



## The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Health Plan Survey Database

# 2024 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



## 2024 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 2024 Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Health Plan Survey Database.

### HEALTH PLAN DATABASE RESPONDENTS

69,505 Adult Medicaid Respondents

111,833 Child Medicaid Respondents

20,345 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 51%

Child Medicaid 57%

CHIP 60%

#### Highest Scoring Measure



##### How Well Doctors Communicate

Percent of respondents reporting that doctors always communicated well

Adult Medicaid 75%

Child Medicaid 78%

CHIP 80%

#### Highest Overall Rating



##### Personal Doctor

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

Adult Medicaid 69%

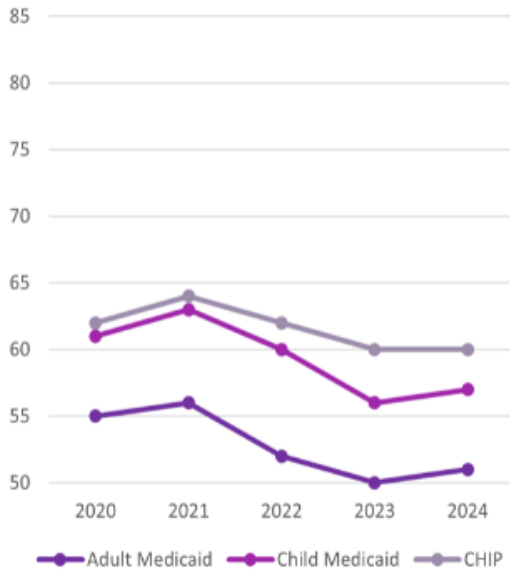
Child Medicaid 76%

CHIP 75%

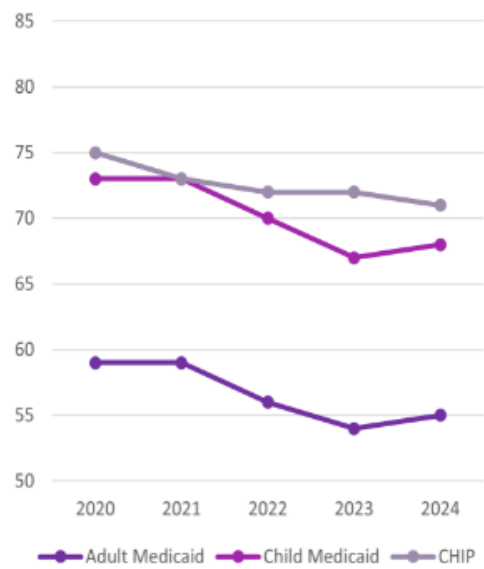
## Trends in Health Plan Composite Measure Results by Respondent Population

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. Scores remained stable or increased in 2024 for most measures and populations.

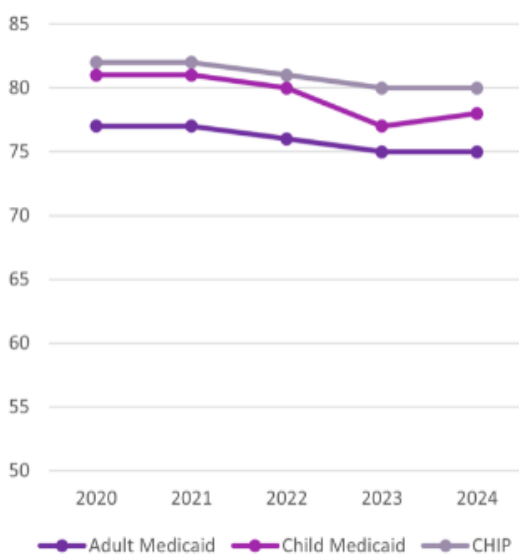
### Getting Needed Care



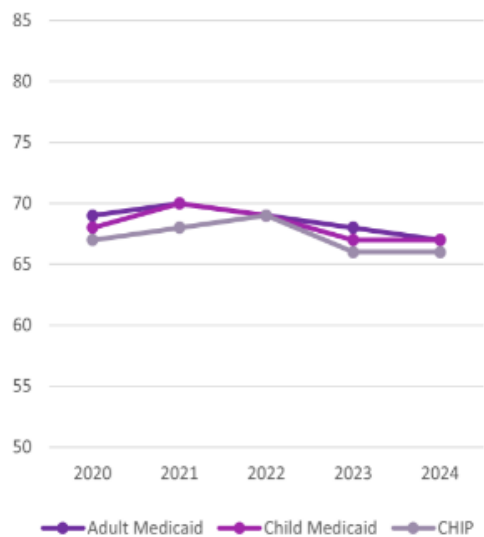
### Getting Care Quickly



### How Well Doctors Communicate



### Health Plan Information and Customer Service



## 2. Introduction

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Health Plan Survey Database receives data voluntarily submitted by state agencies and health plans that have administered the CAHPS Health Plan Survey Version 5.1/5.1H: (<https://www.ahrq.gov/cahps/surveys-guidance/hp/index.html>). The CAHPS Database aggregates the data to facilitate comparisons of CAHPS survey results.

This Chartbook presents summary-level results calculated from CAHPS Health Plan Survey data submitted in 2024 for the following enrollee populations:

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

Results for each enrollee population are provided for the core survey composite measures, individual question items (including Healthcare Effectiveness Data and Information Set [HEDIS]<sup>1</sup> and Children with Chronic Conditions [CCC]<sup>2</sup> Item Set), and ratings. Trend results for 2014-2024 are also presented for each enrollee population.

This report also includes 8 appendixes:

- Appendix A provides the distribution of response for each enrollee population by response mode (i.e., mail, telephone, and internet).
- Appendix B provides the demographic characteristics of the respondents for each enrollee population.
- Appendix C provides the responses to the utilization type questions (e.g., number of visits to personal doctor, doctor's office, and specialist) for each enrollee population.
- Appendix D provides the number of respondents by state for each enrollee population.
- Appendix E provides the top box scores by region (Northeast, Midwest, South, and West) for each enrollee population.
- Appendix F provides the top box scores for the child enrollee populations for those designated as children with chronic conditions versus those without chronic conditions.
- Appendix G provides the listing of item wording for each composite measure, item, HEDIS measure, and children with chronic conditions items.
- Appendix H provides details how the results in this Chartbook were calculated.

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

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<sup>1</sup> <https://www.ncqa.org/hedis/>

<sup>2</sup> <https://www.ahrq.gov/cahps/surveys-guidance/item-sets/children-chronic/index.html>

Table 1 presents the “top box” scores (percentage of respondents reporting the most positive survey response options) for the composite measures of the three enrollee populations.

<b>Table 1. 2024 Top Box Scores by Enrollee Population</b>			
<b>Composite Measure/Rating</b>	<b>Adult Medicaid</b>	<b>Child Medicaid</b>	<b>CHIP</b>
<b>Number of Plans</b>	233	234	48
<b>Number of Respondents</b>	69,505	111,833	20,345
<b>Composite Measure<sup>a</sup></b>			
Getting Needed Care	51%	57%	60%
Getting Care Quickly	55%	68%	71%
How Well Doctors Communicate	75%	78%	80%
Health Plan Information and Customer Service	67%	67%	66%
<b>Rating<sup>b</sup></b>			
Rating of Personal Doctor	69%	76%	75%
Rating of Specialist	67%	72%	73%
Rating of Health Care	56%	68%	68%
Rating of Health Plan	61%	70%	68%

a: Percent of respondents reporting “always” on a 4-point “always-never scale”

b: Percent of respondents rating 9 or 10 on a scale of 0-10

### 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 State Medicaid agencies, CHIP programs, and individual health plans. The 2024 results are based on survey data collected between July 2023 and June 2024.

As shown in Table 2, all the data submitted were collected with the 5.1 or 5.1H version of the CAHPS Health Plan Survey. The 5.1 version of the CAHPS Health Plan Survey, released in the fall of 2020, explicitly asks about respondents’ experiences with care received in person, by phone, and by video. The HEDIS designation (H) refers to supplemental questions added to the survey as part of the Healthcare Effectiveness Data and Information Set (HEDIS) sponsored by the National Committee on Quality Assurance (NCQA). The 5.1H version of the survey is included in both the 2024 Adult and Child Core Health Care Quality Measurement Sets sponsored by the Center for Medicaid and CHIP Services. Table 2 also shows the number of plans and respondents for the Child Medicaid and CHIP populations that included the 5.1H survey with the supplemental Item Set for Children with Chronic Conditions. These are supplemental questions designed to assess the experiences of children with special health care needs. Appendix F presents top box scores by General Child and Children with Chronic Conditions population.

<b>Table 2. 2024 Survey Versions By Enrollee Population</b>			
<b>Population</b>	<b>Survey Version</b>	<b>Number of Plans</b>	<b>Number of Respondents</b>
Adult Medicaid	5.1	13	5,670
	5.1H	220	63,835
<b>Adult Medicaid Combined</b>		<b>233</b>	<b>69,505</b>
Child Medicaid	5.1	18	6,783
	5.1 with Chronic Conditions	6	3,839
	5.1H	88	29,476
	5.1H with Chronic Conditions Items	122	71,735
<b>Child Medicaid Combined</b>		<b>234</b>	<b>111,833*</b>
CHIP	5.1	0	0
	5.1 with Chronic Conditions	3	1,709
	5.1H	20	5,586
	5.1H with Chronic Conditions Items	25	13,050
<b>CHIP Combined</b>		<b>48</b>	<b>20,345*</b>

\* Based on respondents who received the Chronic Conditions supplemental item set but may not qualify as Children with Chronic Conditions.

This Chartbook presents combined results for the core survey measures for the 5.1/5.1H Adult Medicaid versions of the CAHPS Health Plan Survey. In addition, results for the core survey measures for the Child Medicaid and CHIP populations have been combined to include the 5.1/5.1H versions both with and without the Children with Chronic Conditions Item Set.

## 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, State agencies, or CHIP programs. Therefore, the data presented here are not representative of all U.S. Medicaid or CHIP health plans or enrollee populations. In addition, the number and mix of survey sponsors contributing data vary slightly from year to year. Furthermore, all three enrollee populations had varying non-response rates to questions. Therefore, caution should be used to interpret the current results as well as for comparisons among for the current year and previous years. Users of these data should also note that variations in health plan benefit and program design and other factors might also affect patterns of survey responses and non-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](mailto:CAHPSDatabase@westat.com) or the toll-free help line at 888-808-7108.



## 4. Results by Enrollee Population

Summary results for each of the three health plan enrollee populations included in the 2024 CAHPS Health Plan Survey Database are presented in the sections that follow. 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.

Survey results are presented in the following order:

- Adult Medicaid
- Child Medicaid
- CHIP

To provide context for the 2024 results, selected respondent demographic characteristics are shown at the beginning of each section. Detailed tables of respondent characteristics are provided in Appendix B.

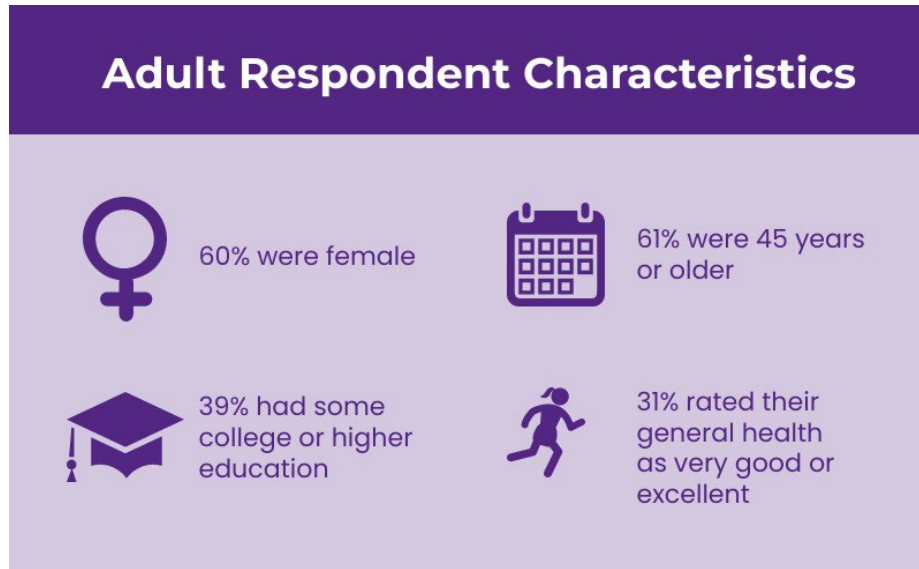
Each section presents the number of survey respondents by State and a set of bar charts showing the distribution of scores for each response category. Next, a table showing the distribution of results for selected percentiles is shown. Each section concludes with a series of line graphs showing trend data for the period 2014 to 2024, 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 H for details on calculations).

## Adult Medicaid

This section describes results for 69,505 Adult Medicaid respondents in the 2024 CAHPS Health Plan Survey Database. Selected respondent characteristics are highlighted below. Additional details are provided in Appendix B.

