

Table CPA-AD. Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Health Plan Survey 5.1H, Adult Version (Medicaid)

CAHPS Health Plan Survey 5.1H, Adult Version (Medicaid): Survey on the Experiences with Care of Adults Age 18 and Older, as Submitted to the 2023 AHRQ CAHPS Health Plan Survey Database (n = 42 states)

| Composite Measures: Percentage responding always ^a | | | | | | | | | | |
|---------------------------------------------------------------|------------|---------------|---------------------|----------------------|------------------------------|-----------------------------------------------------------|---------------------|----------------------|------------------------------|-----------------------------------------------------------|
| | | | Denominator | | | | Rate | | | |
| State | Population | CAHPS Version | Getting Needed Care | Getting Care Quickly | How Well Doctors Communicate | Health Plan ^b Information and Customer Service | Getting Needed Care | Getting Care Quickly | How Well Doctors Communicate | Health Plan ^b Information and Customer Service |
| State Mean | | | | | | | 52.3 | 56.2 | 76.3 | 69.1 |
| State Median | | | | | | | 53.9 | 56.2 | 76.2 | 69.8 |
| Alabama | Medicaid | CAHPS 5.1H | 216 | 199 | 184 | 77 | 57.5 | 61.4 | 80.5 | # |
| Arizona | Medicaid | CAHPS 5.1H | 353 | 347 | 296 | 196 | 51.6 | 54.1 | 72.2 | 65.6 |
| Arkansas | Medicaid | CAHPS 5.1H | 333 | 320 | 307 | 78 | 56.7 | 56.3 | 79.0 | # |
| California | Medicaid | CAHPS 5.1H | 6,033 | 5,797 | 4,806 | 3,157 | 40.0 | 42.7 | 64.0 | 58.0 |
| Colorado | Medicaid | CAHPS 5.1H | 1,183 | 1,127 | 922 | 467 | 46.3 | 49.7 | 73.5 | 61.8 |
| Connecticut | Medicaid | CAHPS 5.1H | 140 | 136 | 118 | 65 | 52.0 | 52.8 | 75.9 | # |
| Delaware | Medicaid | CAHPS 5.1H | 355 | 327 | 283 | 166 | 54.0 | 55.1 | 73.6 | 72.5 |
| Dist. of Col. | Medicaid | CAHPS 5.1H | 850 | 790 | 734 | 599 | 45.6 | 51.0 | 74.4 | 63.5 |
| Georgia | Medicaid | CAHPS 5.1H | 428 | 397 | 315 | 210 | 54.7 | 60.1 | 74.7 | 69.4 |
| Hawaii | Medicaid | CAHPS 5.1H | 213 | 206 | 172 | 135 | 49.8 | 45.2 | 70.9 | 62.8 |
| Illinois | Medicaid | CAHPS 5.1H | 293 | 266 | 240 | 169 | 49.9 | 54.0 | 75.4 | 72.9 |
| Indiana | Medicaid | CAHPS 5.1H | 1,625 | 1,541 | 1,376 | 843 | 55.9 | 59.5 | 78.0 | 67.8 |
| Kansas | Medicaid | CAHPS 5.1H | 754 | 716 | 654 | 356 | 58.2 | 62.8 | 76.5 | 73.8 |
| Kentucky | Medicaid | CAHPS 5.1H | 697 | 654 | 567 | 286 | 57.8 | 59.7 | 82.1 | 72.5 |
| Louisiana | Medicaid | CAHPS 5.1H | 879 | 871 | 747 | 393 | 55.9 | 60.9 | 80.7 | 74.9 |
| Maryland | Medicaid | CAHPS 5.1H | 1,279 | 1,217 | 1,029 | 681 | 50.0 | 56.2 | 72.4 | 67.4 |
| Massachusetts | Medicaid | CAHPS 5.1H | 1,223 | 1,205 | 1,046 | 713 | 52.6 | 53.8 | 77.9 | 69.7 |
| Michigan | Medicaid | CAHPS 5.1H | 1,989 | 1,902 | 1,684 | 927 | 56.1 | 60.2 | 77.1 | 69.8 |
| Minnesota | Medicaid | CAHPS 5.1H | 1,956 | 1,818 | 1,352 | 817 | 43.2 | 52.0 | 77.6 | 67.4 |
| Mississippi | Medicaid | CAHPS 5.1H | 446 | 404 | 336 | 208 | 64.3 | 66.4 | 83.1 | 72.9 |
| Missouri | Medicaid | CAHPS 5.1H | 305 | 276 | 277 | 100 | 58.0 | 59.5 | 80.4 | 70.0 |
| Montana | Medicaid | CAHPS 5.1H | 211 | 194 | 158 | 36 | 47.2 | 55.8 | 74.0 | # |
| Nebraska | Medicaid | CAHPS 5.1H | 542 | 505 | 455 | 236 | 57.4 | 64.1 | 81.3 | 71.6 |
| Nevada | Medicaid | CAHPS 5.1H | 310 | 300 | 244 | 172 | 42.5 | 47.1 | 68.3 | 68.8 |
| New Hampshire | Medicaid | CAHPS 5.1H | 512 | 488 | 405 | 236 | 47.5 | 53.4 | 75.9 | 66.7 |
| New Jersey | Medicaid | CAHPS 5.1H | 871 | 835 | 750 | 526 | 47.0 | 54.5 | 75.7 | 68.1 |
| New Mexico | Medicaid | CAHPS 5.1H | 659 | 640 | 509 | 365 | 49.0 | 52.5 | 76.0 | 66.3 |
| North Dakota | Medicaid | CAHPS 5.1H | 275 | 250 | 233 | 77 | 51.5 | 56.1 | 72.3 | # |
| Ohio | Medicaid | CAHPS 5.1H | 649 | 615 | 524 | 258 | 55.1 | 58.0 | 79.7 | 71.0 |
| Oklahoma | Medicaid | CAHPS 5.1H | 273 | 266 | 241 | 113 | 58.0 | 57.9 | 76.3 | 69.9 |

