

Medicaid Adult CAHPS Survey

Measures:	CAHPS 2019	CAHPS 2020	CAHPS 2021
Getting Needed Care	85%	89%	83%
Getting Care Quickly	87%	82%	81%
How Well Doctors Communicate	93%	96%	93%
Customer Service	89%	88%	91%
Rating of Health Care	76%	78%	66%
Rating of Personal Doctor	83%	87%	75%
Rating of Specialist	85%	90%	75%
Rating of Health Plan	81%	84%	62%
Flu Vaccination - Adult 18 - 64	41%	43%	41%
Advising Smokers and Tobacco Users to Quit	77%	80%	79%
Care Coordination	84%	89%	85%

Medicaid Child CAHPS Survey

Measures:	CAHPS 2019	CAHPS 2020	CAHPS 2021
Getting Needed Care	87%	89%	89%
Getting Care Quickly	92%	95%	93%
How Well Doctors Communicate	95%	98%	94%
Customer Service	89%	89%	95%
Rating of Health Care	89%	92%	71%
Rating of Personal Doctor	91%	92%	79%
Rating of Specialist	94%	85%	76%
Rating of Health Plan	85%	89%	73%
Access to Prescription Medications	91%	92%	96%
Access to Specialized Services	78%	76%	82%
Care Coordination for Children with Chronic Conditions	73%	77%	76%