### Respondent Characteristics Highlights



### 2024 Adult Medicaid Number of Survey Respondents by State

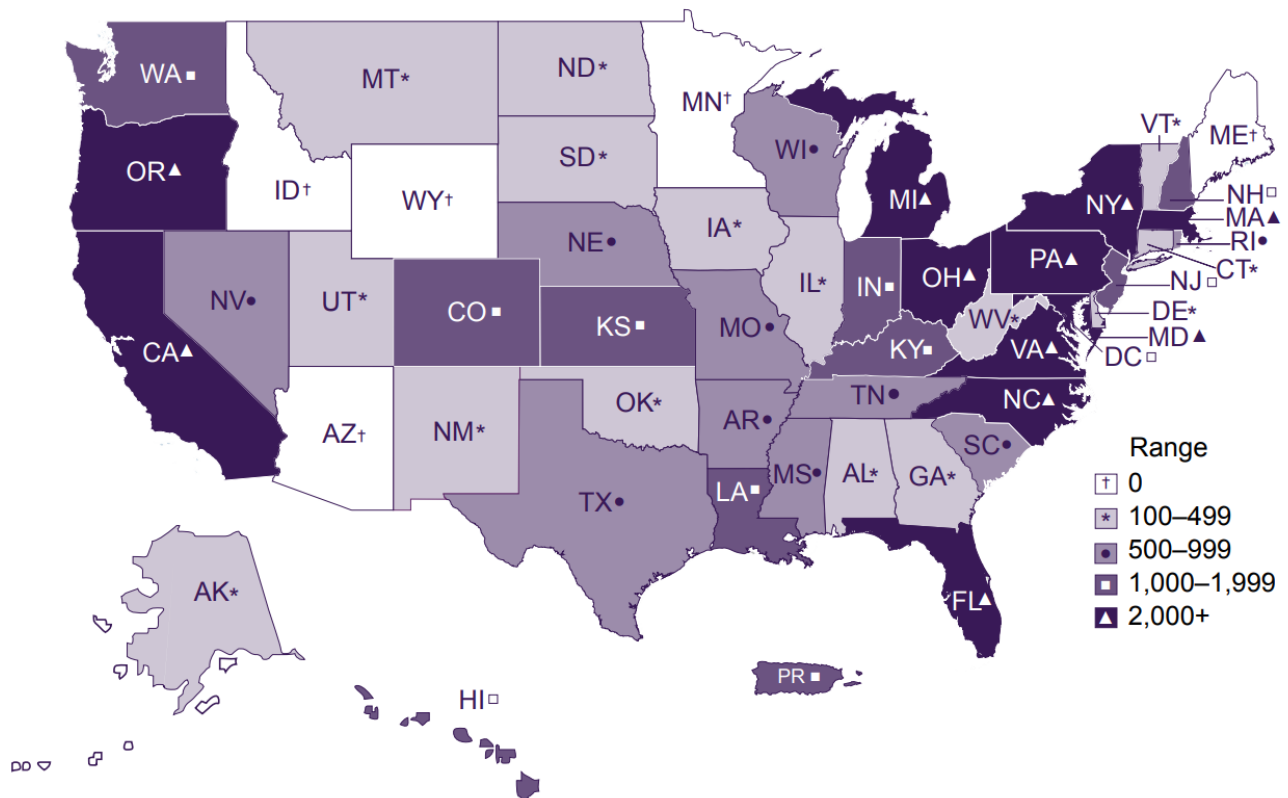
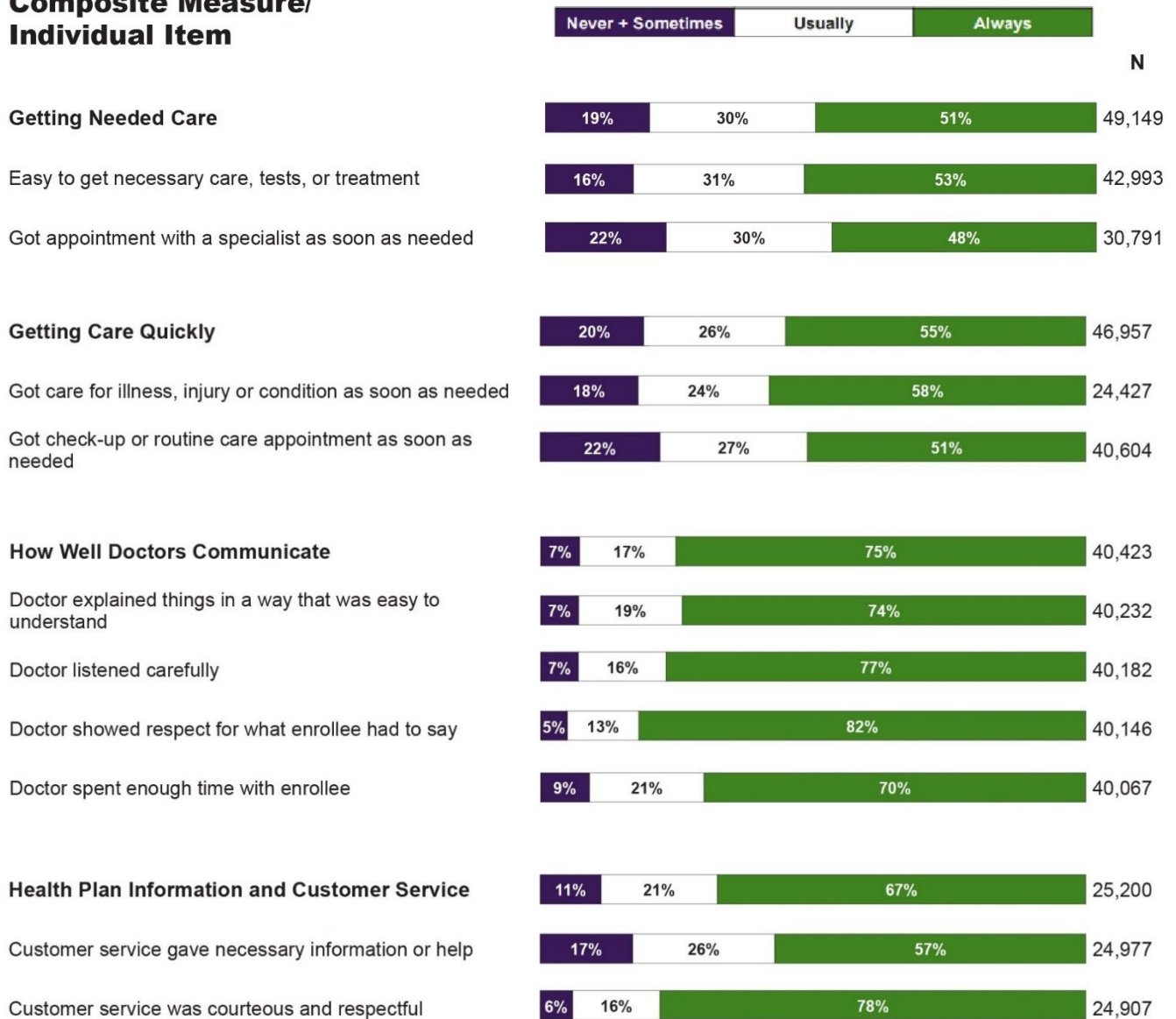


Chart 4-1. Composite Measure and Item Results – Adult Medicaid 2024 (Page 1 of 2)

Adult Medicaid 2024 Results

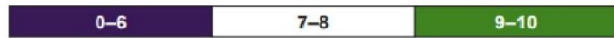
**Composite Measure/  
Individual Item**



**Chart 4-1. Composite Measure and Item Results— Adult Medicaid 2024 (Page 2 of 2)**

**Adult Medicaid 2024 Results (continued)**

**Rating**



	0-6	7-8	9-10	N
Rating of personal doctor	10%	21%	69%	51,856
Rating of specialist	11%	22%	67%	29,174
Rating of all health care	15%	30%	56%	43,169
Rating of health plan	14%	25%	61%	65,346

**HEDIS Item Set**



	Never + Sometimes	Usually	Always	N
Personal doctor seemed informed and up-to-date about care from other providers	15%	27%	58%	25,219

**HEDIS Item Set**



	Never	Sometimes + Usually + Always	N
Advised to quit smoking or using tobacco	27%	73%	15,573
Doctor/provider discussed medication to help quit smoking or using tobacco	47%	53%	15,517
Doctor/provider discussed methods to quit smoking or using tobacco	53%	47%	15,451

Note: Top box scores for the smoking cessation items include the following response options: Always, Usually, Sometimes

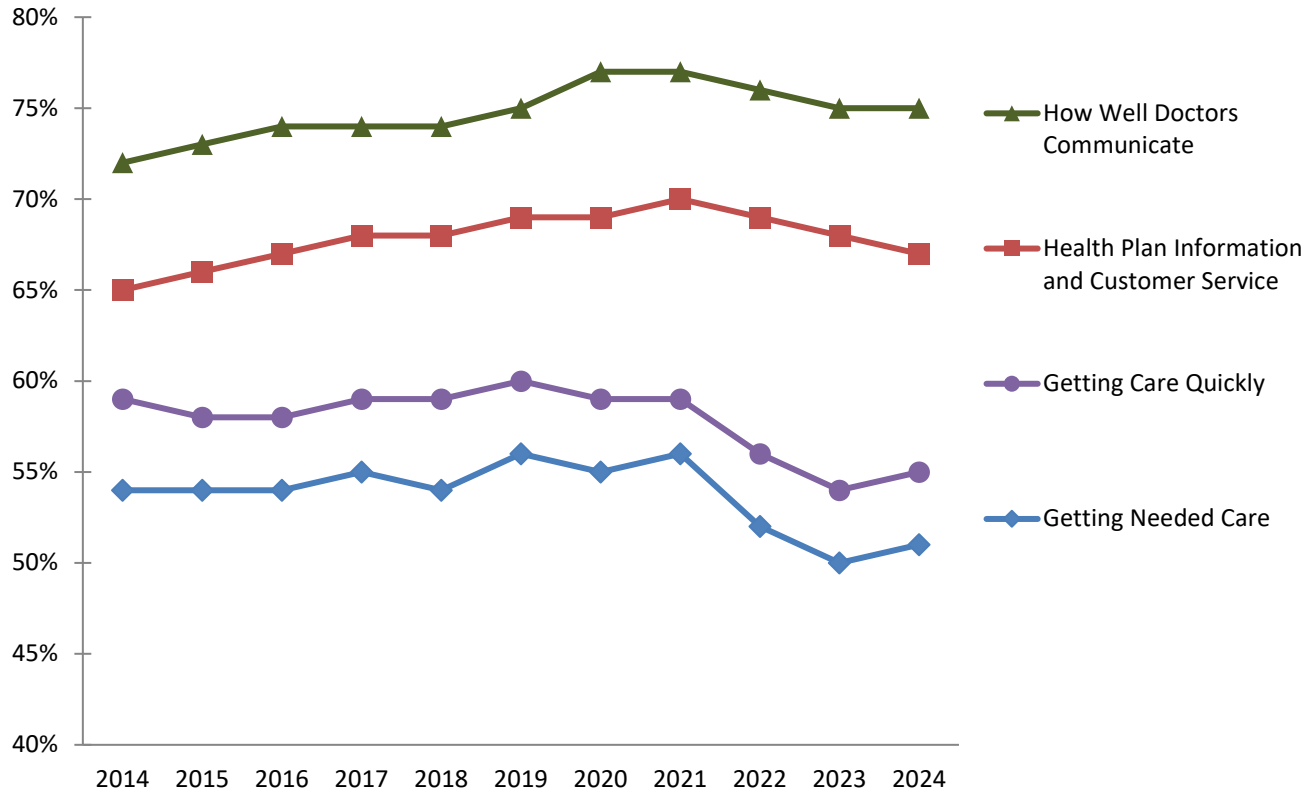
Table 3 presents the Adult Medicaid percentiles for each composite measure, rating, and selected HEDIS items. These percentile scores are calculated at the plan level and represent the percentage of plans that scored at or below a particular top box score for the measure.

<b>Table 3. 2024 Adult Medicaid Percentiles</b>								
<b>Top Box Percentiles</b>								
<b>Composite Measure/Rating</b>	<b>Database Average</b>	<b>Lowest Score</b>	<b>10<sup>th</sup> Percentile</b>	<b>25<sup>th</sup> Percentile</b>	<b>50<sup>th</sup> Percentile</b>	<b>75<sup>th</sup> Percentile</b>	<b>90<sup>th</sup> Percentile</b>	<b>Highest Score</b>
<b>Composite Measure</b>								
Getting Needed Care	51%	29%	42%	46%	52%	55%	59%	67%
Getting Care Quickly	55%	23%	45%	50%	55%	59%	63%	79%
How Well Doctors Communicate	75%	59%	68%	73%	76%	79%	82%	93%
Health Plan Information and Customer Service	67%	49%	58%	64%	68%	72%	75%	82%
<b>Ratings</b>								
Rating of personal doctor	69%	55%	62%	65%	69%	73%	76%	84%
Rating of specialist	67%	52%	60%	64%	67%	71%	75%	84%
Rating of health care	56%	38%	48%	52%	56%	60%	63%	78%
Rating of health plan	61%	43%	53%	57%	61%	65%	69%	78%
<b>HEDIS Items</b>								
Personal doctor seemed informed and up-to-date about care from other providers	58%	35%	47%	53%	58%	63%	67%	76%
Advised to quit smoking or using tobacco*	73%	47%	62%	68%	74%	79%	83%	93%
Doctor/provider discussed medication to help quit smoking or using tobacco*	52%	20%	39%	45%	53%	58%	63%	76%
Doctor/provider discussed methods to quit smoking or using tobacco*	47%	15%	35%	40%	46%	52%	56%	70%

\* HEDIS Items top box score includes the following response options: Always, Usually, Sometimes