Table CPA-AD (continued)

| | | | Composite Measures: Percentage responding always ^a | | | | | | | |
|----------------|------------|---------------|---------------------------------------------------------------|----------------------|------------------------------|-----------------------------------------------------------|---------------------|----------------------|------------------------------|-----------------------------------------------------------|
| | | | Denominator | | | | Rate | | | |
| State | Population | CAHPS Version | Getting Needed Care | Getting Care Quickly | How Well Doctors Communicate | Health Plan ^b Information and Customer Service | Getting Needed Care | Getting Care Quickly | How Well Doctors Communicate | Health Plan ^b Information and Customer Service |
| Oregon | Medicaid | CAHPS 5.1H | 4,715 | 4,621 | 3,923 | 2,007 | 44.6 | 47.9 | 73.5 | 66.4 |
| Pennsylvania | Medicaid | CAHPS 5.1H | 3,650 | 3,498 | 3,265 | 2,241 | 54.7 | 59.2 | 80.7 | 73.8 |
| Rhode Island | Medicaid | CAHPS 5.1H | 886 | 798 | 740 | 411 | 53.7 | 62.5 | 76.3 | 70.2 |
| South Carolina | Medicaid | CAHPS 5.1H | 663 | 608 | 522 | 317 | 58.6 | 64.9 | 82.4 | 73.6 |
| South Dakota | Medicaid | CAHPS 5.1H | 219 | 211 | 171 | 40 | 47.9 | 53.8 | 70.7 | # |
| Tennessee | Medicaid | CAHPS 5.1H | 780 | 774 | 663 | 375 | 58.9 | 61.0 | 78.0 | 70.8 |
| Texas | Medicaid | CAHPS 5.1H | 199 | 181 | 144 | 127 | 58.0 | 54.7 | 78.7 | 75.9 |
| Vermont | Medicaid | CAHPS 5.1 | 309 | 280 | 268 | 68 | 46.5 | 55.4 | 70.1 | # |
| Virginia | Medicaid | CAHPS 5.1H | 2,521 | 2,389 | 2,082 | 1,350 | 54.5 | 58.6 | 75.7 | 70.0 |
| Washington | Medicaid | CAHPS 5.1H | 732 | 731 | 568 | 324 | 41.9 | 50.2 | 76.0 | 65.3 |
| West Virginia | Medicaid | CAHPS 5.1H | 192 | 175 | 155 | 65 | 56.7 | 60.9 | 83.2 | # |
| Wisconsin | Medicaid | CAHPS 5.1H | 658 | 617 | 560 | 333 | 55.1 | 57.4 | 78.2 | 68.0 |

