

To Ask a Question

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To submit a question, type question here and hit submit.

The screenshot displays a webcast interface with a 'Slide Area' on the left and a 'Speaker Bios' and 'Q&A' section on the right. The slide area contains the CAHPS logo, the text 'Surveys and Tools to Advance Patient-Centered Care', and the AHRQ logo. The main slide title is 'Excelling on CAHPS: Lessons from Top-Performing Medicaid and CHIP Health Plans', presented by the AHRQ CAHPS User Network on March 17, 2015, from 1:00 to 2:00 pm EDT. The 'Speaker Bios' section lists Stacia Cohen, RH, MBA (Vice President Medicare Stars Center of Excellence, BCBS of Minnesota, Eagan, MN) and Christopher Sellers, MPH (Director of Data and Evaluation, Children's Health Insurance Program). The 'Q&A' section has a 'Refresh Now' link and a 'Submit' button. A red arrow points from the text 'To submit a question, type question here and hit submit.' to the input field in the Q&A section. Another red arrow points from the text 'Click on the "Q&A" icon to get the Q&A box to appear.' to the Q&A icon in the bottom navigation bar.

Click on the "Q&A" icon to get the Q&A box to appear.

CAHPS Health Plan Survey Comparative Results

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AHRQ Agency for Healthcare Research and Quality
Advancing Excellence in Health Care

cahps Surveys and Tools to Advance Patient-Centered Care

CAHPS Database

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Comparative Data Health Plans

Step 1: Select Year 2014

Step 2: Select Survey Adult Medicaid 5.0

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About the CAHPS Health Plan Survey Database

The CAHPS Health Plan Comparative Database provides access to results for the 2 most recent years of CAHPS Health Plan Survey data. To learn more about the features in the Online Reporting System view the [Using the CAHPS Online Reporting System Video](#) (Flash® video, 7 minutes, 46 seconds).

Select the year and the survey version above to see results.

Results were compiled from various sources and submitted to the CAHPS Database for the CAHPS Health Plan Survey.

- Medicaid Data:** The 5.0 and 4.0 survey results for the Medicaid sector were obtained from data submitted directly to the CAHPS Database by State Medicaid agencies and individual health plans. A total of 17 State Medicaid agencies submitted data in 2014, compared to 13 in 2013. Medicaid results are based on survey data collected from October through June.

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E-mail Updates

2014 CAHPS Health Plan Survey Chartbook

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THE CAHPS DATABASE

2014 CAHPS Health Plan Survey Database

2014 Chartbook: What Consumers Say About Their Experiences with Their Health Plans and Medical Care

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2014 Chartbook: What Consumers Say About Their Experiences with Their Health Plans and Medical Care

Getting Care Quickly
Combines responses from two questions regarding how often consumers received various types of care in a timely manner.

Insurance Type	Year	Never + Sometimes	Usually	Always
Medicaid	2014 Adult Medicaid (n=52,403)	18%	23%	59%
	2013 Adult Medicaid (n=44,723)	19%	24%	57%
Medicaid	2014 Child Medicaid (n=45,913)	10%	16%	74%
	2013 Child Medicaid (n=49,335)	13%	17%	70%
CHIP	2014 CHIP (n=8,391)	9%	17%	73%
	2013 CHIP (n=6,404)	11%	17%	72%
Medicare	2014 Medicare (n=150,964)	12%	22%	66%
	2013 Medicare (n=153,182)	11%	23%	66%

October 2014

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CAHPS Database 2015 Schedule

- Health Plan Database Submission & Reporting
 - Data Submission: June 1 – June 12, 2015
 - Report Results: October 2015
- Clinician & Group Database Submission & Reporting
 - Data Submission: March 2 – March 27, 2015
 - Report Results: June 12, 2015

CAHPS Health Plan Survey Data Submission Site

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CAHPS Database

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The CAHPS Health Plan Data Submission System Login

Welcome

Welcome to the CAHPS Health Plan Data Submission System. The CAHPS Database is the national repository for data from the CAHPS Health Plan Survey and the CAHPS Clinician & Group Survey.

The data submission system is now closed and will reopen in 2015.

Participation in the CAHPS Health Plan Database is open to all Medicaid and Children's Health Insurance Programs (CHIP), provided the questionnaires are administered independently and survey data is submitted according to CAHPS specifications. The CAHPS Database will be accepting all survey data collected during October to June.

The CAHPS Database supports the **5.0** and **5.0H** versions of the following questionnaires:

- Adult Medicaid
- Child Medicaid (or CHIP) Questionnaire without the Children with Chronic Conditions Item Set
- Child Medicaid (or CHIP) Questionnaire with the Children with Chronic Conditions Item Set

Existing User?

Username:

Password:

[Log In](#)

Forgot your password?

New User?

Take a moment to create a new account.

[Create New Account](#)

Resource:

- CAHPS Health Plan Data Submission System User Guide ([PDF](#), 350 KB; [PDF Help](#))
- 2014 CAHPS Health Plan Survey

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Podcasts
Hear providers and experts discuss ways to improve patients' experiences with care

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About CAHPS
Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys ask consumers and patients to report on and evaluate their experiences with health care.

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Events

- ▶ Using the CAHPS Database to Compare, Report, and Improve Organizational Performance (Webcast)
- ▶ Myth Busting: Using the CG-CAHPS 12-Month Survey for Quality Improvement (Webcast)
- ▶ Podcasts

CAHPS Survey for Medical Homes
The expanded Clinician & Group 12-Month Survey includes questions to better assess patients' experiences with patient-centered medical homes.

CAHPS Health Plan 5.0 Survey
The 5.0 version of the CAHPS Health Plan Survey is available for commercial and Medicaid plans.

Spotlight

- ▶ New Comparative Results Available for Clinician & Group Surveys
- ▶ Forces Driving Implementation of the CAHPS Clinician & Group Survey
- ▶ Patient Experience of Care: Inventory of Improvement Resources
- ▶ When Seeing the Same Physician, Highly Satisfied Patients Have Better Outcomes

Thank You!

- Evaluation Survey

- Please complete the evaluation survey. Your feedback is important to us.

- Questions or comments?

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