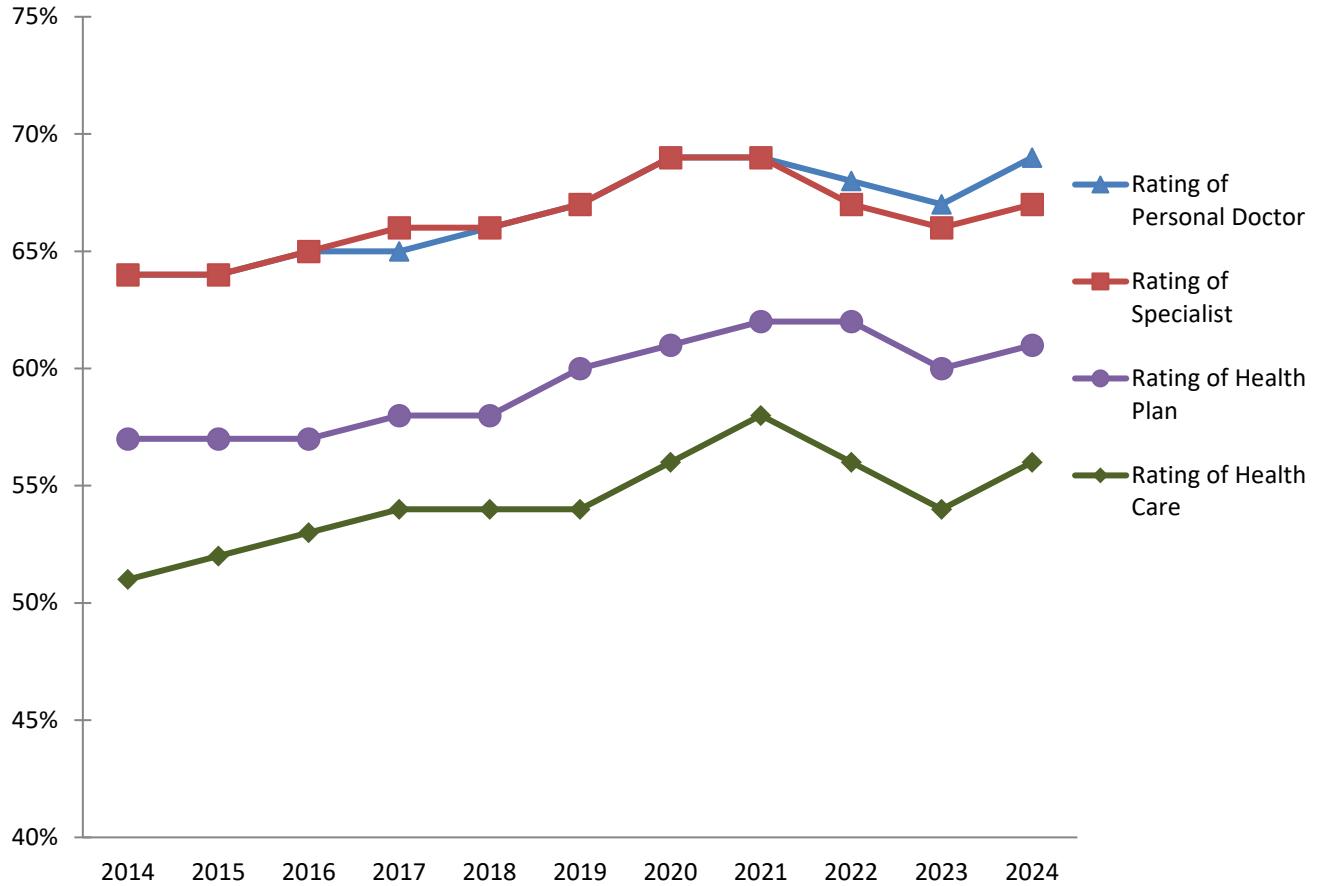
## Adult Medicaid Trends

Figure 1. Adult Medicaid Top Box Composite Measure Scores 2014-2024



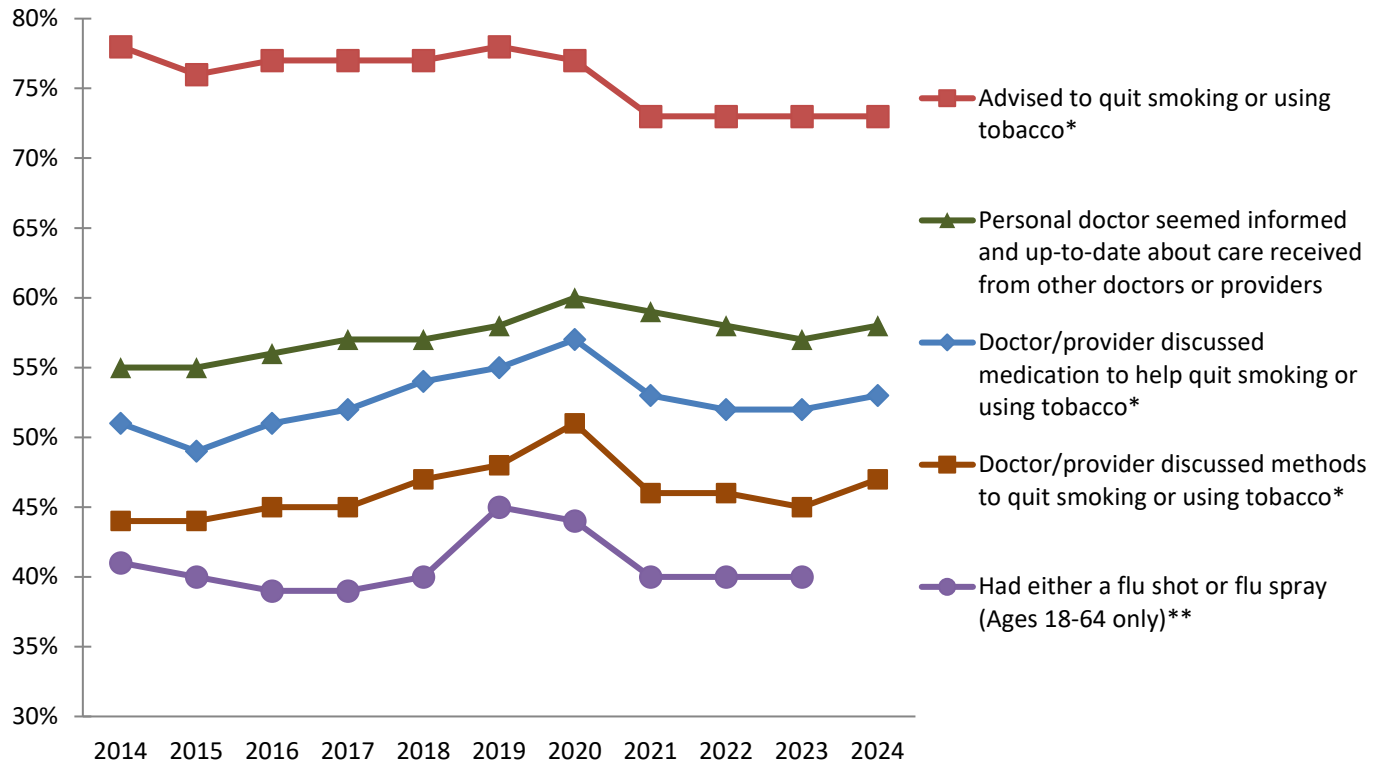
## Adult Medicaid Trends (continued)

Figure 2. Adult Medicaid Top Box Rating Scores 2014-2024



## Adult Medicaid Trends (continued)

**Figure 3. Adult Medicaid Top Box Scores for Selected HEDIS Measures 2014-2024**



\* HEDIS Items top box scores include the following response options: Always, Usually, and Sometimes.

\*\*The flu question was discontinued from the NCQA HEDIS questionnaire in 2024; therefore, no data were collected.

	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Number of Plans	149	133	157	152	146	131	159	162	197	221	233
Number of Respondents	68,234	61,369	73,155	65,053	54,362	43,588	51,211	49,997	50,336	65,261	69,505

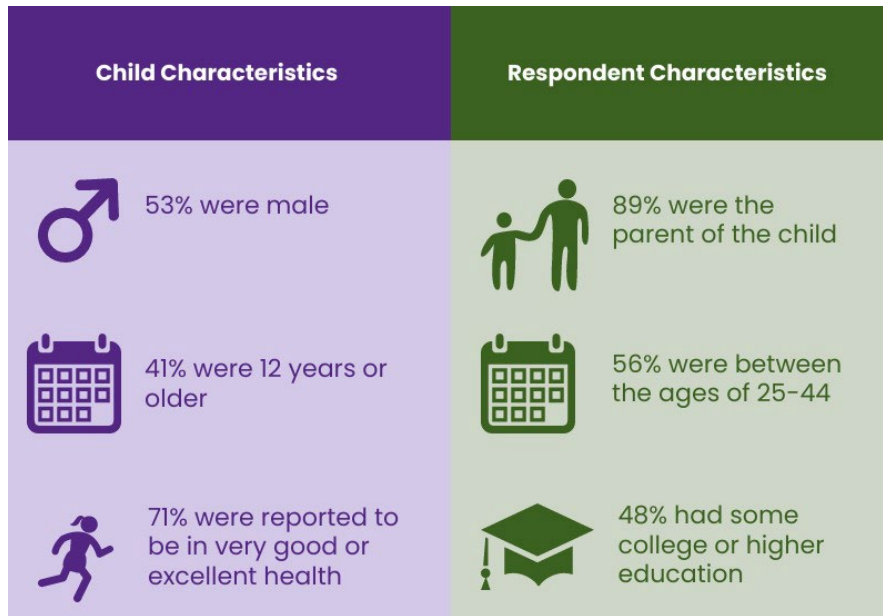
Notes: (1) From 2014-2020, the Database reported Adult Medicaid version 5.0. (2) Beginning in 2021, the Database reported Adult Medicaid versions 5.0 and 5.1 combined. Beginning in 2023, the Database began reporting Adult Medicaid version 5.1 only.



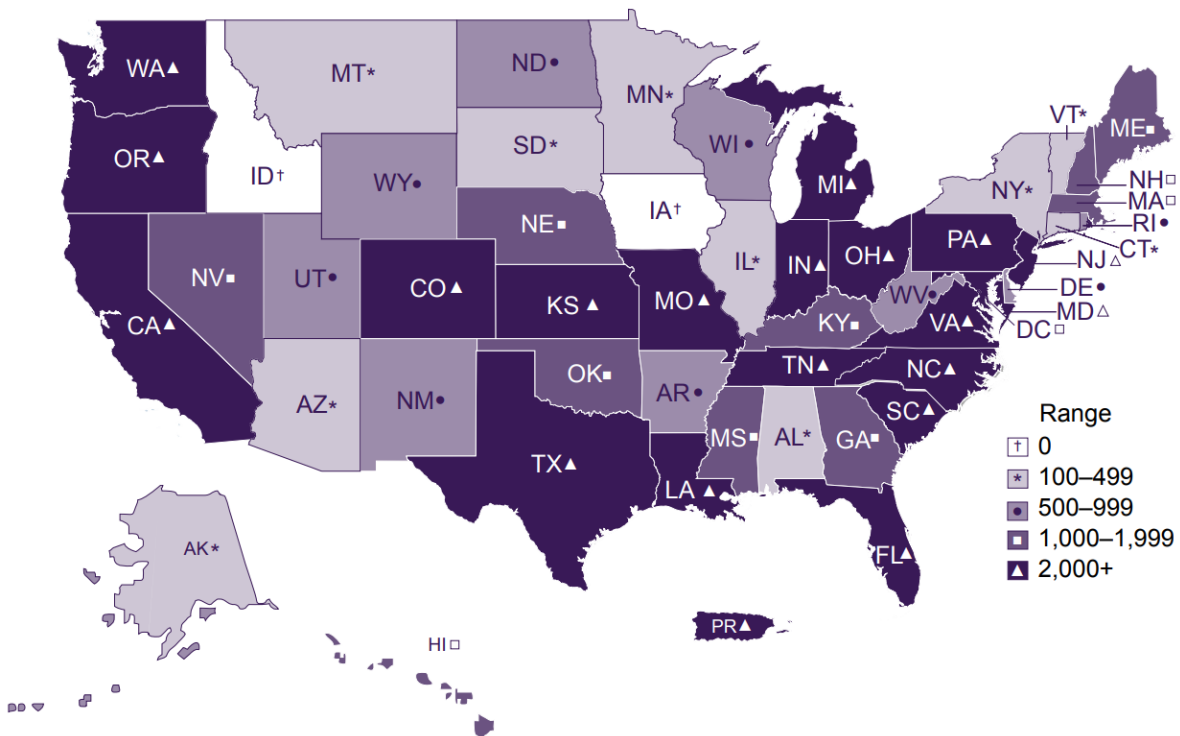
## Child Medicaid

This section describes results for 111,833 Child Medicaid respondents in the 2024 CAHPS Health Plan Survey Database. As with the Adult Medicaid survey, the Child Medicaid survey also has varying non-responses at the question-level. Selected respondent characteristics are highlighted below. Note that the respondent characteristics refer to the parent, relative, or guardian completing the survey on behalf of the child. The respondent also provides information on the characteristics of the child. Additional details are provided in Appendix B.

