



THE CAHPS DATABASE

2015 CAHPS Health Plan Survey Database

2015 Chartbook: *What Consumers Say About Their Experiences With Their Health Plans and Medical Care*

AHRQ Contract No.: HSA290201300003C

Managed and prepared by:

Westat, Rockville, MD

Janice Ricketts
Teresa Dodson
Dale Shaller

**AHRQ Publication No. 16-CAHPS001-EF
December 2015**



Agency for Healthcare Research and Quality
Advancing Excellence in Health Care • www.ahrq.gov

The content of this document may be used and reprinted without permission except for the following: Federal Government logos, items noted with specific restrictions, and those copyrighted materials that are clearly noted in the document. Further reproduction of those copyrighted materials is prohibited without the specific permission of copyright holders.

No investigators have any affiliations or financial involvement (e.g., employment, consultancies, honoraria, stock options, expert testimony, grants or patents received or pending, or royalties) that conflict with material presented in this report.

The authors of this report are responsible for its content. Statements in the report should not be construed as endorsement by the Agency for Healthcare Research and Quality or the U.S. Department of Health and Human Services.

2015 Chartbook: What Consumers Say About Their Experiences With Their Health Plans and Medical Care

1. INTRODUCTION	1
2. SELECTED HIGHLIGHTS	3
Comparisons by Population	3
Comparisons Over Time	5
3. DATA SOURCES AND LIMITATIONS	11
4. COMPARATIVE RESULTS	13
<i>Getting Needed Care</i>	14
<i>Getting Care Quickly</i>	15
<i>How Well Doctors Communicate</i>	16
<i>Health Plan Information and Customer Service</i>	17
<i>Rating of Personal Doctor</i>	18
<i>Rating of Specialist</i>	19
<i>Rating of Health Care</i>	20
<i>Rating of Health Plan</i>	21

Tables

Table 2-1. Comparison of 2015 Top-Box Scores By Survey Population	3
Table 2-2. Adult Medicaid Top-Box Scores 2007-2015	5
Table 2-3. Child Medicaid Top-Box Scores 2007-2015	6
Table 2-4. Medicare Top-Box Scores 2007-2015	6
Table 3-1. Survey Respondents and Health Plan Samples: 2015 and 2014	11

Figures

Figure 1-1. Comparison of 2015 Top-Box Scores By Survey Population	4
Figure 1-2. Adult Medicaid Top-Box Composite Scores Over Time	8
Figure 1-3. Adult Medicaid Top-Box Rating Scores Over Time	8
Figure 1-4. Child Medicaid Top-Box Composite Scores Over Time	9
Figure 1-5. Child Medicaid Top-Box Rating Scores Over Time	9
Figure 1-6. Medicare Top-Box Composite Scores Over Time	10
Figure 1-7. Medicare Top-Box Rating Scores Over Time	10

Appendixes

Appendix A. About the CAHPS Health Plan Survey Database
Appendix B. Composition of the CAHPS Health Plan Survey Database: 1998-2015
Appendix C. Survey Respondents and Health Plan Samples by State: 2015 and 2014
Appendix D. Definition of Regions
Appendix E. Definition of Composites and Items and Ratings

1. INTRODUCTION

Consumer Assessment of Healthcare Providers and Systems (CAHPS®) surveys ask consumers about their experiences with health care. The CAHPS program at the U.S. Agency for Healthcare Research and Quality (AHRQ) supports the development and promotion of CAHPS surveys, toolkit materials, and comparative databases, and provides technical assistance to users. Learn more about AHRQ's CAHPS program at www.cahps.ahrq.gov.

AHRQ's CAHPS Database receives data voluntarily submitted by survey users that have administered the CAHPS Health Plan Survey. The CAHPS Database aggregates the data to facilitate comparisons of CAHPS survey results by users, researchers, and other interested organizations.

This Chartbook presents summary-level results for the CAHPS Health Plan Survey 5.0 version for the following health plan enrollee populations:

- Adult Medicaid
- Child Medicaid
- CHIP (Children's Health Insurance Program)
- Medicare Managed Care

Results for 2015 and 2014 for the core survey composites and ratings are presented in the form of comparative bar charts. In addition, selected trend results for 8 years during the period from 2007-2015 are presented for the Adult and Child Medicaid and Medicare populations. (Note that no results are available for 2012 because of a lapse in the support contract for the CAHPS Database.)

The summary results presented in this Chartbook are compiled from detailed data displays reported in the CAHPS Database Online Reporting System (ORS) at <https://www.cahpsdatabase.ahrq.gov/CAHPSIDB/Public/about.aspx>.