Table CPA-AD (continued)

Table CPA-AD. Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Health Plan Survey 5.1H, Adult Version (Medicaid)

CAHPS Health Plan Survey 5.1H, Adult Version (Medicaid): Survey on the Experiences with Care of Adults Age 18 and Older, as Submitted to the 2023 AHRQ CAHPS Health Plan Survey Database (n = 42 states), continued

| State | Population | CAHPS Version | Ratings: Percentage responding 9 or 10 out of 10 ^c | | | | | | | | |
|---------------|------------|---------------|---------------------------------------------------------------|----------------------|-----------------------|-----------------------|---------------------------|----------------------|-----------------------|-----------------------|------|
| | | | Denominator | | | | Rate | | | | |
| | | | Rating of Personal Doctor | Rating of Specialist | Rating of Health Care | Rating of Health Plan | Rating of Personal Doctor | Rating of Specialist | Rating of Health Care | Rating of Health Plan | |
| State Mean | | | | | | | | 68.4 | 66.2 | 54.7 | 60.9 |
| State Median | | | | | | | | 68.4 | 66.6 | 55.3 | 62.7 |
| Alabama | Medicaid | CAHPS 5.1H | 234 | 110 | 187 | 326 | 73.3 | 72.0 | 54.6 | 55.1 | |
| Arizona | Medicaid | CAHPS 5.1H | 362 | 239 | 304 | 451 | 68.6 | 64.9 | 54.6 | 64.8 | |
| Arkansas | Medicaid | CAHPS 5.1H | 368 | 198 | 295 | 424 | 70.6 | 72.0 | 54.1 | 50.6 | |
| California | Medicaid | CAHPS 5.1H | 6,318 | 3,365 | 5,413 | 8,882 | 62.6 | 64.8 | 49.9 | 54.9 | |
| Colorado | Medicaid | CAHPS 5.1H | 1,174 | 735 | 1,057 | 1,534 | 63.4 | 64.4 | 50.0 | 56.4 | |
| Connecticut | Medicaid | CAHPS 5.1H | 150 | 84 | 128 | 189 | 70.9 | # | 51.3 | 64.4 | |
| Delaware | Medicaid | CAHPS 5.1H | 356 | 201 | 320 | 430 | 65.6 | 63.9 | 54.4 | 69.7 | |
| Dist. of Col. | Medicaid | CAHPS 5.1H | 931 | 500 | 742 | 1,126 | 67.4 | 61.6 | 51.3 | 54.1 | |
| Georgia | Medicaid | CAHPS 5.1H | 415 | 208 | 398 | 564 | 69.4 | 65.6 | 55.3 | 59.9 | |