### Respondent Characteristics Highlights



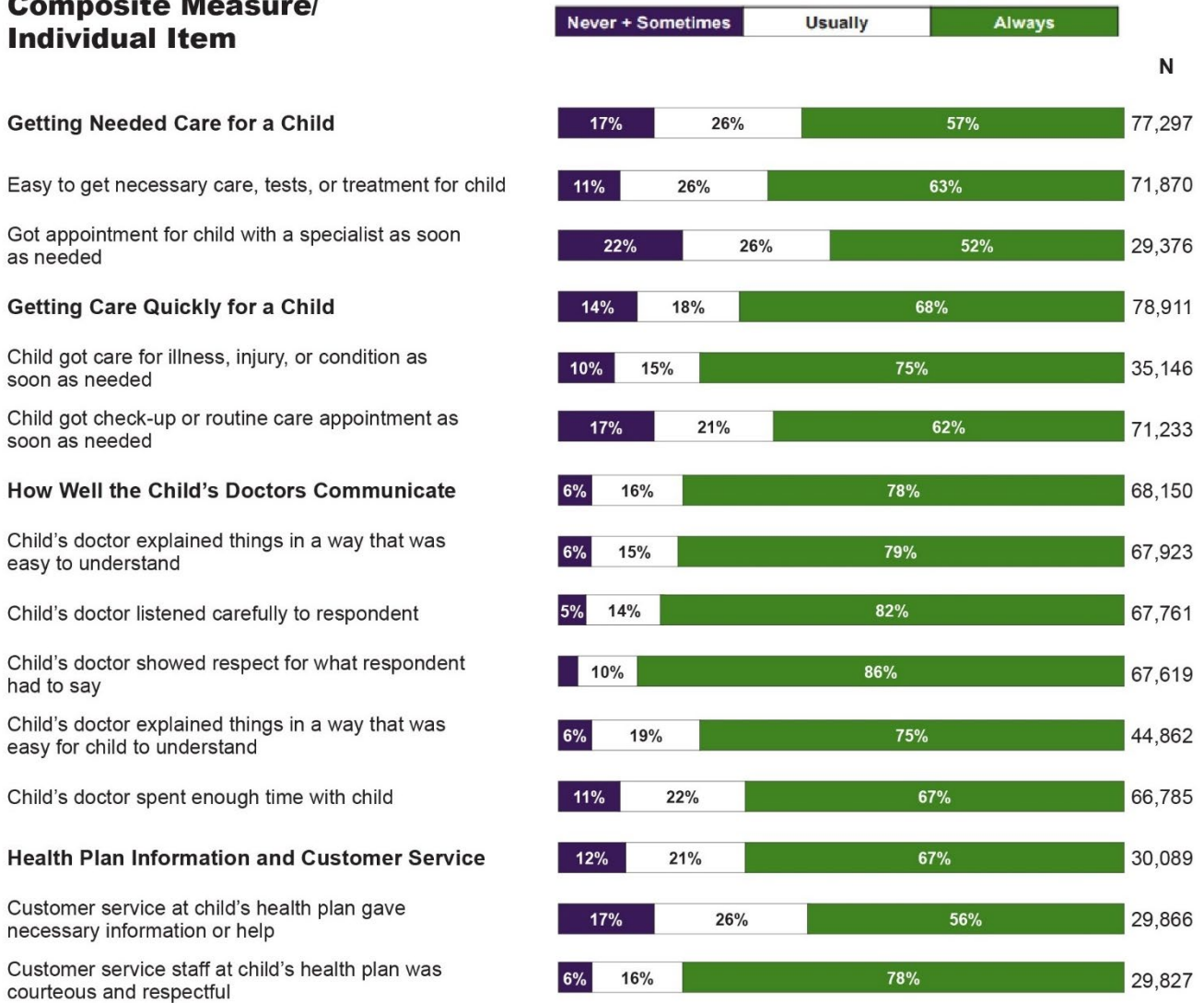
### 2024 Child Medicaid Number of Survey Respondents by State



**Chart 4-2. Composite Measure and Item Results - Child Medicaid 2024 (Page 1 of 2)**

**Child Medicaid 2024 Results**

**Composite Measure/  
Individual Item**



**Rating**



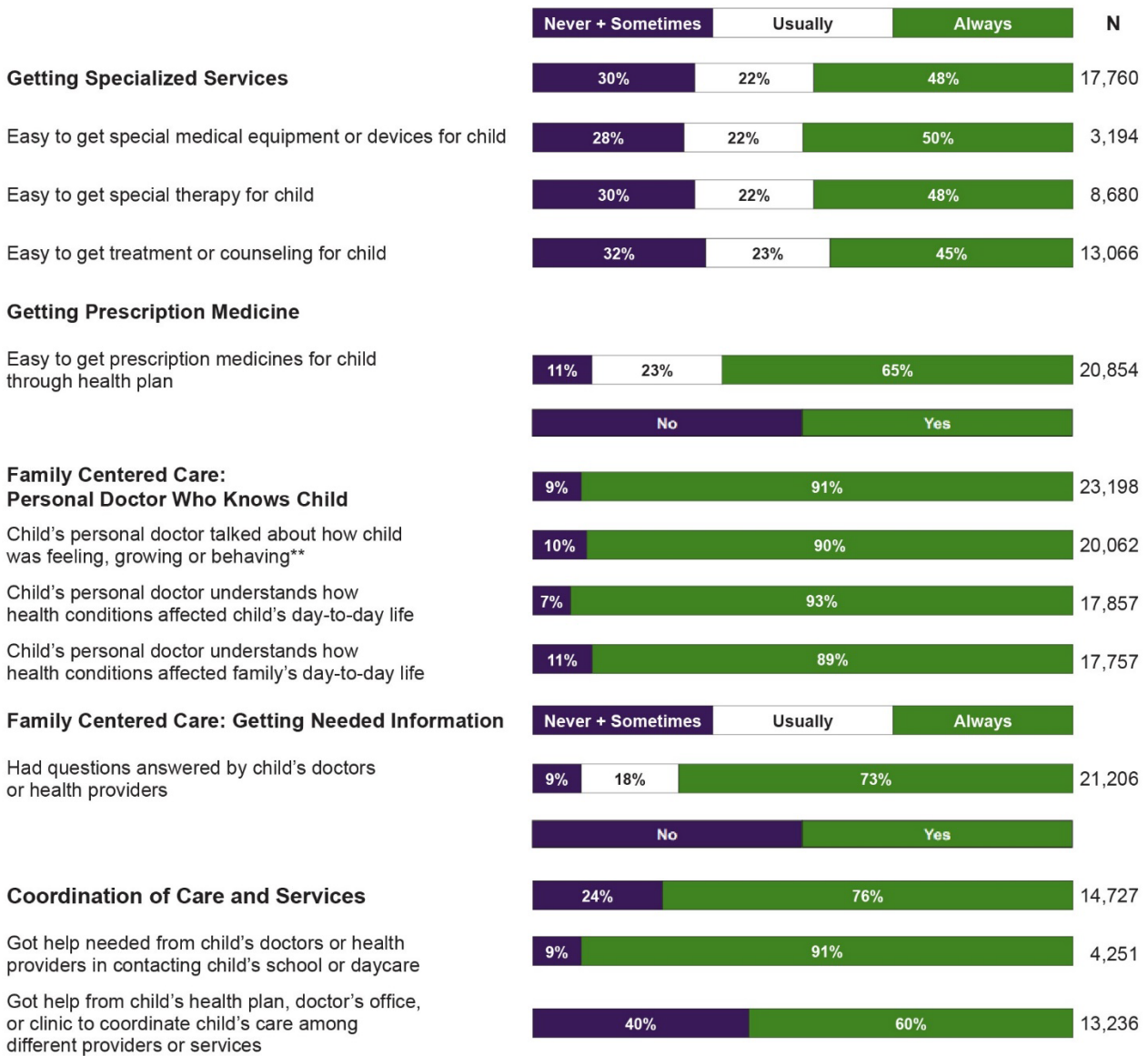
**Chart 4-2. Composite Measure and Item Results - Child Medicaid 2024 Results (Page 2 of 2)**

**Child Medicaid 2024 Results (continued)**

**HEDIS Item Set**



**Children with Chronic Conditions Item Set Composite Measure/Individual Item**



Note: "Getting Prescription Medicine" and "Family Centered Care - Getting Needed Information" are single item measures.

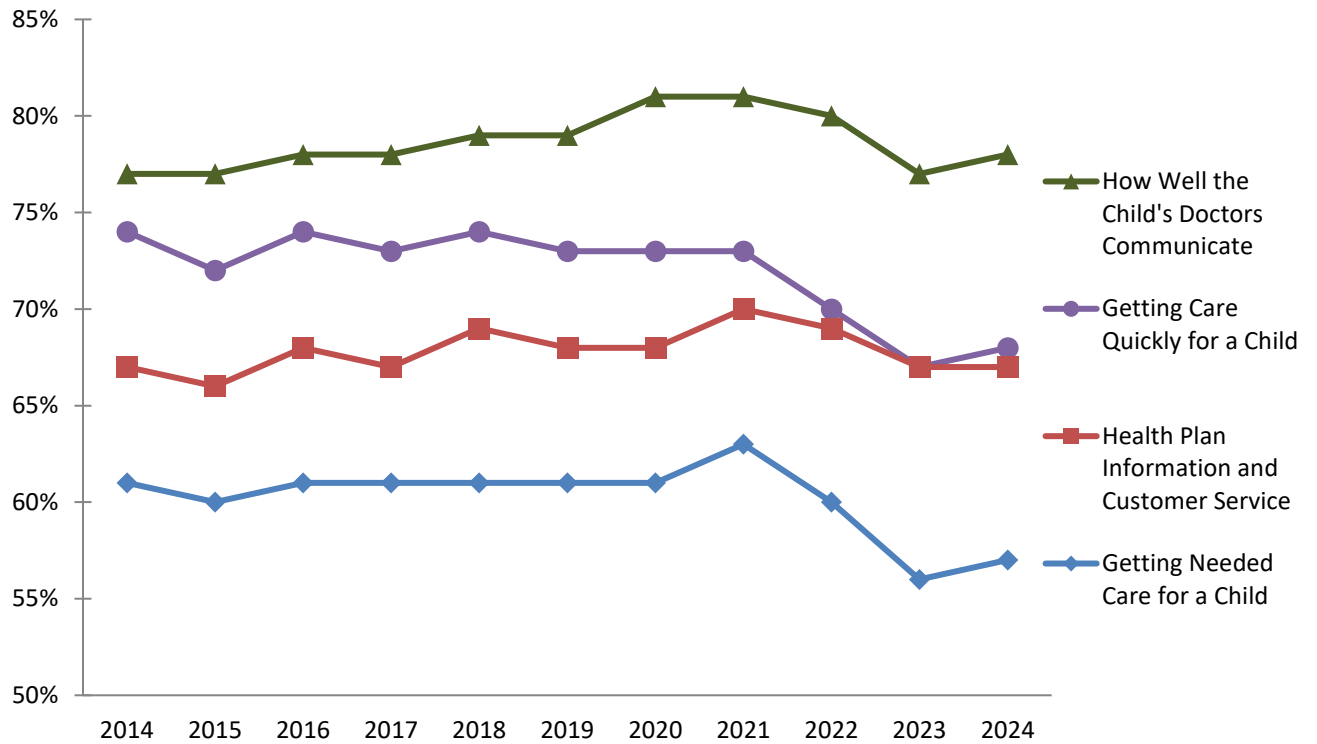
\*\*This item is not part of the Children with Chronic Conditions Items Set but is included in the "Family Centered Care: Personal Doctor Who Knows Child" composite measure.

Table 5 presents the Child Medicaid percentiles for each composite measure, rating, HEDIS item, and selected chronic condition measure. 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 a measure.

<b>Table 5. 2024 Child Medicaid Percentiles</b>								
<b>Top Box Percentiles</b>								
<b>Measure</b>	<b>Database Average</b>	<b>Lowest Score</b>	<b>10<sup>th</sup> Percentile</b>	<b>25<sup>th</sup> Percentile</b>	<b>50<sup>th</sup> Percentile</b>	<b>75<sup>th</sup> Percentile</b>	<b>90<sup>th</sup> Percentile</b>	<b>Highest Score</b>
<b>Composites</b>								
Getting Needed Care for a Child	57%	35%	45%	51%	58%	63%	67%	78%
Getting Care Quickly for a Child	68%	46%	55%	63%	69%	74%	78%	84%
How Well the Child’s Doctors Communicate	78%	63%	71%	75%	78%	82%	84%	87%
Health Plan Information and Customer Service	67%	45%	59%	64%	67%	72%	75%	86%
<b>Ratings</b>								
Rating of child’s personal doctor	76%	59%	71%	73%	76%	80%	82%	86%
Rating of child’s specialist	72%	57%	64%	68%	73%	77%	80%	89%
Rating of child’s health care	68%	50%	59%	64%	69%	72%	75%	85%
Rating of child’s health plan	70%	50%	63%	66%	70%	74%	77%	83%
<b>HEDIS Items</b>								
Child’s personal doctor seemed informed and up-to-date about care from other providers	58%	39%	49%	53%	58%	63%	66%	76%
<b>Children with Chronic Conditions Measures</b>								
Getting Specialized Services (composite)	48%	25%	39%	43%	49%	54%	58%	68%
Getting Prescription Medicine (single-item)	65%	45%	57%	60%	65%	70%	73%	80%
Family Centered Care: Personal Doctor Who Knows Child (composite)	91%	82%	87%	89%	91%	92%	94%	97%
Family Centered Care: Getting Needed Information (single-item)	73%	59%	65%	69%	74%	78%	81%	84%
Coordination of Care and Services (composite)	76%	54%	70%	73%	76%	80%	82%	89%