The CAHPS Database ORS consists of both a public site and a private submitter's site available only to survey users that contribute data. Survey users that submit data to the CAHPS Health Plan Survey Database are provided access to a secure, password-protected area of the online reporting system that allows them to compare their own results to selected comparative results.

Both the ORS public site and the submitter's site present CAHPS Health Plan Survey results for composite measures, ratings, and individual survey items, organized according to survey version and field period. Displays available through the various tabs include "top-box" scores, frequencies, bar charts, and percentiles. The "report builder" feature allows users to create and download custom reports on demand.

Research files for the CAHPS Health Plan Survey data presented in this Chartbook, as well as from the 2000-2014 CAHPS Health Plan Databases, are available upon request according to the CAHPS Database Data Release Policy. (To learn more, visit <https://cahpsdatabase.ahrq.gov/DataResearchers.aspx>). The CAHPS Database Online Reporting System is updated annually with new data submitted by CAHPS Health Plan survey users. Questions or comments regarding this Chartbook or any aspect of the CAHPS Health Plan Survey Database may be directed to the CAHPS Database toll-free help line at 888-808-7108 or by email to CAHPSDatabase@westat.com.

2. SELECTED HIGHLIGHTS

Comparisons by Population

Table 2.1 presents a comparison of top-box scores (the most positive survey response option) for the composites and ratings across the four health plan enrollee populations included in the 2015 CAHPS Health Plan Survey Database.

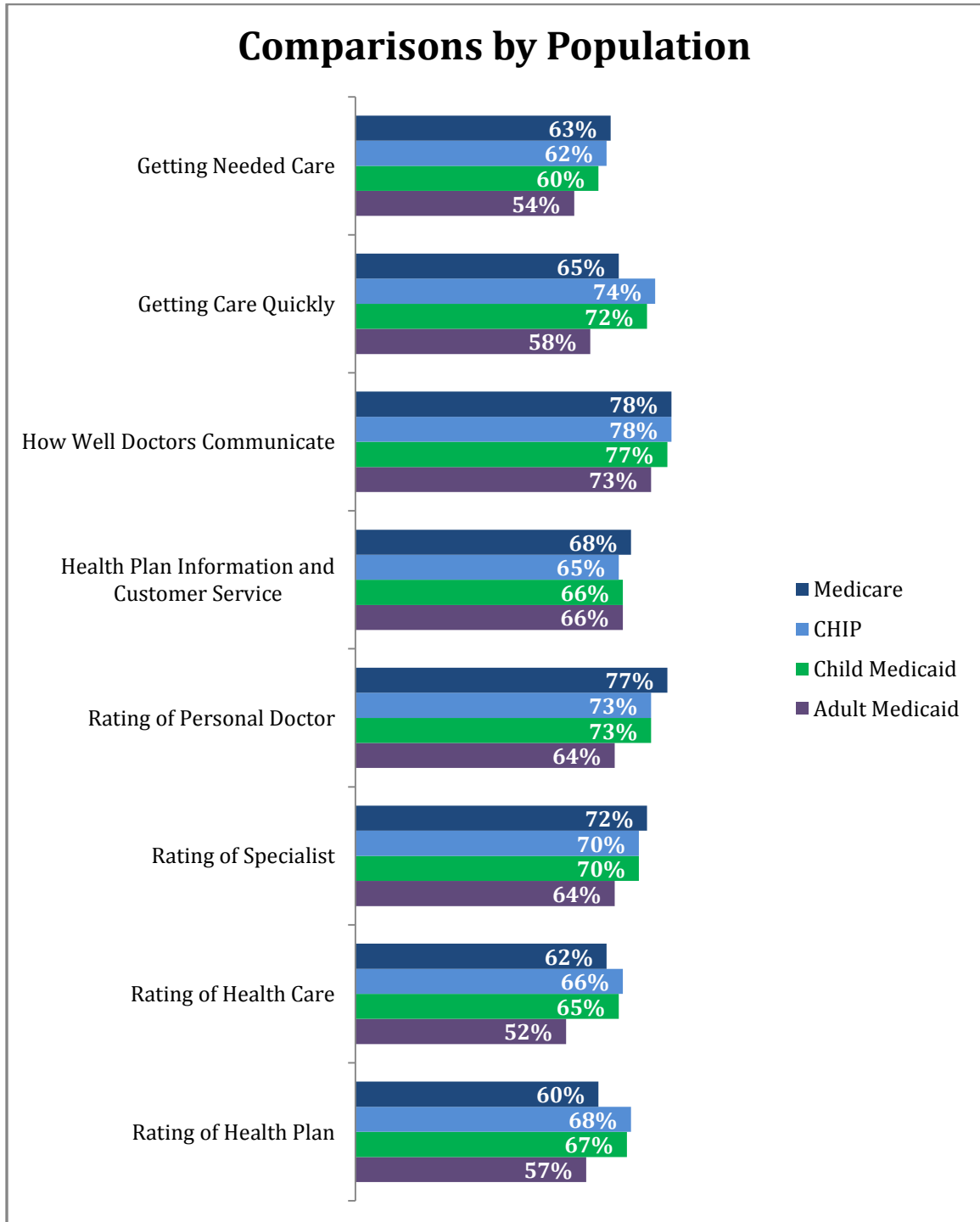
Table 2-1. Comparison of 2015 Top-Box Scores By Survey Population

