



# 2023 Health Plan Survey Database Summary Results

This overview of results summarizes how Medicaid and Children’s Health Insurance Program (CHIP) health plan respondents assess their health plan based on the 2023 Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Health Plan Survey Database.

## HEALTH PLAN DATABASE RESPONDENTS

65,261 Adult Medicaid Respondents

103,515 Child Medicaid Respondents

23,008 CHIP Respondents

## ACROSS THE THREE ENROLLEE POPULATIONS...

### Lowest Scoring Measure



#### Getting Needed Care

Percent of respondents reporting that they could always get needed care

Adult Medicaid 50%

Child Medicaid 56%

CHIP 60%

### Highest Scoring Measure



#### How Well Doctors Communicate

Percent of respondents reporting that doctors always communicated well

Adult Medicaid 75%

Child Medicaid 77%

CHIP 80%

### Highest Overall Rating



#### Personal Doctor

Percent of respondents giving their personal doctor the highest overall rating (9 or 10)

Adult Medicaid 67%

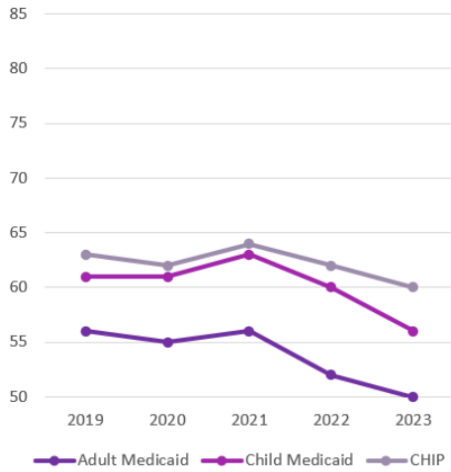
Child Medicaid 75%

CHIP 76%

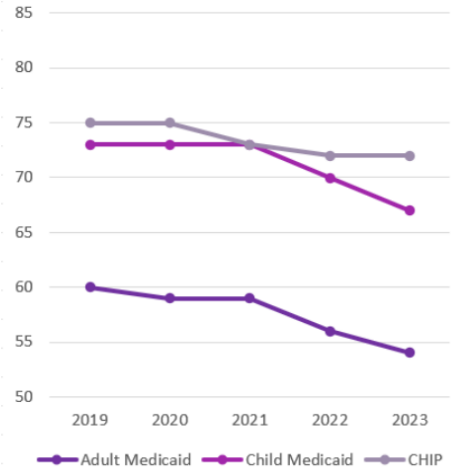
## Trends in Health Plan Composite Measure Results by Respondent Population

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 2021-2023. How Well Doctors Communicate and Health Plan Information and Customer Service showed smaller declines between 2021-2023.

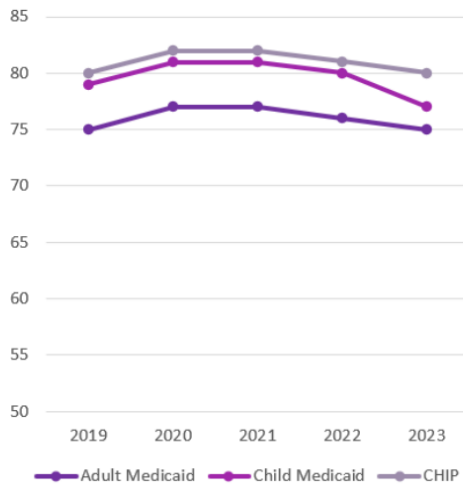
**Getting Needed Care**



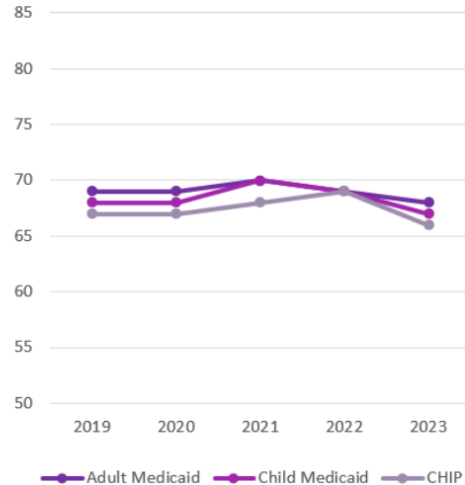
**Getting Care Quickly**



**How Well Doctors Communicate**



**Health Plan Information and Customer Service**



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To view the full 2023 Chartbook:  
<https://www.ahrq.gov/sites/default/files/wysiwyg/cahps/cahps-database/2023-hp-chartbook.pdf>  
 For more information on the CAHPS Health Plan Survey Database:  
<https://www.ahrq.gov/cahps/cahps-database/index.html>