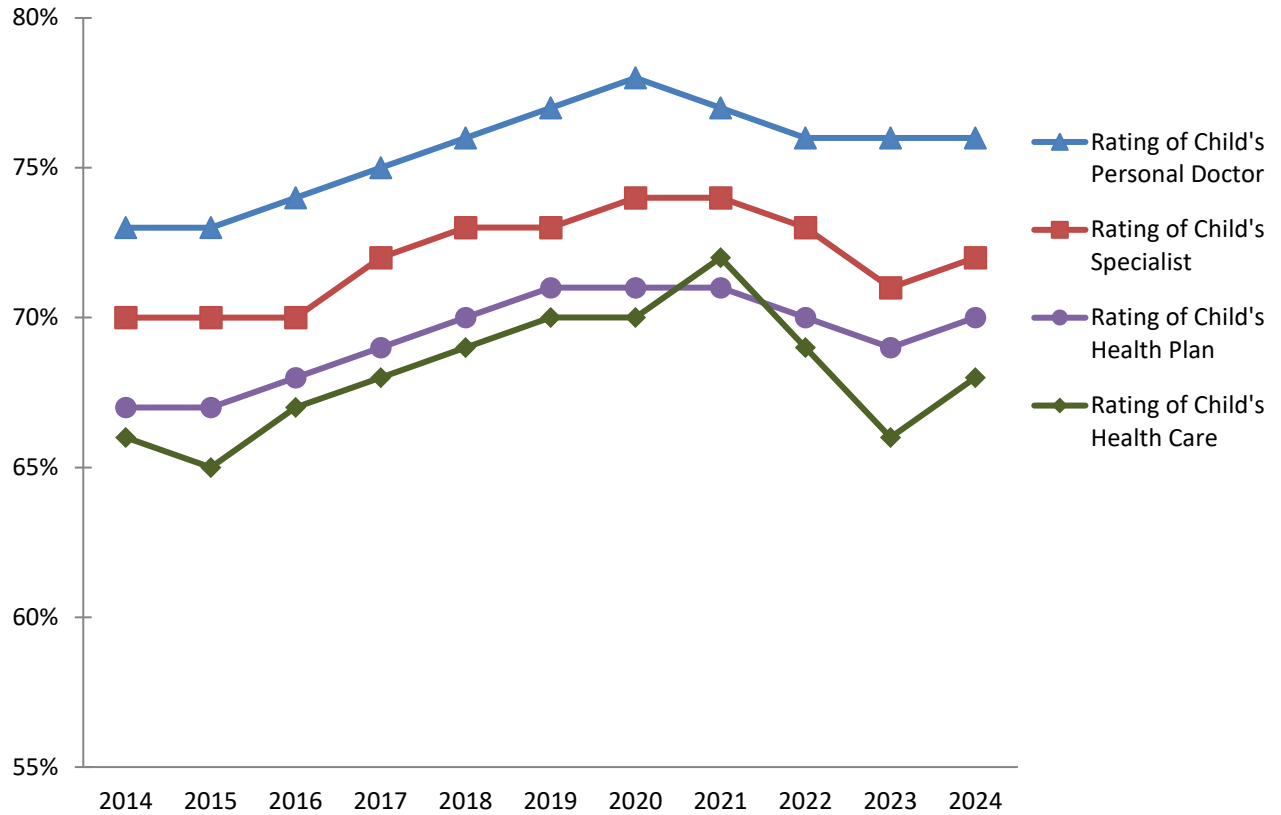
## Child Medicaid Trends

Figure 4. Child Medicaid Top Box Composite Measure Scores 2014-2024



## Child Medicaid Trends (continued)

Figure 5. Child Medicaid Top Box Rating Scores 2014-2024



## Child Medicaid Trends (continued)

Figure 6. Child Medicaid Top Box HEDIS Score 2014-2024

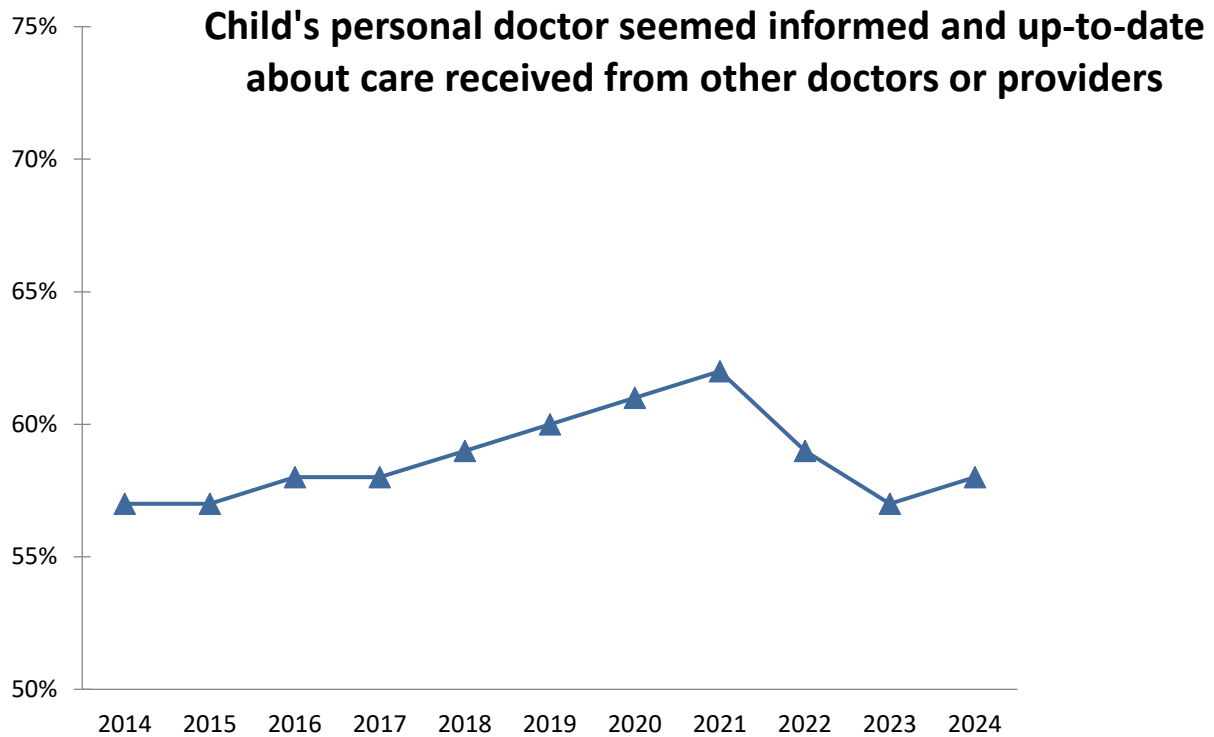


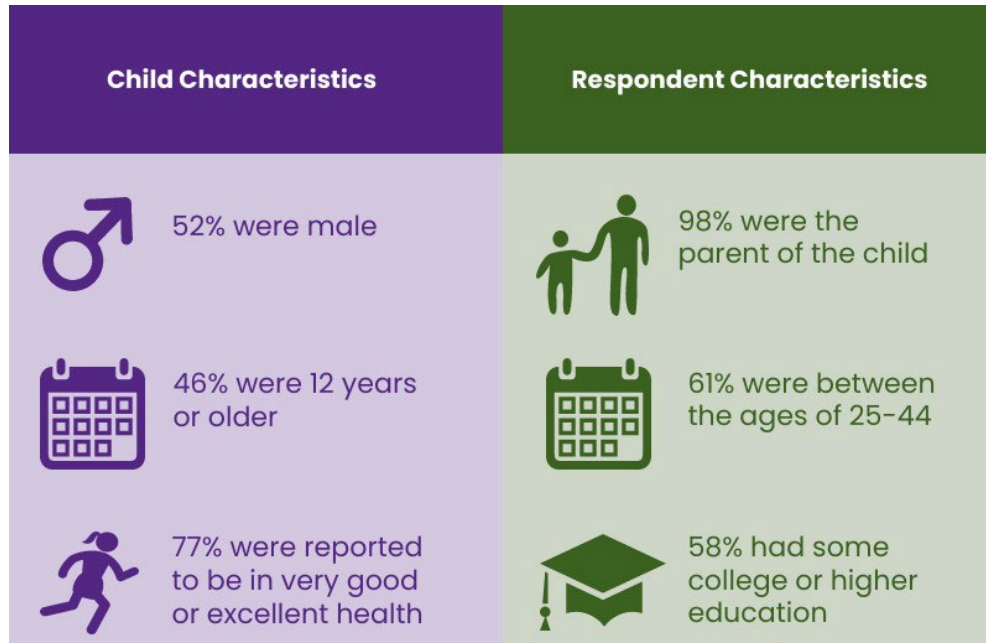
Table 6. Child Medicaid Composition of the CAHPS Health Plan Survey Database 2014-2024											
	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Number of Plans	100	136	132	169	150	152	137	175	166	233	234
Number of Respondents	60,153	91,049	79,058	103,283	79,736	72,429	56,311	86,597	66,182	103,515	111,833

Notes: (1) From 2014-2020, the Database reported Child Medicaid version 5.0. (2) Beginning in 2021, the Database reported Child Medicaid versions 5.0 and 5.1 combined. Beginning in 2023, the Database reported Child Medicaid version 5.1 only.

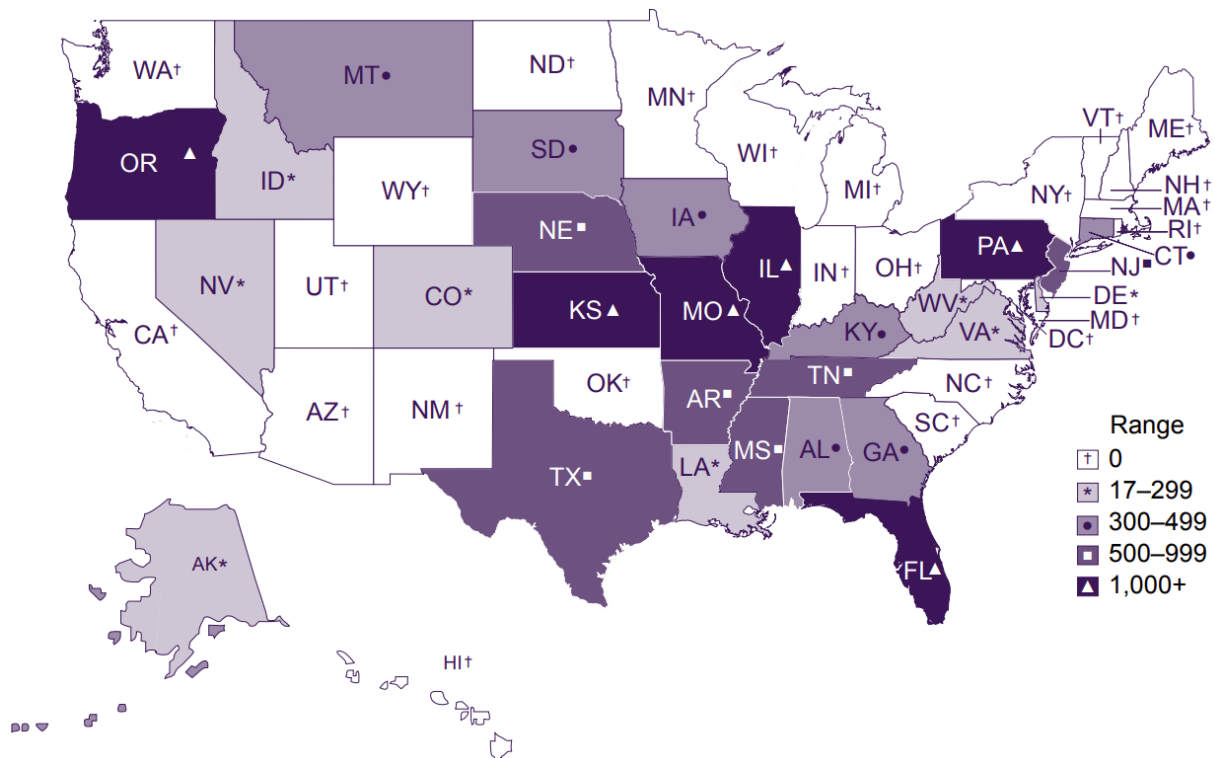
## Children’s Health Insurance Program (CHIP)

This section describes results for 20,345 CHIP respondents in the 2024 CAHPS Health Plan Survey Database. As with the previous two enrollee populations, the CHIP survey data also have non-responses at the question-level. Selected respondent characteristics are highlighted below. Note that the respondent characteristics refer to the parent, relative, or guardian completing the survey on behalf of the child. The respondent also provides information on the characteristics of the child. Additional details are provided in Appendix B.

