

# Buckeye Health Plan

## CAHPS Survey Results- Annual Trend

<b>MyCare MMP CAHPS Survey</b>			
<b>Measures</b>	<b>CAHPS 2018</b>	<b>CAHPS 2019</b>	<b>CAHPS 2020</b>
Getting Needed Care	80%	69%	82%
Getting Care Quickly	76%	77%	79%
How Well Doctors Communicate	88%	90%	89%
Customer Service	90%	88%	90%
Rating of Drug Plan	90%	89%	89%
Rating of Healthcare Quality	82%	83%	84%
Rating of Personal Doctor	90%	89%	89%
Rating of Specialist	86%	86%	88%
Rating of Health Plan	87%	86%	88%
Flu Shot - Adult Age 18 - 64	67%	66%	69%
Advising Smokers and Tobacco Users to Quit	91%	93%	97%
Care Coordination	84%	83%	83%