Composite Measure/Individual Item	CAHPS DB Overall	Midwest Region	South Region	West Region
Rating of child's specialist	73%	73%	74%	73%
Rating of all child's health care	71%	71%	73%	68%
Rating of child's health plan	72%	75%	72%	71%
HEDIS Item Set				
Child's personal doctor seemed informed and up-to-date about care from other providers	59%	59%	59%	58%

*NA for the Chronic Conditions items for all regions = did not have enough respondents to report

- Northeast: Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont
- Midwest: Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, Wisconsin
- South: Alabama, Arkansas, Delaware, DC, Florida, Georgia, Kentucky, Louisiana, Maryland, Mississippi, North Carolina, Oklahoma, South Carolina, Tennessee, Texas, Virginia, West Virginia
- West: Alaska, Arizona, California, Colorado, Hawaii, Idaho, Montana, Nevada, New Mexico, Oregon, Utah, Washington, Wyoming

APPENDIX F. DEFINITION OF COMPOSITE MEASURES, ITEMS, AND RATINGS

The following tables present the composite measures, individual items and ratings for the 5.0 and 5.1 Adult Medicaid and Child versions of the CAHPS Health Plan Survey.

Table F-1. Adult Medicaid Composite Measures and Rating Items for 5.0 and 5.1 Versions 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? (5.0) / In the last 6 months, how often did you get an appointment with a specialist as soon as you needed? (5.1)	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? (5.0) / In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed? (5.1)	
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?	

Question Text	Response Options
HEDIS Items	
<p>In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?</p>	<p>Response Options</p> <ul style="list-style-type: none"> • Never • Sometimes • Usually • Always
<p>In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?</p>	
<p>In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.</p>	
<p>In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.</p>	
<p>Have you had either a flu shot or flu spray in the nose?</p>	<p>Response Options</p> <ul style="list-style-type: none"> • Yes • No • Don't know

Table F-2. Child Medicaid and CHIP Composite Measures and Rating Items for the 5.0 and 5.1 Versions 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? (5.0) / In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed? (5.1)	
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? (5.0) / In the last 6 months, how often did you get an appointment for a check-up or routine care for your child as soon as your child needed? (5.1)	
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?	
HEDIS Item	
In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?	Response Options <ul style="list-style-type: none"> • Never • Sometimes • Usually • Always

Question Text	Response Options
Children with Chronic Conditions Item Set	
Getting Specialized Services	
In the last 6 months, how often was it easy to get special medical equipment or devices for your child?	Response Options <ul style="list-style-type: none"> • Never • Sometimes • Usually • Always
In the last 6 months, how often was it easy to get this therapy for your child?	
In the last 6 months, how often was it easy to get this treatment or counseling for your child?	
Getting Prescription Medicine	
In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?	Response Options <ul style="list-style-type: none"> • Never • Sometimes • Usually • Always
Family Centered Care: Personal Doctor Who Knows Child	
In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?*	Response Options <ul style="list-style-type: none"> • Yes • No
Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?	
Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?	
Family Centered Care: Getting Needed Information	
In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?	Response Options <ul style="list-style-type: none"> • Never • Sometimes • Usually • Always
Coordination of Care and Services	
In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?	Response Options <ul style="list-style-type: none"> • Yes • No
In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?	

* This item is not part of the Children with Chronic Conditions Items Set, but is included in the "Family Centered Care: Personal Doctor Who Knows Child" composite.

APPENDIX G. HOW RESULTS ARE CALCULATED

This appendix provides an overview of how the results were calculated.

Survey Inclusion Rules for the Database

Both complete and partially complete records are included in the CAHPS Health Plan Survey Database. A completed record has responses to 50 percent or more of the key items and a response for one or more composite measures or rating items. A partially complete record has responses for one or more core composite measures or rating items but less than 50 percent of the key items. A list of the key items can be found in the [Fielding the CAHPS Health Plan Survey](#) guidelines.

Levels of Results

CAHPS Health Plan Survey Database results are calculated at both the respondent and health plan levels.

- **Respondent:** A respondent is defined as an individual enrollee who has completed or partially completed a CAHPS Health Plan Survey. Respondent-level survey results are calculated across all respondents in the Database, ignoring their association with a particular health plan. All but the percentile results are calculated at the respondent level.
- **Health Plan:** Health plan-level survey results are calculated across the respondents within a specific health plan. Health plan-level results are used for the percentiles only.

