



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%

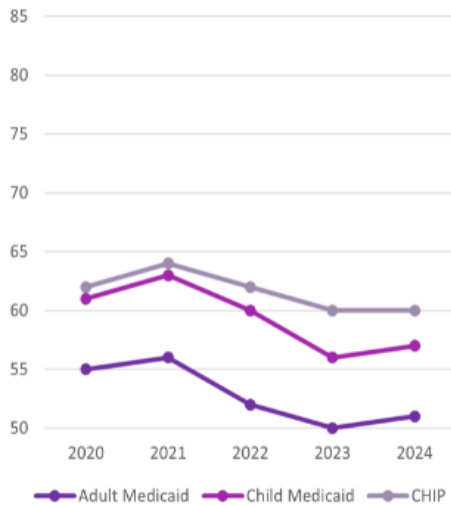
Child Medicaid 76%

CHIP 75%

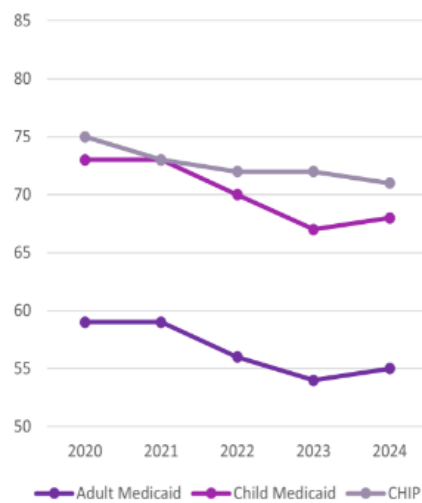
Trends in Health Plan Composite Measure Results by Respondent Population

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.

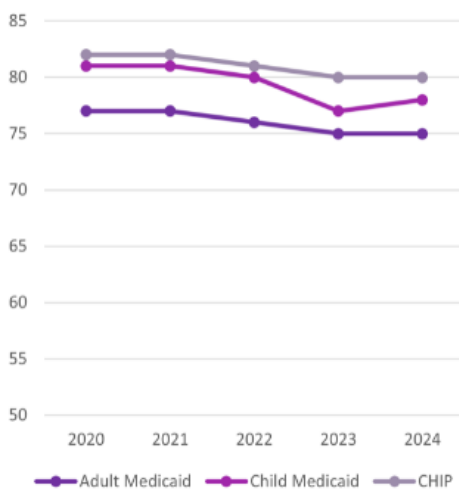
Getting Needed Care



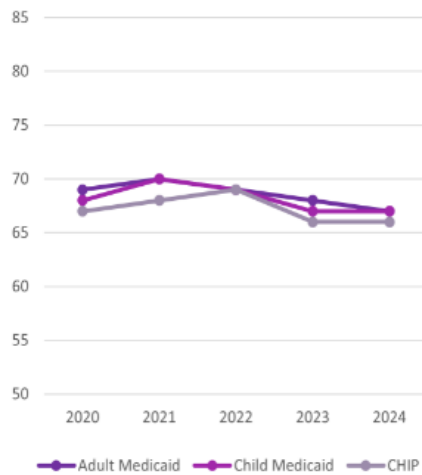
Getting Care Quickly



How Well Doctors Communicate



Health Plan Information and Customer Service



AHRQ Pub. No.25-0016-1
December 2024
www.ahrq.gov

To view the full 2024 Chartbook:

<https://www.ahrq.gov/sites/default/files/wysiwyg/cahps/cahps-database/2024-health-plan-chartbook.pdf>

For more information on the CAHPS Health Plan Survey Database:

<https://www.ahrq.gov/cahps/cahps-database/index.html>