### Respondent Characteristics Highlights



### 2024 CHIP Number of Survey Respondents by State

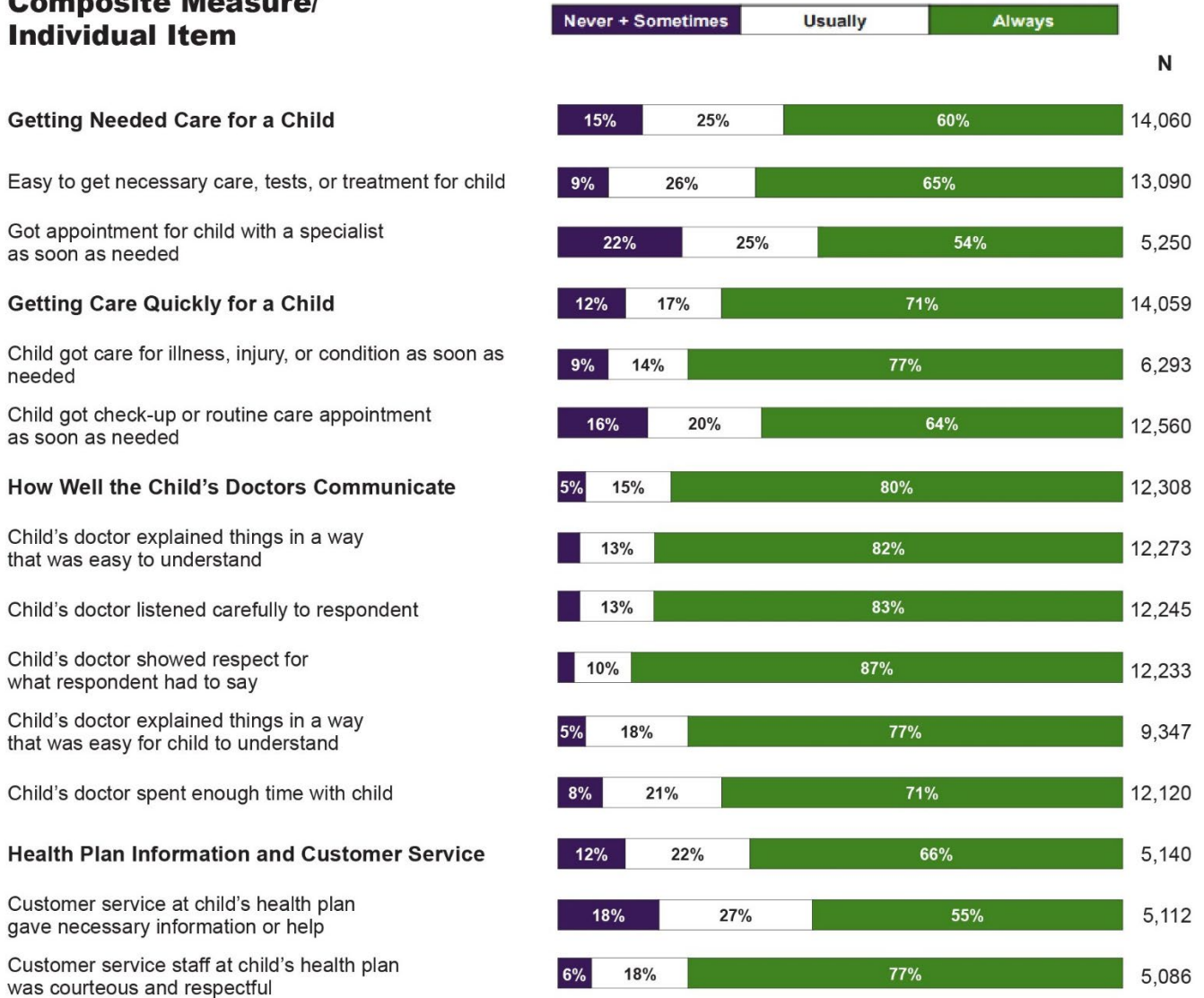




**Chart 4-3. Composite Measure and Item Results—CHIP 2024 (Page 1 of 2)**

**CHIP 2024 Results**

**Composite Measure/  
Individual Item**



**Rating**

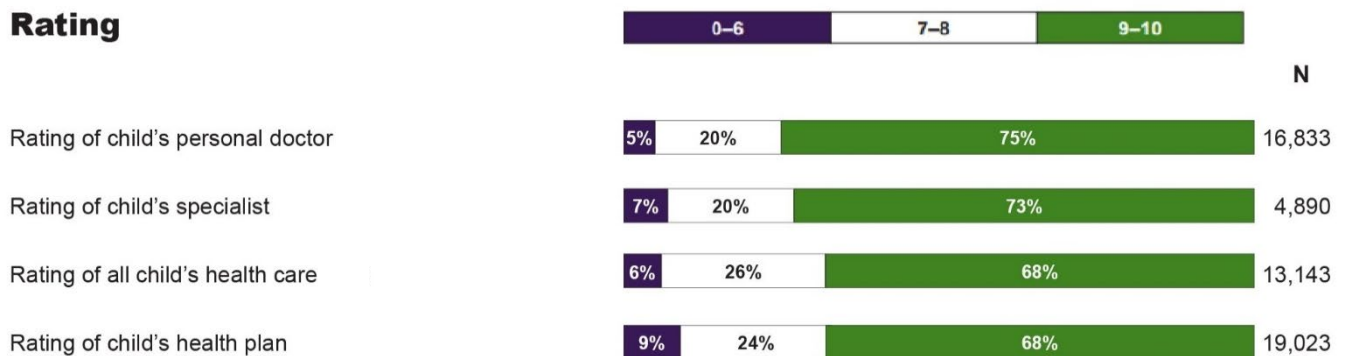


Chart 4-3 Composite Measure and Item Results—CHIP 2024 Results (Page 2 of 2)

CHIP 2024 Results (continued)

**HEDIS Item Set**

	Never + Sometimes	Usually	Always	N
Child’s personal doctor seemed informed and up-to-date about care from other providers	16%	27%	57%	5,925

**Children with Chronic Conditions Item Set Composite Measure/Individual Item**

	Never + Sometimes	Usually	Always	N
<b>Getting Specialized Services</b>	30%	21%	49%	2,549
Easy to get special medical equipment or devices for child	26%	21%	53%	378
Easy to get special therapy for child	30%	19%	51%	1,061
Easy to get treatment or counseling for child	33%	23%	44%	1,916
<b>Getting Prescription Medicine</b>				
Easy to get prescription medicines for child through health plan	10%	25%	65%	3,601
	No		Yes	
<b>Family Centered Care: Personal Doctor Who Knows Child</b>	10%		90%	3,854
Child’s personal doctor talked about how child was feeling, growing or behaving**	11%		89%	3,352
Child’s personal doctor understands how health conditions affected child’s day-to-day life	8%		92%	2,861
Child’s personal doctor understands how health conditions affected family’s day-to-day life	11%		89%	2,839
<b>Family Centered Care: Getting Needed Information</b>	Never + Sometimes	Usually	Always	
Had questions answered by child’s doctors or health providers	8%	19%	72%	3,601
	No		Yes	
<b>Coordination of Care and Services</b>	25%		75%	2,378
Got help needed from child’s doctors or health providers in contacting child’s school or daycare	6%		94%	618
Got help from child’s health plan, doctor’s office, or clinic to coordinate child’s care among different providers or services	43%		57%	2,160

Note: “Getting Prescription Medicine” and “Family Centered Care: Getting Needed Information” are single item measures.

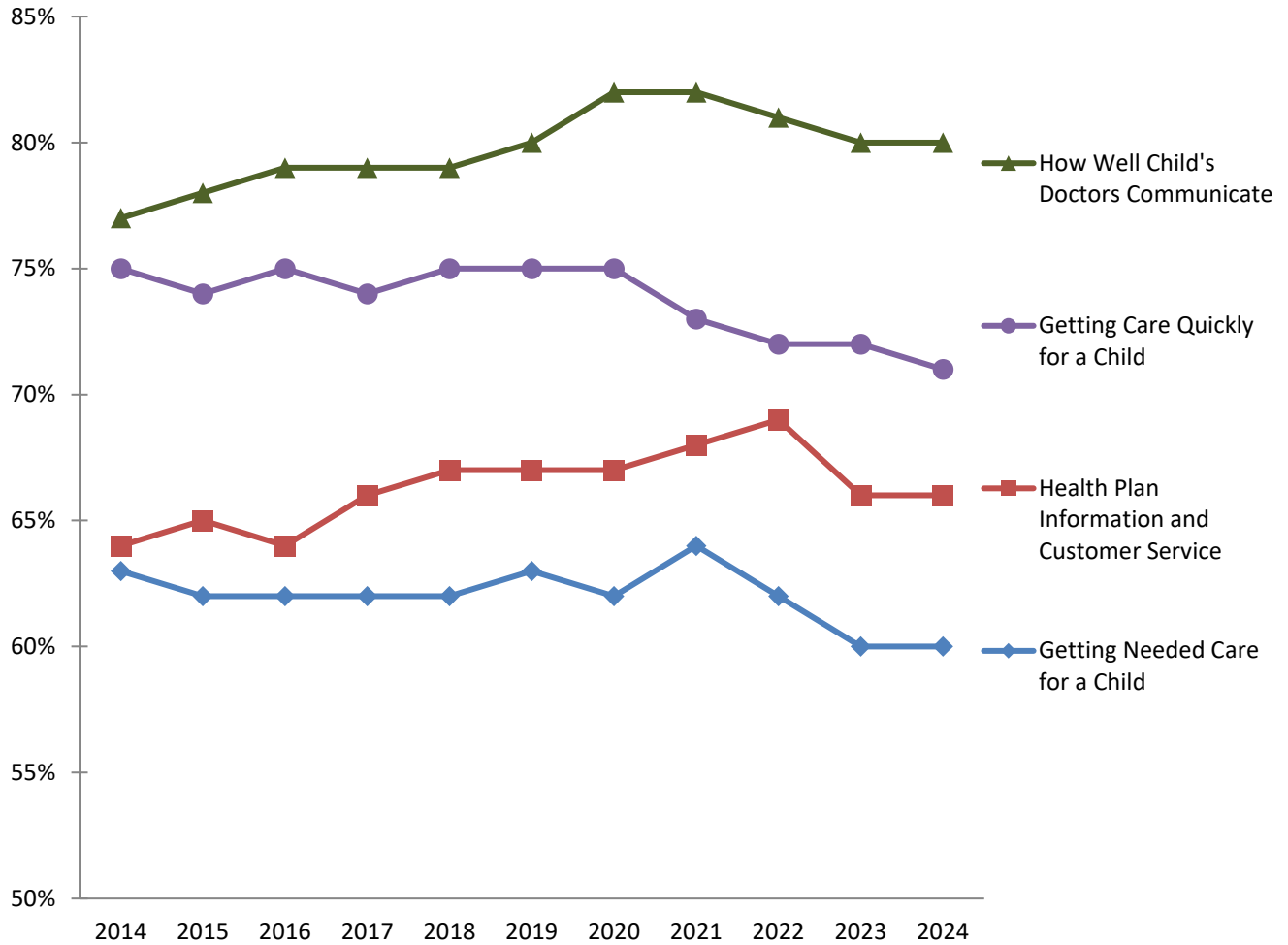
\*\*This item is not part of the Children with Chronic Conditions Items Set but is included in the "Family Centered Care: Personal Doctor Who Knows Child" composite measure.

Table 7 presents the CHIP percentiles for each composite measure, rating, HEDIS item, and selected chronic condition measure. 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 a measure.

Table 7. 2024 CHIP Percentiles								
Top Box Percentiles								
Measure	Database Average	Lowest Score	10 <sup>th</sup> Percentile	25 <sup>th</sup> Percentile	50 <sup>th</sup> Percentile	75 <sup>th</sup> Percentile	90 <sup>th</sup> Percentile	Highest Score
<b>Composites</b>								
Getting Needed Care for a Child	60%	40%	51%	55%	60%	63%	71%	79%
Getting Care Quickly for a Child	71%	53%	63%	68%	72%	76%	80%	86%
How Well the Child’s Doctors Communicate	80%	74%	76%	78%	81%	83%	86%	89%
Health Plan Information and Customer Service	66%	50%	60%	63%	67%	72%	74%	79%
<b>Ratings</b>								
Rating of child’s personal doctor	75%	66%	70%	74%	76%	79%	81%	85%
Rating of child’s specialist	73%	64%	67%	70%	74%	78%	80%	84%
Rating of child’s health care	68%	55%	63%	66%	69%	73%	76%	78%
Rating of child’s health plan	68%	59%	62%	65%	69%	73%	76%	86%
<b>HEDIS Items</b>								
Child’s personal doctor seemed informed and up-to-date about care from other providers	57%	44%	51%	53%	57%	60%	66%	74%
<b>Children with Chronic Conditions Measures</b>								
Getting Specialized Services (composite)	51%	30%	40%	45%	51%	59%	60%	73%
Getting Prescription Medicine (single-item)	65%	55%	57%	61%	65%	69%	72%	75%
Family Centered Care: Personal Doctor Who Knows Child (composite)	90%	85%	86%	89%	91%	93%	94%	95%
Family Centered Care: Getting Needed Information (single-item)	73%	64%	67%	70%	72%	76%	78%	83%
Coordination of Care and Services (composite)	74%	62%	67%	72%	75%	78%	81%	85%

