

Buckeye Health Plan

CAHPS Survey Results- Annual Trend

Allwell Advantage CAHPS Survey			
Measures	CAHPS 2018	CAHPS 2019	CAHPS 2020
Getting Needed Care	80%	81%	81%
Getting Care Quickly	76%	80%	80%
How Well Doctors Communicate	88%	91%	91%
Customer Service	90%	92%	89%
Rating of Drug Plan	90%	85%	85%
Rating of Healthcare Quality	82%	84%	84%
Rating of Personal Doctor	90%	92%	92%
Rating of Specialist	86%	88%	88%
Rating of Health Plan	87%	85%	85%
Flu Shot - Adult Age 18 - 64	67%	69%	65%
Advising Smokers and Tobacco Users to Quit	72%	92%	92%
Care Coordination	84%	86%	86%

Allwell DSNP CAHPS Survey

Measures	CAHPS 2019	CAHPS 2020
Getting Needed Care	54%	82%
Getting Care Quickly	52%	77%
How Well Doctors Communicate	79%	91%
Customer Service	81%	91%
Rating of Drug Plan	53%	87%
Rating of Healthcare Quality	55%	84%
Rating of Personal Doctor	73%	90%
Rating of Specialist	62%	88%
Rating of Health Plan	56%	87%
Flu Shot - Adult Age 18 - 64	69%	73%
Advising Smokers and Tobacco Users to Quit	85%	87%
Care Coordination	84%	84%