| Hawaii | Medicaid | CAHPS 5.1H | 218 | 128 | 187 | 300 | 65.8 | 67.3 | 55.6 | 68.4 | |
| Illinois | Medicaid | CAHPS 5.1H | 291 | 141 | 265 | 379 | 72.2 | 61.6 | 58.5 | 65.7 | |
| Indiana | Medicaid | CAHPS 5.1H | 1,727 | 956 | 1,461 | 2,113 | 68.3 | 66.6 | 56.9 | 64.1 | |
| Kansas | Medicaid | CAHPS 5.1H | 792 | 453 | 676 | 943 | 70.5 | 67.2 | 59.4 | 65.5 | |
| Kentucky | Medicaid | CAHPS 5.1H | 712 | 399 | 633 | 861 | 75.4 | 70.8 | 55.2 | 64.6 | |
| Louisiana | Medicaid | CAHPS 5.1H | 933 | 465 | 796 | 1,142 | 71.4 | 70.3 | 58.5 | 64.8 | |
| Maryland | Medicaid | CAHPS 5.1H | 1,382 | 704 | 1,132 | 1,710 | 63.8 | 61.3 | 54.7 | 57.7 | |
| Massachusetts | Medicaid | CAHPS 5.1H | 1,317 | 709 | 1,044 | 1,591 | 67.4 | 67.1 | 59.8 | 62.5 | |
| Michigan | Medicaid | CAHPS 5.1H | 2,171 | 1,143 | 1,784 | 2,569 | 67.1 | 65.7 | 57.5 | 63.2 | |
| Minnesota | Medicaid | CAHPS 5.1H | 1,979 | 1,090 | 1,726 | 2,898 | 69.5 | 63.2 | 47.7 | 60.0 | |
| Mississippi | Medicaid | CAHPS 5.1H | 415 | 241 | 389 | 559 | 77.1 | 70.6 | 61.3 | 67.5 | |
| Missouri | Medicaid | CAHPS 5.1H | 332 | 193 | 258 | 378 | 70.5 | 67.9 | 56.0 | 58.7 | |
| Montana | Medicaid | CAHPS 5.1H | 202 | 110 | 193 | 285 | 68.0 | 63.9 | 45.7 | 57.8 | |
| Nebraska | Medicaid | CAHPS 5.1H | 568 | 335 | 473 | 668 | 74.5 | 69.4 | 62.1 | 63.4 | |
| Nevada | Medicaid | CAHPS 5.1H | 311 | 183 | 273 | 426 | 63.0 | 62.4 | 49.4 | 59.6 | |
| New Hampshire | Medicaid | CAHPS 5.1H | 553 | 313 | 460 | 661 | 64.5 | 64.6 | 51.8 | 62.6 | |
| New Jersey | Medicaid | CAHPS 5.1H | 982 | 519 | 744 | 1,190 | 65.6 | 63.8 | 56.8 | 63.2 | |
| New Mexico | Medicaid | CAHPS 5.1H | 688 | 330 | 582 | 937 | 70.7 | 67.6 | 57.8 | 63.1 | |
| North Dakota | Medicaid | CAHPS 5.1H | 287 | 159 | 250 | 384 | 66.6 | 68.0 | 49.8 | 53.2 | |
| Ohio | Medicaid | CAHPS 5.1H | 662 | 391 | 589 | 837 | 72.7 | 69.0 | 58.4 | 63.8 | |
| Oklahoma | Medicaid | CAHPS 5.1H | 297 | 169 | 247 | 339 | 71.6 | 71.4 | 55.1 | 55.7 | |