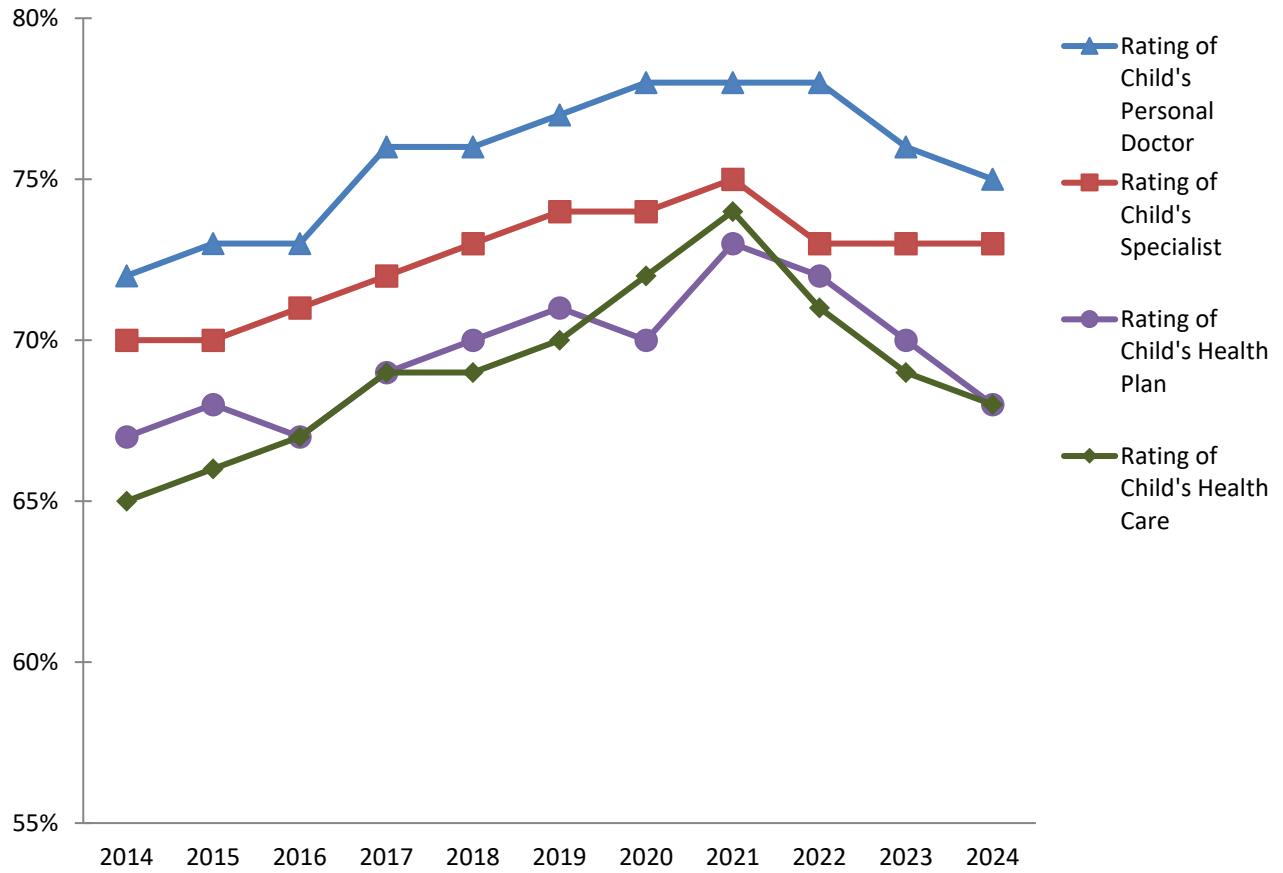
## CHIP Trends

Figure 7. CHIP Top Box Composite Measure Scores 2014-2024



## CHIP Trends (continued)

Figure 8. CHIP Top Box Rating Scores 2014-2024



## CHIP Trends (continued)

Figure 9. CHIP Top Box HEDIS Score 2014-2024

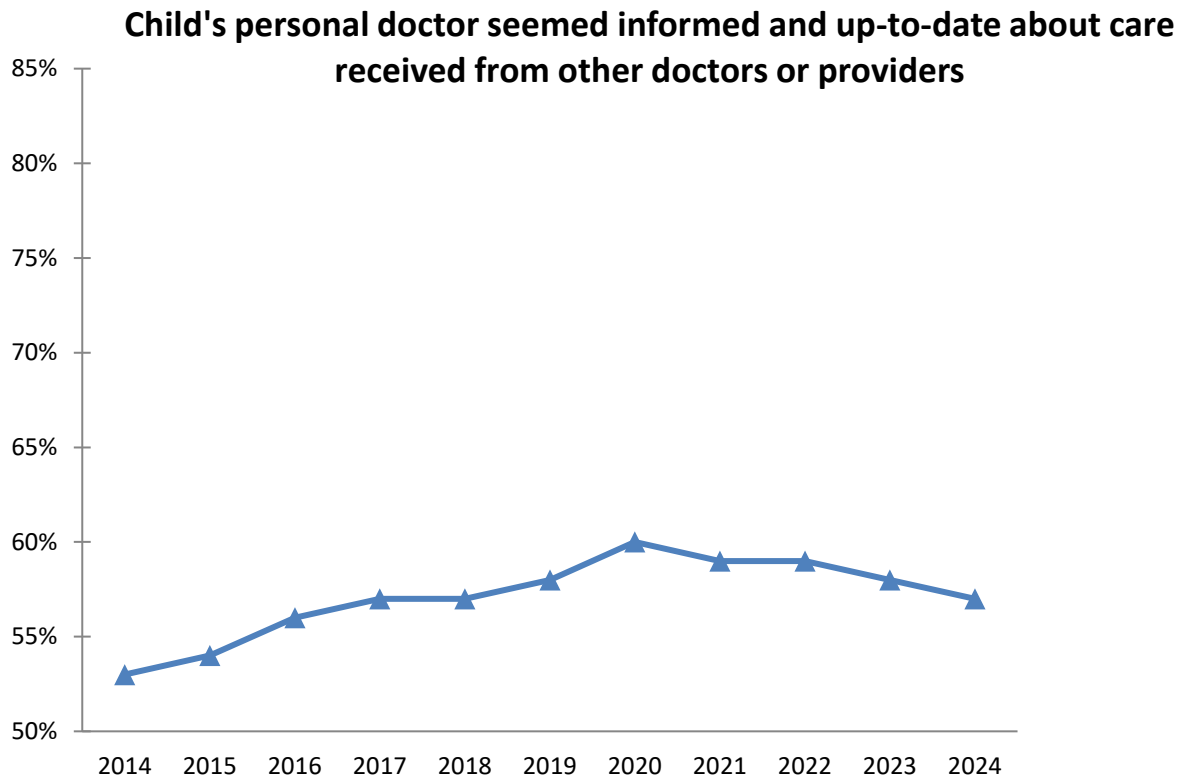


Table 8. CHIP Composition of the CAHPS Health Plan Survey Database 2014-2024											
	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Number of Plans	15	19	21	23	25	48	42	52	59	69	48
Number of Respondents	11,762	13,466	14,999	15,221	13,933	18,090	12,448	17,615	18,592	23,008	20,345

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. Beginning in 2023, the Database reported CHIP version 5.1 only.

# Appendix A

## Distribution of Responses by Response Mode

**Table A-1. Distribution of 2024 CAHPS Health Plan Database Respondents by Response Mode**

Response Mode	Adult Medicaid	Child Medicaid	CHIP
Mail	62%	44%	49%
Telephone	22%	33%	31%
Internet	16%	23%	20%

# Appendix B

## Respondent Demographic Characteristics

**Table B-1. 2024 Adult Medicaid Respondent Demographic Characteristics**

Demographic Characteristics	Percent
<b>Gender</b>	
Male	40%
Female	60%
<b>Age</b>	
18 - 24	10%
25 - 34	14%
35 - 44	14%
45 - 54	16%
55 - 64	30%
65 - 74	10%
75+	5%
<b>Education</b>	
8th grade or less	8%
Some high school, but did not graduate	14%
High school graduate or GED	39%
Some college or 2-year degree	26%
4-year college graduate	8%
More than 4-year college degree	5%
<b>Race/Ethnicity</b>	
White	57%
African-American	18%
Asian	6%
Native Hawaiian/Pacific Islander	1%
American Indian/Native Alaskan	2%
Other	9%
Multi-racial	8%
<b>Hispanic/Latino origin or descent</b>	
Yes	23%
No	77%
<b>General Health Status</b>	
Excellent	10%
Very Good	21%
Good	35%
Fair	27%
Poor	7%
<b>Mental Health Status</b>	
Excellent	17%
Very Good	22%
Good	32%
Fair	23%
Poor	7%



**Table B-2. 2024 Child Medicaid and CHIP Respondent Demographic Characteristics**

Demographic Characteristics	Child Medicaid Percent	CHIP Percent
<b>Gender (respondent)</b>		
Male	13%	15%
Female	87%	85%
<b>Gender (child)</b>		
Male	53%	52%
Female	47%	48%
<b>Age (respondent)</b>		
< 18	8%	7%
18 - 24	4%	3%
25 - 34	23%	21%
35 - 44	33%	40%
45 - 54	19%	23%
55 - 64	8%	5%
65 - 74	4%	1%
75+	1%	0%
<b>Age (child)</b>		
0 - 3 years	18%	12%
4 - 7 years	20%	18%
8 - 11 years	21%	24%
12+ years	41%	46%
<b>Education (respondent)</b>		
8th grade or less	9%	6%
Some high school, but did not graduate	11%	7%
High school graduate or GED	32%	28%
Some college or 2-year degree	29%	32%
4-year college graduate	11%	16%
More than 4-year college degree	8%	10%
<b>Race/Ethnicity (child)</b>		
White	51%	64%
African-American	16%	11%
Asian	5%	5%
Native Hawaiian/Pacific Islander	1%	0%
American Indian/Native Alaskan	1%	1%
Other	14%	9%
Multi-racial	12%	10%
<b>Hispanic/Latino origin or descent (child)</b>		
Yes	39%	32%
No	61%	68%
<b>General Health Status of child (as reported by respondent)</b>		
Excellent	36%	39%
Very Good	35%	38%
Good	22%	19%
Fair	6%	4%
Poor	1%	0%

**Table B-2. 2024 Child Medicaid and CHIP Respondent Demographic Characteristics (cont'd)**

Demographic Characteristics	Child Medicaid Percent	CHIP Percent
<b>Mental Health Status of child (as reported by respondent)</b>		
Excellent	37%	40%
Very Good	27%	31%
Good	23%	20%
Fair	11%	7%
Poor	2%	1%
<b>Relationship to the child (as reported by respondent)</b>		
Mother or Father	89%	98%
Grandparent	7%	1%
Aunt or Uncle	1%	0%
Older Brother or Sister	0%	0%
Other Relative	0%	0%
Legal Guardian	3%	1%
Someone Else	0%	0%

# Appendix C

## Respondent Utilization Data

**Table C-1. 2024 CAHPS Health Plan Survey Respondent Utilization Data**

Respondent Utilization Questions	Adult Medicaid	Child Medicaid	CHIP
<b>Have a personal doctor?</b>			
Yes	81%	86%	88%
No	19%	14%	12%
<b>Number of visits to personal doctor?</b>			
None	22%	23%	27%
1 time	28%	33%	35%
2	22%	21%	20%
3	12%	11%	9%
4	6%	5%	4%
5 to 9	8%	5%	3%
10 or more times	2%	1%	1%
<b>Number of visits to doctor's office or clinic?</b>			
None	34%	31%	32%
1 time	16%	21%	23%
2	15%	19%	19%
3	12%	12%	12%
4	7%	7%	6%
5 to 9	11%	7%	6%
10 or more times	5%	3%	2%
<b>Made an appointment to see a specialist?</b>			
Yes	48%	29%	28%
No	52%	71%	72%
<b>Number of specialists seen?</b>			
None	4%	6%	6%
1	43%	54%	63%
2	28%	23%	20%
3	14%	9%	7%
4	6%	4%	2%
5+	5%	4%	1%

## Appendix D

### Survey Respondents by State

**Table D-1. 2024 Survey Respondents by State**

State	Adult Medicaid	Child Medicaid	CHIP
Alabama	456	459	486
Alaska	199	480	41
Arkansas	540	761	681
Arizona	-	189	-
California	9,196	14,054	-
Colorado	1,651	2,927	271
Connecticut	268	433	389
Delaware	436	792	129
District Of Columbia	1,300	1,188	-
Florida	2,337	6,761	1,629
Georgia	419	1,340	410
Hawaii	1,395	1,233	-
Idaho	-	-	285
Illinois	368	489	1,443
Indiana	1,050	2,117	-
Iowa	217	-	439
Kansas	1,039	2,281	2,133
Kentucky	1,399	1,800	496
Louisiana	1,191	3,090	17
Maine	-	1,093	-
Maryland	2,205	7,751	-
Massachusetts	2,100	1,637	-
Michigan	2,790	2,084	-
Minnesota	-	204	-
Mississippi	778	1,500	883
Missouri	978	2,741	1,055
Montana	247	312	386
Nebraska	540	1,187	950
Nevada	681	1,704	298
New Hampshire	1,150	1,911	-
New Jersey	1,390	4,399	848
New Mexico	417	867	-
New York	2,910	184	-
North Carolina	4,422	6,040	-
North Dakota	428	526	-
Ohio	4,317	6,781	-
Oklahoma	383	1,123	-
Oregon	6,462	5,234	2,625

<b>Table D-1. 2024 Survey Respondents by State (cont'd)</b>			
<b>State</b>	<b>Adult Medicaid</b>	<b>Child Medicaid</b>	<b>CHIP</b>
Pennsylvania	3,618	3,130	2,014
Puerto Rico	1,672	2,465	-
Rhode Island	873	640	-
South Carolina	934	2,349	-
South Dakota	386	341	416
Tennessee	620	2,087	887
Texas	695	2,856	593
Utah	104	547	-
Vermont	384	468	-
Virginia	2,269	3,165	266
Washington	1,068	3,907	-
West Virginia	492	763	275
Wisconsin	731	715	-
Wyoming	-	728	-
<b>Total</b>	<b>69,505</b>	<b>111,833</b>	<b>20,345</b>

# Appendix E

## Top Box Scores by Census Region

Table E-1. 2024 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
<b>Number of Plans</b>	<b>233</b>	<b>51</b>	<b>43</b>	<b>78</b>	<b>61</b>
<b>Number of Respondents</b>	<b>69,505</b>	<b>14,365</b>	<b>12,844</b>	<b>20,876</b>	<b>21,420</b>
<b>Getting Needed Care</b>	<b>51%</b>	<b>50%</b>	<b>55%</b>	<b>54%</b>	<b>44%</b>
Easy to get necessary care, tests, or treatment	53%	53%	57%	57%	47%
Got appointment with a specialist as soon as needed	48%	48%	52%	52%	42%
<b>Getting Care Quickly</b>	<b>55%</b>	<b>56%</b>	<b>58%</b>	<b>59%</b>	<b>48%</b>
Got care for illness, injury or condition as soon as needed	58%	60%	61%	61%	53%
Got check-up or routine care appointment as soon as needed	51%	51%	55%	56%	42%
<b>How Well Doctors Communicate</b>	<b>75%</b>	<b>76%</b>	<b>77%</b>	<b>79%</b>	<b>71%</b>
Doctor explained things in a way that was easy to understand	74%	74%	76%	78%	69%
Doctor listened carefully	77%	77%	77%	80%	72%
Doctor showed respect for what enrollee had to say	82%	82%	82%	84%	78%
Doctor spent enough time with enrollee	70%	70%	72%	73%	64%
<b>Health Plan Information and Customer Service</b>	<b>67%</b>	<b>68%</b>	<b>69%</b>	<b>70%</b>	<b>63%</b>
Customer service gave necessary information or help	57%	58%	59%	60%	52%
Customer service was courteous and respectful	78%	79%	79%	80%	74%
<b>Overall Ratings</b>					
Rating of personal doctor	69%	69%	69%	72%	66%
Rating of specialist	67%	67%	67%	70%	64%
Rating of health care	56%	56%	57%	58%	52%
Rating of health plan	61%	64%	61%	61%	58%
<b>HEDIS Items</b>					
Personal doctor seemed informed and up-to-date about care from other providers	58%	59%	60%	61%	53%
Advised to quit smoking or using tobacco (Always, Sometimes, Usually)	73%	77%	74%	76%	67%
Doctor/provider discussed medication to help quit smoking or using tobacco (Always, Sometimes, Usually)	53%	57%	53%	53%	48%
Doctor/provider discussed methods to quit smoking or using tobacco (Always, Sometimes, Usually)	47%	51%	46%	47%	43%