Composite/Rating	Adult Medicaid	Child Medicaid	CHIP	Medicare
Getting Needed Care	54%	60%	62%	63%
Getting Care Quickly	58%	72%	74%	65%
How Well Doctors Communicate	73%	77%	78%	78%
Health Plan Information and Customer Service	66%	66%	65%	68%
Rating of Personal Doctor	64%	73%	73%	77%
Rating of Specialist	64%	70%	70%	72%
Rating of Health Care	52%	65%	66%	62%
Rating of Health Plan	57%	67%	68%	60%

The findings from Table 2-1 are also shown in bar chart form in Figure 1-1. Highlights from this comparison include the following:

- The highest scoring *composite* across all populations is How Well Doctors Communicate. The lowest scoring composite is Getting Needed Care.
- The highest scoring *rating* across all populations is Personal Doctor. The lowest scoring overall rating for Medicaid and CHIP populations is Health Care. The lowest scoring overall rating for Medicare is Health Plan.
- Scores for the Child Medicaid and CHIP populations are higher than those for the Adult Medicaid population for all composites and ratings except for the CHIP Health Plan Information and Customer Service composite.
- Scores for the Medicare population are higher than those for the other populations except for the Child Medicaid and CHIP scores for the Getting Care Quickly composite and Health Care and Health Plan ratings. Scores for the Medicare population are equal to CHIP scores for the How Well Doctors Communicate composite.

Figure 1-1. Comparison of 2015 Top-Box Scores By Survey Population



Comparisons Over Time

Tables 2-2, 2-3, and 2-4 present composite and rating top-box scores for the Adult and Child Medicaid and Medicare populations for 8 years during the period 2007 to 2015. Although the number and mix of health plans within each population vary slightly from year to year, there has been a fairly consistent level of participation during this time span within the Adult Medicaid, Child Medicaid, and Medicare populations. The number of plans and respondents shown in each table provides some indication of the variation in the data sources from year to year. And although the CAHPS Health Plan Survey instrument changed slightly during this period with the transition from the 4.0 to the 5.0 version, changes to individual question items were very minor, and there were no changes in the rating questions or the definition of the composites. (Note that no results are available for 2012 because of a lapse in the support contract for the CAHPS Database.)

Table 2-2. Adult Medicaid Top-Box Scores 2007-2015

Composites and Items	Adult Medicaid Top-Box Scores							
	2007	2008	2009	2010	2011	2013	2014	2015
Number of Plans	109	120	126	186	148	124	149	133
Number of Respondents	45,979	59,840	63,391	97,626	73,820	60,249	68,234	61,369
Getting Needed Care	47%	48%	51%	48%	51%	52%	54%	54%
Getting Care Quickly	53%	55%	57%	54%	56%	57%	59%	58%
How Well Doctors Communicate	67%	69%	70%	68%	70%	71%	72%	73%
Health Plan Information and Customer Service	53%	57%	58%	58%	60%	65%	65%	66%
Rating Items								
Rating of Personal Doctor	60%	61%	62%	60%	63%	64%	64%	64%
Rating of Specialist	60%	60%	61%	59%	62%	64%	64%	64%
Rating of All Health Care	46%	47%	49%	46%	49%	51%	51%	52%
Rating of Health Plan	51%	50%	54%	51%	54%	56%	57%	57%

Notes: (1) From 2007-2011, the Database collected only Adult Medicaid version 4.0. (2) From 2013-2015, the Database collected only version 5.0 for Adult Medicaid.

