



# 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.

## HEALTH PLAN ENROLLEES

50,336 Adult Medicaid Enrollees

66,182 Child Medicaid Enrollees

18,592 CHIP Enrollees

135,110  
total health plan enrollees



## 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



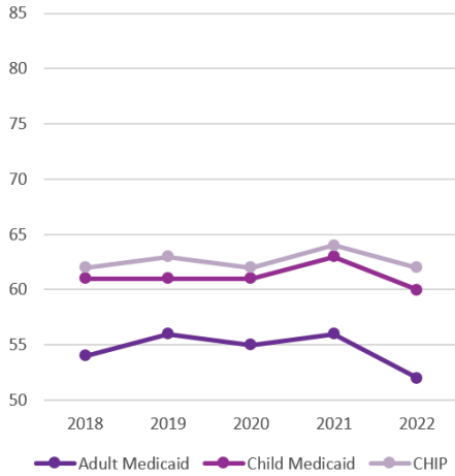
#### Personal Doctors

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

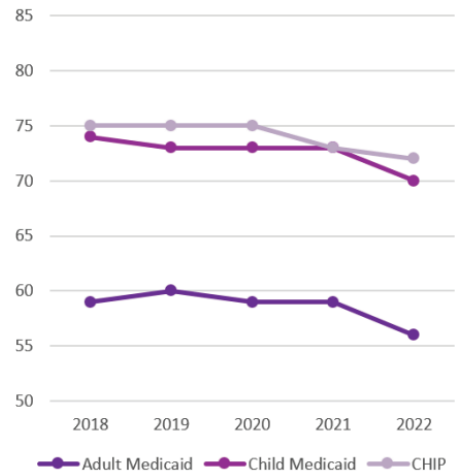
# Trends in Health Plan Composite Measure Results by Enrollee Population

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.

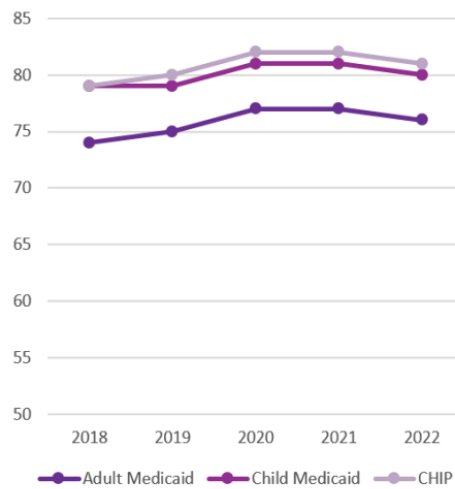
### Getting Needed Care



### Getting Care Quickly



### How Well Doctors Communicate



### Health Plan Information and Customer Service