Table CPA-AD (continued)

| | | | Ratings: Percentage responding 9 or 10 out of 10 ^c | | | | | | | |
|----------------|------------|---------------|---------------------------------------------------------------|----------------------|-----------------------|-----------------------|---------------------------|----------------------|-----------------------|-----------------------|
| | | | Denominator | | | | Rate | | | |
| State | Population | CAHPS Version | Rating of Personal Doctor | Rating of Specialist | Rating of Health Care | Rating of Health Plan | Rating of Personal Doctor | Rating of Specialist | Rating of Health Care | Rating of Health Plan |
| Oregon | Medicaid | CAHPS 5.1H | 5,078 | 2,661 | 4,290 | 6,016 | 62.9 | 62.8 | 48.1 | 52.5 |
| Pennsylvania | Medicaid | CAHPS 5.1H | 4,003 | 2,490 | 3,135 | 4,513 | 70.3 | 69.1 | 59.1 | 66.6 |
| Rhode Island | Medicaid | CAHPS 5.1H | 935 | 546 | 774 | 1,137 | 66.9 | 68.0 | 58.9 | 69.1 |
| South Carolina | Medicaid | CAHPS 5.1H | 657 | 376 | 592 | 843 | 75.2 | 67.9 | 57.5 | 64.1 |
| South Dakota | Medicaid | CAHPS 5.1H | 227 | 122 | 187 | 314 | 60.0 | 55.8 | 48.4 | 49.6 |
| Tennessee | Medicaid | CAHPS 5.1H | 859 | 422 | 693 | 1,078 | 67.6 | 73.2 | 55.4 | 62.7 |
| Texas | Medicaid | CAHPS 5.1H | 197 | 101 | 178 | 281 | 71.8 | 70.2 | 58.6 | 58.7 |
| Vermont | Medicaid | CAHPS 5.1 | 337 | 193 | 280 | 389 | 58.8 | 59.3 | 47.2 | 63.4 |
| Virginia | Medicaid | CAHPS 5.1H | 2,596 | 1,523 | 2,207 | 3,271 | 68.5 | 67.9 | 57.7 | 61.9 |
| Washington | Medicaid | CAHPS 5.1H | 770 | 391 | 647 | 1,027 | 63.2 | 59.9 | 47.7 | 51.5 |
| West Virginia | Medicaid | CAHPS 5.1H | 192 | 114 | 175 | 243 | 73.2 | 66.3 | 60.4 | 65.1 |
| Wisconsin | Medicaid | CAHPS 5.1H | 715 | 383 | 591 | 897 | 66.4 | 66.3 | 54.9 | 59.6 |

Source: Agency for Healthcare Research and Quality (AHRQ) and CMS analysis of the AHRQ CAHPS Database for the July 2022 to June 2023 data collection period as of January 24, 2024. More information on the Adult Core Set is available at <https://www.medicaid.gov/medicaid/quality-of-care/performance-measurement/adult-core-set/index.html>.

Notes: This measure shows information on the experiences of adults with their health care and gives a general indication of how well the health care meets their expectations. Results summarize Medicaid beneficiaries' experiences through composites (including getting needed care, getting care quickly, customer service, and how well doctors communicate) and ratings (including rating of personal doctor, rating of specialist seen most often, rating of all health care, and rating of health plan). Results are based on surveys that were conducted during the period from July 2022 through June 2023 and reflect responses about the care a beneficiary received in the six months prior to the survey.

The term "states" includes the 50 states, the District of Columbia, and Puerto Rico.

States are not asked to report CAHPS data to CMS in the Quality Measure Reporting (QMR) system. Instead, states submit their CAHPS data to the AHRQ CAHPS Health Plan Survey Database and submissions for each state are combined into state-level results for Adult Core Set reporting. More information about the AHRQ CAHPS Health Plan Survey Database is available at <https://cahpsdatabase.ahrq.gov/HPSurveyGuidance.aspx>. To be included in state-level reporting, submitters were required to sign a data use agreement (DUA) authorizing AHRQ to share the data with CMS for Core Set reporting. AHRQ and CMS calculated state-level performance based on the data submissions authorized for use in Adult Core Set reporting. State-level results were adjusted for the case mix of beneficiaries responding to the survey and were weighted to create state-level results based on the relative enrollment size of each submission. The following states conducted CAHPS for Adult Medicaid beneficiaries and submitted data to the AHRQ CAHPS Database for the 2023 reporting period but did not authorize use for Core Set reporting: FL and NY.

Denominators are the number of beneficiaries that responded to each survey question.

The state means are calculated as the unweighted average of all state rates.

^a Percentages for composite measures show the percentage of beneficiaries who selected "Always" on a four-point scale ranging from "Never" to "Always." These ratings represent the "top box" score used by AHRQ to assess performance on CAHPS.

^b The composite or rating measure reflects beneficiaries' experience with their health plan or state Medicaid or CHIP program regardless of whether they received any health care.

^c Percentages for rating measures show the percentage of beneficiaries who selected "9" or "10" on a scale from 0 to 10, with 10 representing the highest score. These ratings represent the "top box" score used by AHRQ to assess performance on CAHPS.