Table 2-3. Child Medicaid Top-Box Scores 2007-2015

Composites and Items	Child Medicaid Top-Box Scores							
	2007	2008	2009	2010	2011	2013	2014	2015
Number of Plans	16	29	107	132	129	105	100	136
Number of Respondents	4,647	9,755	68,697	88,694	85,003	66,804	60,153	91,049
Getting Needed Care	52%	50%	55%	52%	55%	57%	61%	60%
Getting Care Quickly	71%	69%	71%	69%	71%	70%	74%	72%
How Well Doctors Communicate	79%	75%	74%	73%	75%	74%	77%	77%
Health Plan Information and Customer Service	61%	58%	59%	59%	60%	65%	67%	66%
Rating Items								
Rating of Personal doctor	72%	70%	69%	70%	70%	72%	73%	73%
Rating of Specialist	66%	64%	65%	66%	66%	69%	70%	70%
Rating of All Health Care	61%	60%	60%	60%	61%	63%	66%	65%
Rating of Health Plan	61%	57%	64%	63%	64%	66%	67%	67%

Notes: (1) In 2007 and 2008, the Database collected Child Medicaid versions 3.0 and 4.0 though only Version 4.0 results are shown here. (2) From 2013-2015, the Database collected only version 5.0 for Child Medicaid.

Table 2-4. Medicare Top-Box Scores 2007-2015

Composites and Items	Medicare Top-Box Scores							
	2007	2008	2009	2010	2011	2013	2014	2015
Number of Plans	296	343	405	431	445	451	443	431
Number of Respondents	115,910	207,366	206,647	221,120	163,182	198,350	195,748	155,095
Getting Needed Care	63%	63%	63%	64%	65%	66%	65%	63%
Getting Care Quickly	66%	64%	64%	64%	66%	66%	66%	65%
How Well Doctors Communicate	75%	75%	75%	75%	76%	77%	78%	78%
Health Plan Information and Customer Service	N/A	65%	66%	66%	67%	68%	68%	68%
Rating Items								
Rating of Personal Doctor	74%	74%	74%	74%	76%	75%	77%	77%
Rating of Specialist	71%	70%	69%	70%	73%	71%	72%	72%
Rating of All Health Care	62%	56%	57%	57%	62%	62%	62%	62%
Rating of Health Plan	60%	59%	59%	58%	62%	63%	62%	60%

Note: (1) From 2007-2015, the Database collected Medicare version 4.0 only. (2) For the N/A cell, data are not available because CMS and NCQA chose not to publicly report the Health Plan Information and Customer Service composite in 2007.

Findings from Tables 2-2, 2-3 and 2-4 are shown in line graph form in Figures 1-2 through 1-7 on pages 8-10. Selected highlights from a comparison of top-box scores across these three populations over the period from 2007 to 2015 include the following:

- Adult Medicaid scores are lower than most Child Medicaid and Medicare scores, but their rate of improvement is higher.
- Both the Adult and Child Medicaid rate of improvement are significantly higher than Medicare scores.
- The Adult Medicaid composite showing the highest rate of improvement is Health Plan Information and Customer Service, increasing 13 percentage points from 2007 to 2015.
- The Child Medicaid composite showing the highest rate of improvement is Getting Needed Care, increasing 8 percent from 2007 to 2015.
- Across all three populations, 2015 composite and rating scores were consistent with 2014 scores, with only a few exceptions.

