

Marketplace Experience Survey

Measures	CAHPS 2018	CAHPS 2019	CAHPS 2020
Access to Care	60%	54%	57%
Care Coordination	75%	66%	72%
Enrollee Experience w/Cost	58%	56%	57%
Access to Information	33%	27%	34%
Plan Administration	48%	50%	52%
Rating of Health Plan	67%	57%	66%
Rating of Healthcare	84%	74%	77%
Rating of Personal Doctor	86%	90%	93%
Rating of Specialist	94%	91%	89%
How Well Doctors Communicate	79%	76%	79%
Flu Vaccinations for Adults 18 - 64	46%	48%	51%
Advising Smokers and Tobacco Users to Quit	78%	88%	90%
Discussing Cessation Medications	57%	62%	67%
Discussing Cessation Strategies	50%	59%	59%