Table CPA-AD (continued)

= Rate not reported because either fewer than 100 beneficiaries responded to the survey question or because fewer than 20 beneficiaries provided the selected response option (e.g., 9 or 10 for rating measures, “always” for composite measures).

The state-specific comments include information reported by each state in the AHRQ CAHPS database or as data notes for Core Set reporting.

ACO = Accountable Care Organization; AHRQ = Agency for Healthcare Research and Quality; CAHPS = Consumer Assessment of Healthcare Providers and Systems; CCO = Coordinated Care Organization; CHIP = Children’s Health Insurance Program; CMO = Care Management Organization; CMS = Centers for Medicare & Medicaid Services; CPT = Current Procedural Terminology; CY = Calendar Year; ED = Emergency Department; EHR = Electronic Health Record; EQRO = External Quality Review Organization; FFS = Fee for Service; FFY = Federal Fiscal Year; HCBS = Home- and Community-Based Services; HEDIS = Healthcare Effectiveness Data and Information Set; HMO = Health Maintenance Organization; ICD = International Classification of Diseases; ICM = Integrated Care Management; LOINC = Logical Observation Identifiers Names and Codes; MCO = Managed Care Organization; MMIS = Medicaid Management Information System; NCQA = National Committee for Quality Assurance; NR = Not Reported; PCCM = Primary Care Case Management; PCP = Primary Care Practitioner; PR = Puerto Rico; QMR = Quality Measure Reporting.

State-Specific Comments:

- AL: Rates were calculated using data from the AHRQ CAHPS Database. Rates include FFS population.
- AZ: Rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (2 MCOs).
- AR: Rates were calculated using data from the AHRQ CAHPS Database. Rates include FFS population.
- CA: Rates were calculated using data from the AHRQ CAHPS Database. Rates include FFS and managed care populations (24 MCOs).
- CO: Rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (2 MCOs and 7 PCCM plans).
- CT: Rates were calculated using data from the AHRQ CAHPS Database. Rates include FFS population.
- DE: Rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (2 MCOs).
- DC: Rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (4 MCOs).
- GA: Rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (3 MCOs).
- HI: Rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (1 MCO).
- IL: Rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (1 MCO).
- IN: Rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (8 MCOs).
- KS: Rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (3 MCOs).
- KY: Rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (4 MCOs).
- LA: Rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (5 MCOs).
- MD: Rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (9 MCOs).
- MA: Rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (6 MCOs).
- MI: Rates were calculated using data from the AHRQ CAHPS Database. Rates include FFS and managed care populations (9 MCOs).
- MN: Rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (14 MCOs).
- MS: Rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (2 MCOs).
- MO: Rates were calculated using data from the AHRQ CAHPS Database. Rates include FFS population.
- MT: Rates were calculated using data from the AHRQ CAHPS Database. Rates include FFS population.
- NE: Rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (2 MCOs).
- NV: Rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (3 MCOs).
- NH: Rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (2 MCOs).
- NJ: Rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (5 MCOs).
- NM: Rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (3 MCOs).
- ND: Rates were calculated using data from the AHRQ CAHPS Database. Rates include FFS and managed care populations (1 MCO).

Table CPA-AD (continued)

- OH: Rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (4 MCOs).
- OK: Rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population.
- OR: Rates were calculated using data from the AHRQ CAHPS Database. Rates include FFS and managed care populations (16 MCOs).
- PA: Rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (15 MCOs).
- RI: Rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (3 MCOs).
- SC: Rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (4 MCOs).
- SD: Rates were calculated using data from the AHRQ CAHPS Database. Rates include FFS and PCCM populations.
- TN: Rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (4 MCOs).
- TX: Rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (16 MCOs).
- VT: Rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (1 PIHP).
- VA: Rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (11 MCOs).
- WA: Rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (5 MCOs).
- WV: Rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (1 MCO).
- WI: Rates were calculated using data from the AHRQ CAHPS Database. Rates include managed care population (4 MCOs).