Figure 1-2. Adult Medicaid Top-Box Composite Scores Over Time

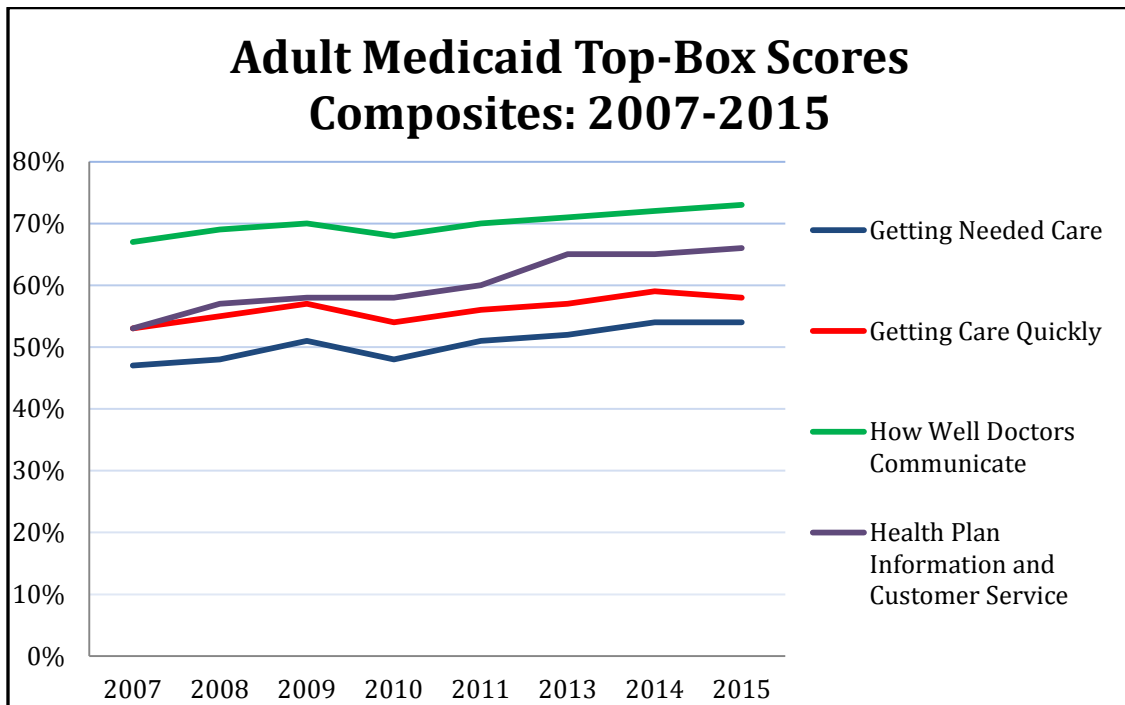


Figure 1-3. Adult Medicaid Top-Box Rating Scores Over Time