**Table E-2. 2024 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	234	31	45	94	64
Number of Respondents	111,833	16,360	19,466	43,825	32,182
<b>Getting Needed Care for a Child</b>	<b>57%</b>	<b>54%</b>	<b>61%</b>	<b>61%</b>	<b>50%</b>
Easy to get necessary care, tests, or treatment for child	63%	61%	67%	67%	54%
Got appointment for child with a specialist as soon as needed	52%	47%	56%	56%	45%
<b>Getting Care Quickly for a Child</b>	<b>68%</b>	<b>67%</b>	<b>73%</b>	<b>72%</b>	<b>60%</b>
Child got care for illness, injury, or condition as soon as needed	75%	74%	79%	78%	67%
Child got check-up or routine care appointment as soon as needed	62%	61%	67%	66%	53%
<b>How Well the Child's Doctors Communicate</b>	<b>78%</b>	<b>77%</b>	<b>81%</b>	<b>80%</b>	<b>73%</b>
Child's doctor explained things in a way that was easy to understand	79%	78%	83%	81%	74%
Child's doctor listened carefully to respondent	82%	81%	84%	84%	77%
Child's doctor showed respect for what respondent had to say	86%	86%	88%	88%	83%
Child's doctor explained things in a way that was easy for child to understand	75%	76%	75%	77%	72%
Child's doctor spent enough time with child	67%	66%	74%	69%	61%
<b>Health Plan Information and Customer Service</b>	<b>67%</b>	<b>67%</b>	<b>68%</b>	<b>70%</b>	<b>63%</b>
Customer service at child's health plan gave necessary information or help	56%	54%	58%	60%	52%
Customer service staff at child's health plan was courteous and respectful	78%	80%	79%	80%	73%
<b>Overall Ratings</b>					
Rating of child's personal doctor	76%	75%	76%	78%	73%
Rating of child's specialist	72%	72%	71%	74%	71%
Rating of all child's health care	68%	67%	67%	70%	64%
Rating of child's health plan	70%	70%	68%	72%	68%
<b>HEDIS Items</b>					
Child's personal doctor seemed informed and up-to-date about care from other providers	58%	58%	61%	60%	53%

**Table E-2. 2024 Child Medicaid Top Box Scores by Census Region (cont'd)**

Child Medicaid Composite Measure/Individual Item	CAHPS DB Overall	Northeast Region	Midwest Region	South Region	West Region
<b>Children with Chronic Conditions Measures</b>					
<b>Getting Specialized Services</b>	<b>48%</b>	<b>47%</b>	<b>51%</b>	<b>50%</b>	<b>41%</b>
Easy to get special medical equipment or devices for child	50%	51%	50%	53%	44%
Easy to get special therapy for child	48%	46%	54%	50%	43%
Easy to get treatment or counseling for child	45%	42%	50%	46%	38%
<b>Getting Prescription Medicine</b>					
Easy to get prescription medicines for child through health plan	65%	63%	68%	67%	61%
<b>Family Centered Care: Personal Doctor Who Knows Child</b>	<b>91%</b>	<b>91%</b>	<b>91%</b>	<b>91%</b>	<b>89%</b>
Child's personal doctor talked about how child was feeling, growing or behaving**	90%	90%	91%	90%	89%
Child's personal doctor understands how health conditions affected child's day-to-day life	93%	93%	93%	93%	91%
Child's personal doctor understands how health conditions affected family's day-to-day life	89%	89%	90%	90%	87%
<b>Family Centered Care: Getting Needed Information</b>					
Had questions answered by child's doctors or health providers	73%	72%	75%	75%	68%
<b>Coordination of Care and Services</b>	<b>76%</b>	<b>74%</b>	<b>75%</b>	<b>77%</b>	<b>77%</b>
Got help needed from child's doctors or health providers in contacting child's school or daycare	91%	92%	94%	91%	90%
Got help from child's health plan, doctor's office, or clinic to coordinate child's care among different providers or services	60%	57%	55%	63%	64%

\*\* 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. 2024 CHIP Top Box scores by Census Region**

CHIP Composite Measure/Individual Item	CAHPS DB Overall	Midwest Region	South Region
Number of Plans	48	13	23
Number of Respondents	20,345	6,436	6,752
<b>Getting Needed Care for a Child</b>	<b>60%</b>	<b>59%</b>	<b>65%</b>
Easy to get necessary care, tests, or treatment for child	65%	66%	70%
Got appointment for child with a specialist as soon as needed	54%	53%	60%
<b>Getting Care Quickly for a Child</b>	<b>71%</b>	<b>71%</b>	<b>75%</b>
Child got care for illness, injury, or condition as soon as needed	77%	78%	82%
Child got check-up or routine care appointment as soon as needed	64%	64%	69%
<b>How Well the Child's Doctors Communicate</b>	<b>80%</b>	<b>80%</b>	<b>83%</b>
Child's doctor explained things in a way that was easy to understand	82%	82%	84%
Child's doctor listened carefully to respondent	83%	83%	85%
Child's doctor showed respect for what respondent had to say	87%	87%	89%
Child's doctor explained things in a way that was easy for child to understand	77%	77%	80%
Child's doctor spent enough time with child	71%	70%	74%
<b>Health Plan Information and Customer Service</b>	<b>66%</b>	<b>63%</b>	<b>70%</b>
Customer service at child's health plan gave necessary information or help	55%	52%	61%
Customer service staff at child's health plan was courteous and respectful	77%	74%	80%
<b>Overall Ratings</b>			
Rating of child's personal doctor	75%	76%	78%
Rating of child's specialist	73%	72%	75%
Rating of child's health care	68%	68%	71%
Rating of child's health plan	68%	69%	70%
<b>HEDIS Items</b>			
Child's personal doctor seemed informed and up-to-date about care from other providers	57%	57%	60%

**Table E-3. 2024 CHIP Medicaid Top Box Scores by Census Region (cont'd)**

CHIP Composite Measure/Individual Item	CAHPS DB Overall	Midwest Region	South Region
<b>Children with Chronic Conditions Measures</b>			
<b>Getting Specialized Services</b>	<b>49%</b>	<b>N/A</b>	<b>53%</b>
Easy to get special medical equipment or devices for child	53%	N/A	52%
Easy to get special therapy for child	51%	N/A	57%
Easy to get treatment or counseling for child	44%	N/A	50%
<b>Getting Prescription Medicine</b>			
Easy to get prescription medicines for child through health plan	65%	N/A	66%
<b>Family Centered Care: Personal Doctor Who Knows Child</b>	<b>90%</b>	<b>N/A</b>	<b>91%</b>
Child's personal doctor talked about how child was feeling, growing or behaving**	89%	N/A	89%
Child's personal doctor understands how health conditions affected child's day-to-day life	92%	N/A	93%
Child's personal doctor understands how health conditions affected family's day-to-day life	89%	N/A	91%
<b>Family Centered Care: Getting Needed Information</b>			
Had questions answered by child's doctors or health providers	72%	N/A	76%
<b>Coordination of Care and Services</b>	<b>75%</b>	<b>N/A</b>	<b>76%</b>
Got help needed from child's doctors or health providers in contacting child's school or daycare	94%	N/A	94%
Got help from child's health plan, doctor's office, or clinic to coordinate child's care among different providers or services	57%	N/A	59%

Note: CHIP population did not have sufficient data to report the Northeast and West regions; CHIP population did not have sufficient data to report the Northeast, West and Midwest regions for chronic conditions items.

- Northeast: Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Puerto Rico, 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

## Top Box Scores by General Child and Children with Chronic Conditions

**Table F-1. Child Composite Measures Top Box by General Child and Children with Chronic Conditions**

Child Medicaid Composite Measure/Individual Item	CAHPS DB Overall	General Child	Children with Chronic Conditions
<b>Number of Plans</b>	<b>234</b>	<b>106</b>	<b>128</b>
<b>Number of Respondents</b>	<b>111,833</b>	<b>84,457</b>	<b>27,376*</b>
<b>Getting Needed Care for a Child</b>	<b>57%</b>	<b>58%</b>	<b>56%</b>
Easy to get necessary care, tests, or treatment for child	63%	63%	60%
Got appointment for child with a specialist as soon as needed	52%	52%	52%
<b>Getting Care Quickly for a Child</b>	<b>68%</b>	<b>68%</b>	<b>70%</b>
Child got care for illness, injury, or condition as soon as needed	75%	75%	76%
Child got check-up or routine care appointment as soon as needed	62%	61%	64%
<b>How Well the Child's Doctors Communicate</b>	<b>78%</b>	<b>78%</b>	<b>78%</b>
Child's doctor explained things in a way that was easy to understand	79%	79%	80%
Child's doctor listened carefully to respondent	82%	82%	81%
Child's doctor showed respect for what respondent had to say	86%	87%	86%
Child's doctor explained things in a way that was easy for child to understand	75%	75%	74%
Child's doctor spent enough time with child	67%	66%	70%
<b>Health Plan Information and Customer Service</b>	<b>67%</b>	<b>67%</b>	<b>68%</b>
Customer service at child's health plan gave necessary information or help	56%	56%	57%
Customer service staff at child's health plan was courteous and respectful	78%	77%	80%
<b>Overall Ratings</b>			
Rating of child's personal doctor	76%	76%	75%
Rating of child's specialist	72%	73%	71%
Rating of child's health care	68%	69%	65%
Rating of child's health plan	70%	71%	65%
<b>HEDIS Items</b>			
Child's personal doctor seemed informed and up-to-date about care from other providers	58%	59%	57%

**Table F-2. CHIP Composite Measures Top Box by General Child and Children with Chronic Conditions**

Composite Measure/Individual Item	CAHPS DB Overall	General Child	Children with Chronic Conditions
<b>Number of Plans</b>	<b>48</b>	<b>20</b>	<b>28</b>
<b>Number of Respondents</b>	<b>20,345</b>	<b>15,786</b>	<b>4,559*</b>
<b>Getting Needed Care for a Child</b>	<b>60%</b>	<b>61%</b>	<b>56%</b>
Easy to get necessary care, tests, or treatment for child	65%	67%	60%
Got appointment for child with a specialist as soon as needed	54%	55%	52%
<b>Getting Care Quickly for a Child</b>	<b>71%</b>	<b>71%</b>	<b>69%</b>
Child got care for illness, injury, or condition as soon as needed	77%	78%	75%
Child got check-up or routine care appointment as soon as needed	64%	64%	63%
<b>How Well the Child's Doctors Communicate</b>	<b>80%</b>	<b>81%</b>	<b>78%</b>
Child's doctor explained things in a way that was easy to understand	82%	83%	81%
Child's doctor listened carefully to respondent	83%	84%	80%
Child's doctor showed respect for what respondent had to say	87%	88%	85%
Child's doctor explained things in a way that was easy for child to understand	77%	78%	74%
Child's doctor spent enough time with child	71%	72%	71%
<b>Health Plan Information and Customer Service</b>	<b>66%</b>	<b>66%</b>	<b>65%</b>
Customer service at child's health plan gave necessary information or help	55%	56%	53%
Customer service staff at child's health plan was courteous and respectful	77%	77%	76%
<b>Overall Ratings</b>			
Rating of child's personal doctor	75%	76%	74%
Rating of child's specialist	73%	74%	70%
Rating of child's health care	68%	69%	64%
Rating of child's health plan	68%	69%	63%
<b>HEDIS Items</b>			
Child's personal doctor seemed informed and up-to-date about care from other providers	57%	59%	53%

\* Includes only responses that qualified as Children with Chronic Conditions.

## Appendix G

# Definition of Composite Measures, Ratings, HEDIS Items, and Children with Chronic Condition Items

The following tables present the composite measures, individual items and ratings for the 5.1 Adult Medicaid and Child versions of the CAHPS Health Plan Survey. The table for the 5.1 Child versions also presents the supplemental item set for Children with Chronic Conditions.

Table G-1. Adult Medicaid Composite Measures and Rating Items for 5.1 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 with 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 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 G-1. Adult Medicaid Composite Measures and Rating Items for 5.1 Version of CAHPS Health Plan Survey (cont'd)**

Question Text	Response Options
<b>HEDIS Items</b>	
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><b>Response Options</b></p> <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 were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?	
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.	
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.	

<b>Table G-2. Child Medicaid and CHIP Composite Measures and Rating Items for the 5.1 Version of CAHPS Health Plan Survey</b>	
<b>Question Text</b>	<b>Response Options</b>
<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 appointments for your child with a specialist as soon as he or she 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, how often did you get an appointment for a check-up or routine care for your child 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?	
<b>HEDIS Item</b>	
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?	<b>Response Options</b> <ul style="list-style-type: none"> <li>• Never</li> <li>• Sometimes</li> <li>• Usually</li> <li>• Always</li> </ul>

**Table G-2. Child Medicaid and CHIP Composite Measures and Rating Items for the 5.1 Version of CAHPS Health Plan Survey (cont'd)**

Question Text	Response Options
<b>Children with Chronic Conditions Item Set</b>	
<b>Getting Specialized Services</b>	
In the last 6 months, how often was it easy to get special medical equipment or devices for your child?	<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 this therapy for your child?	
In the last 6 months, how often was it easy to get this treatment or counseling for your child?	
<b>Getting Prescription Medicine</b>	
In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?	<b>Response Options</b> <ul style="list-style-type: none"> <li>• Never</li> <li>• Sometimes</li> <li>• Usually</li> <li>• Always</li> </ul>
<b>Family Centered Care: Personal Doctor Who Knows Child</b>	
In the last 6 months, did your child’s personal doctor talk with you about how your child is feeling, growing, or behaving?*	<b>Response Options</b> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
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?	
<b>Family Centered Care: Getting Needed Information</b>	
In the last 6 months, how often did you have your questions answered by your child’s doctors or other health providers?	<b>Response Options</b> <ul style="list-style-type: none"> <li>• Never</li> <li>• Sometimes</li> <li>• Usually</li> <li>• Always</li> </ul>
<b>Coordination of Care and Services</b>	
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?	<b>Response Options</b> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
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?	



# Appendix H

## 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 surveys are included in the CAHPS Health Plan Survey Database. A completed survey 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 survey 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 H-1 displays the different response scales and how the options are categorized for top box and proportional scoring.

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 H-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 percent + 72 percent] ÷ 2 = 70 percent). The same method is used for the other proportional scores.

**Table H-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

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

### 2. Health Plan Suppression

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**

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