Types of Results

Top Box and Proportional Scores

Top box scores for survey items are created by calculating the percentage of respondents who chose the most positive response on a given item's response scale (e.g., "Always" on the "Always-Never" scale). The CAHPS Health Plan Survey uses several different response scales. Table G-1 displays the different response scales and how the options are categorized for top box and proportional scoring.

Table G-1. Top Box and Proportional Score Crosswalk to CAHPS Response Scales

Response Scale	Lower Proportion	Middle Proportion	Top Box Score
Dichotomous Yes/No	No	--	Yes
4-point response scale	Never, Sometimes	Usually	Always
Global ratings	0-6	7-8	9-10

Note: The top box and proportional scoring results exclude missing in the calculation of percentages.

Calculating top box and other proportional scores for an individual survey item: Top box and other proportional scores are calculated by aggregating results across respondents for the health plan, sponsor or Database. For example, if 400 out of 1,000 total respondents answered “Always” to a particular item, the top box score for that item would be 40 percent [i.e., $(400 \div 1,000) * 100 = 40\%$].

Calculating top box and other proportional scores for a composite measure: The scores for a composite measure are equal to the average or mean of the proportion of responses (excluding missing data) in each response category across the items in the composite. The following steps show how those proportions are calculated:

- Step 1 – Calculate the proportion of responses in each proportional score category for each question in a composite measure.
- Step 2 – Calculate the average proportion responding to each category across the questions in the composite measure.

As shown in Table G-2, top box scores for composite measures are calculated by averaging the top box scores across the items within the composite measure. This methodology can be applied to any of the CAHPS composite measures. For example, the “Getting Needed Care” composite measure has two items. If the top box score for the first item is 68 percent and the second item is 72 percent, the composite measure score would be 70 percent (i.e., $[68 \text{ percent} + 72 \text{ percent}] \div 2 = 70 \text{ percent}$). The same method is used for the other proportional scores.

Table G-2. Sample Calculation of Top Box and Proportional Scores

Survey: CAHPS Health Plan Composite Measure: Getting Needed Care Composite

Items in Composite Measure	Response Scale	Lower Proportion (Never, Sometimes)	Middle Proportion (Usually)	Top Box Score (Always)
Got appointment for urgent care as soon as needed	Never, Sometimes, Usually, Always	12%	20%	68%
Got appointment for check-up or routine care as soon as needed		7%	21%	72%
Composite Measure Proportional Score	--	10% = $(12\% + 7\%) / 2$	21% = $(20\% + 21\%) / 2$	70% = $(68\% + 72\%) / 2$

As shown in this computation, each item is given equal weight when calculating the composite measure results. Computationally, this implies calculating the score of each item and then finding the average across the item scores to obtain the composite measure score. The items are weighted equally because there is no evidence to suggest that any item is more important than another.

Similar methods are used to calculate item top box and proportional scores at the health plan level and then used for percentiles.

Percentiles

Percentile scores are calculated at the health plan level and represent the percentage of health plans that scored at or below the top box score for a particular item or composite measure. For example, the 50th

percentile, or the median, is the top box score at or below which 50 percent of all health plan top box scores fall. Percentiles range from 0 to 100.

Data suppression Rules

There are circumstances under which certain item or composite measure scores or reporting categories are suppressed (i.e., 'NA' is displayed). There are also times when certain health plans are excluded from percentile calculations. These instances of data suppression and/or exclusion are due to one or more of the following factors:

- too few respondents responding to an item,
- a health plan having too few completed surveys, or
- too few health plans for a particular reporting category.

The rules for data suppression and exclusion are described below.

1. Item Suppression

- a. If there are fewer than 20 valid responses available for any item, the item's results are suppressed.

2. Health Plan Suppression

- a. If there are fewer than 20 completed surveys for a given health plan, the health plan is excluded from percentile calculations. The health plan's results are still included in overall Database results.

3. Reporting Category Suppression

- a. When displaying scores by health plan characteristic (e.g., region), a particular characteristic's results are suppressed if there are fewer than 10 health plans for that category.



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