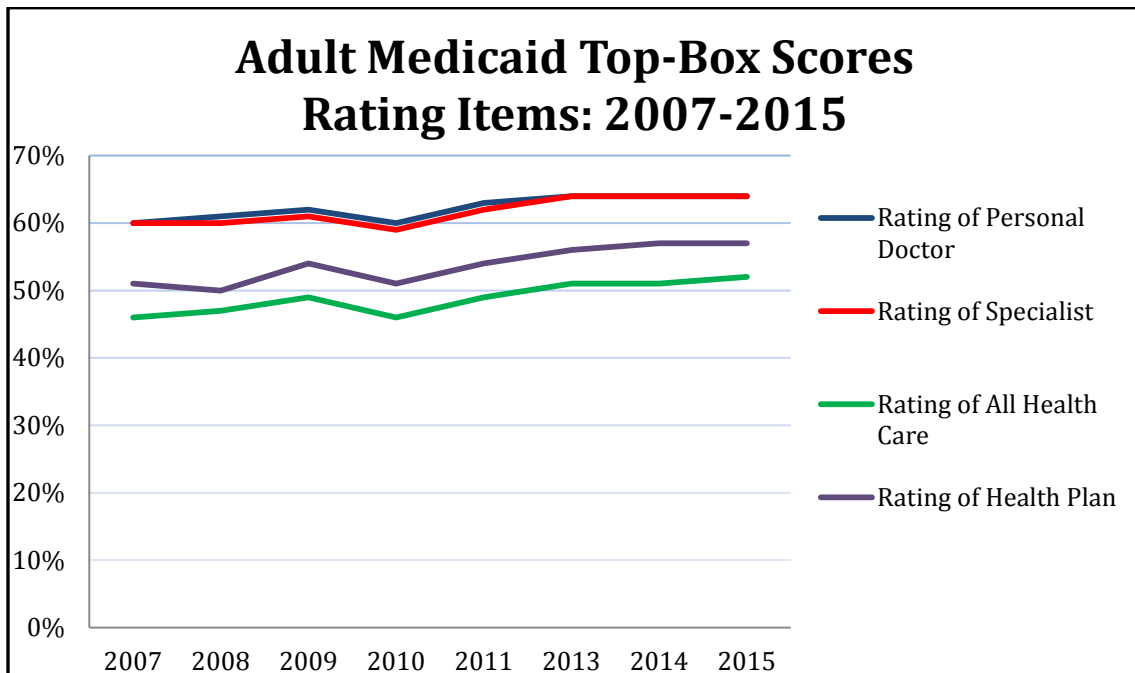


Figure 1-4. Child Medicaid Top-Box Composite Scores Over Time

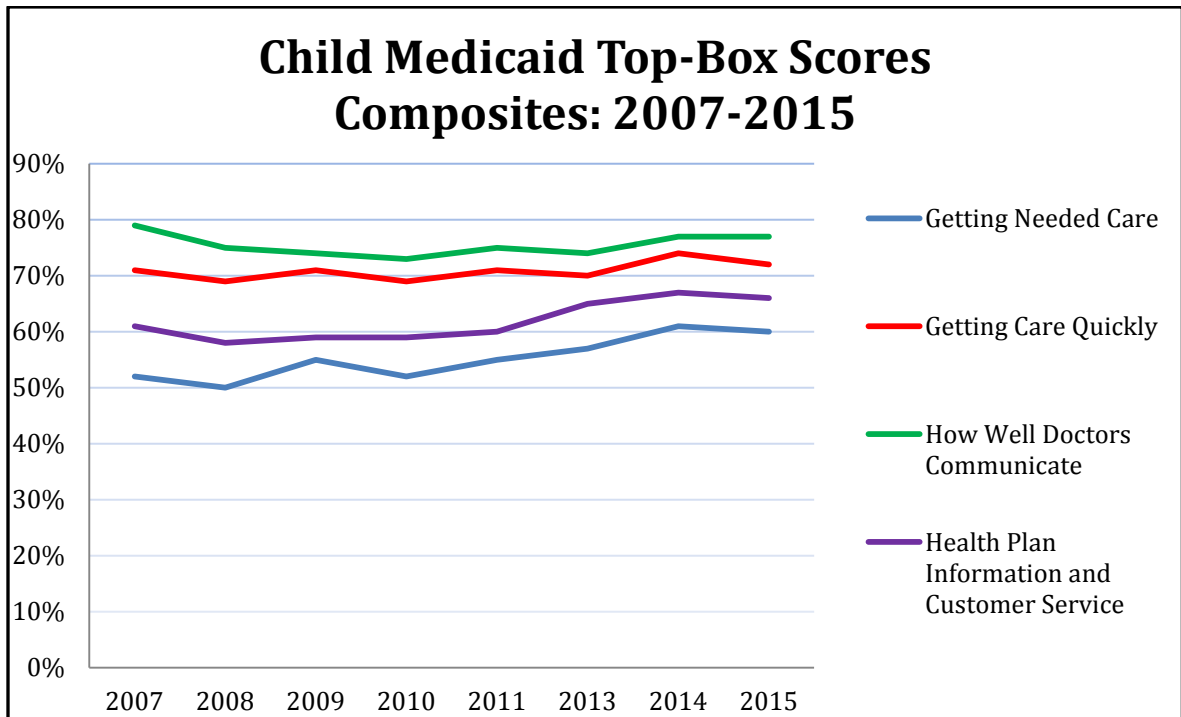


Figure 1-5. Child Medicaid Top-Box Rating Scores Over Time

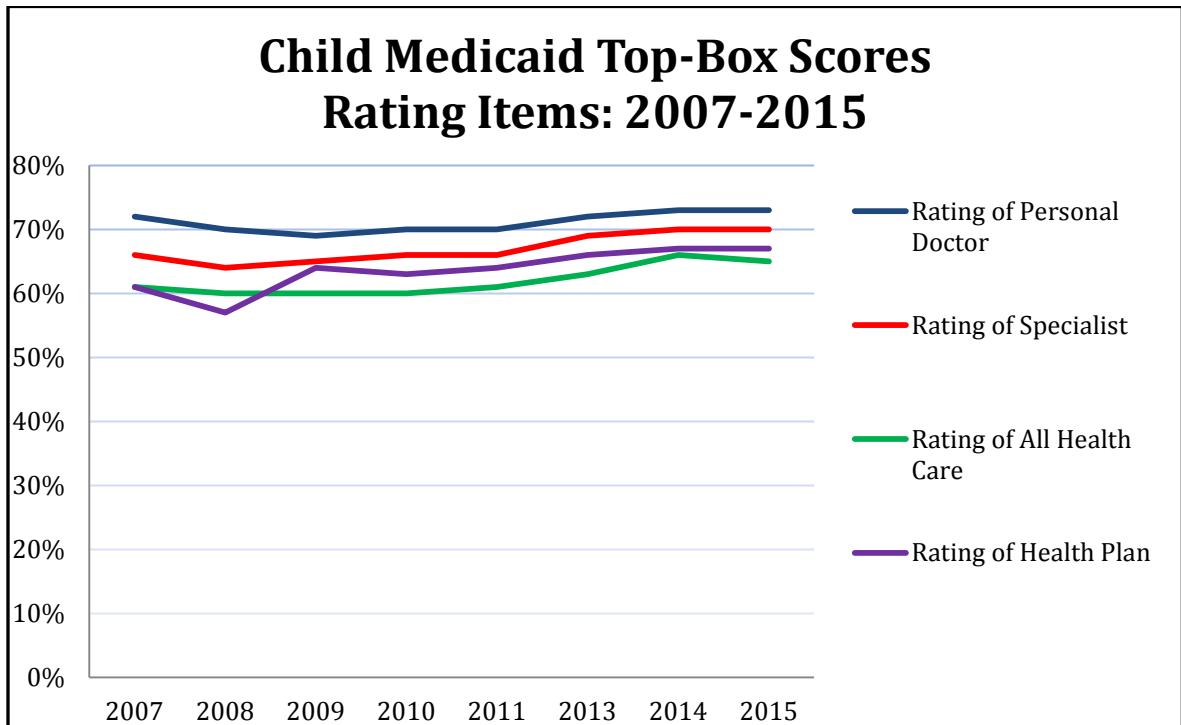
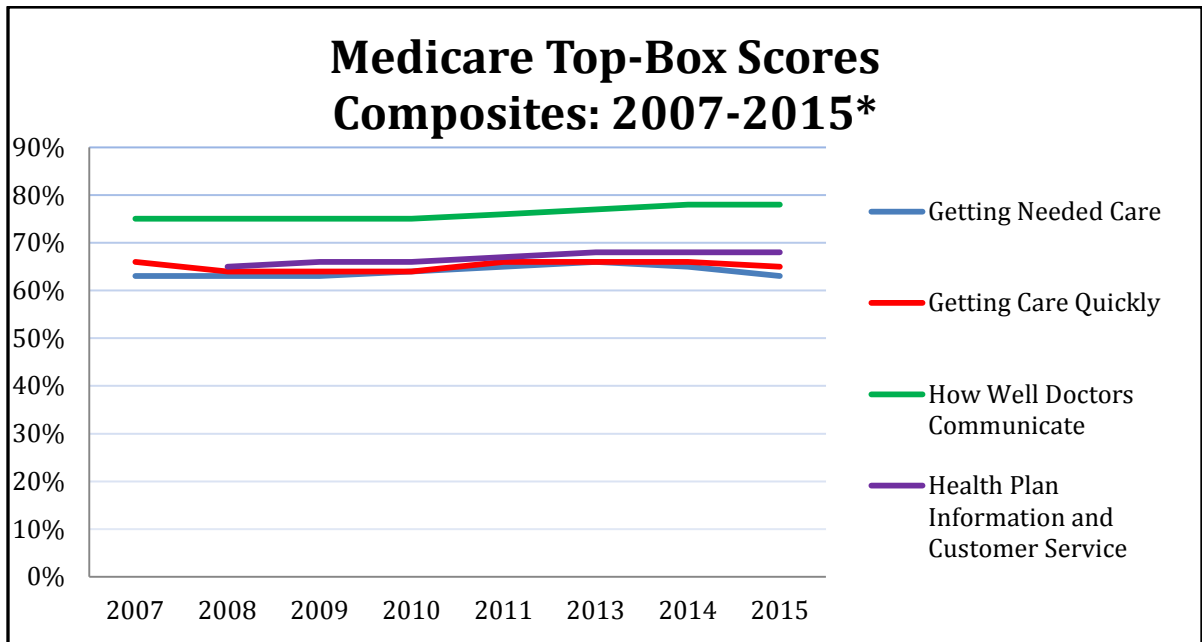
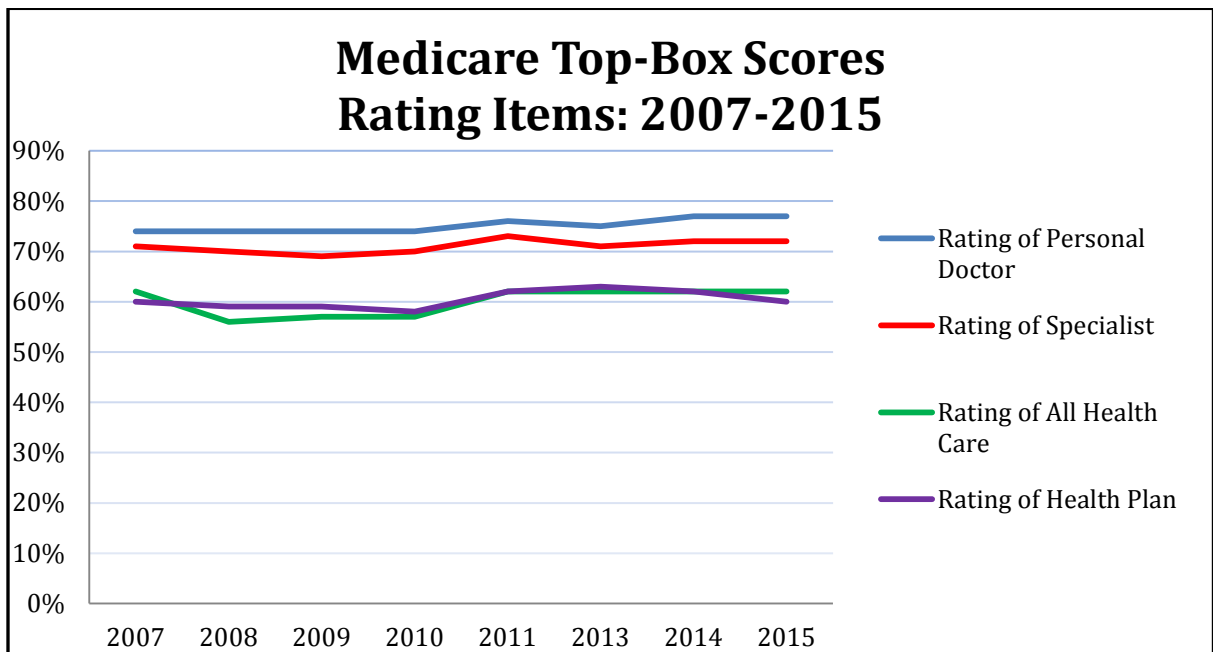


Figure 1-6. Medicare Top-Box Composite Scores Over Time



*Data not available for 2007 Health Plan Information and Customer Service

Figure 1-7. Medicare Top-Box Rating Scores Over Time



3. DATA SOURCES AND LIMITATIONS

The data presented in this Chartbook were compiled from CAHPS Health Plan Survey results submitted to the CAHPS Database by various survey sponsors, including State Medicaid agencies, CHIP programs, individual health plans, and the Medicare program. As noted earlier, the number and mix of sponsors contributing data vary slightly from year to year, and therefore comparisons over time should be made with these variations in mind. Comparison of results across populations should also take into account variations in benefit design and other factors that might affect survey responses across populations.

Table 3-1 presents the number of Medicaid, CHIP, and Medicare survey respondents and health plan samples included in the CAHPS Health Plan Survey Database for 2015 and 2014. The number of health plan samples is indicated in parentheses.

Table 3-1. Survey Respondents and Health Plan Samples: 2015 and 2014

Year (CAHPS Version)	Medicaid	Medicaid	CHIP	Medicare
	Adult	Child	Child	Adult
2015 (5.0)	61,369 (133)	91,049 (136)	13,466 (19)	155,095 (431)
2014 (5.0)	68,234 (149)	60,153 (100)	11,762 (15)	195,748 (443)

- Medicaid Data and CHIP Data:** The survey results for the Medicaid and CHIP populations were obtained from data submitted directly to the CAHPS Database by State Medicaid agencies and individual health plans. The 2015 results are based on survey data collected between September 2014 and June 2015. The 2014 results are based on survey data collected between September 2013 and June 2014.
- Medicare Data:** Each year, the CAHPS Database receives the CAHPS Medicare Managed Care survey data collected by the Centers for Medicare & Medicaid Services (CMS). These results are for survey participants enrolled in a managed care health plan including both enrollees receiving prescription drug coverage through their health plan and those that do not receive prescription drug coverage through their health plan. The Medicare results presented here may differ from other reports because of the inclusion or exclusion of certain beneficiary groups and/or the use of case-mix adjustment variables. The survey data were collected from February through June for both years.

Appendix B summarizes the composition of the CAHPS Health Plan Survey Database over the 17 years since its inception in 1998. Appendix C presents the number of Medicaid, CHIP, and Medicare survey respondents and health plan samples included in the CAHPS Database for 2014 and 2015 by State.

The contract that supports the Consumer Assessment of Healthcare Providers and Systems (CAHPS) program expired during 2012, and a new contract was awarded in 2013; therefore, the CAHPS Database does not include CAHPS Health Plan Survey data for 2012.

4. COMPARATIVE RESULTS

This section presents a summary of comparative results for each of the health plan enrollee populations included in the 2015 and 2014 CAHPS Health Plan Survey Database. Results are presented in the form of bar charts that graphically show the distribution of scores for the four composites and the four ratings.

The bar charts are composed of colored segments that show the percentage of responses in each of the response categories. For questions and composites based on 4-point response scales (i.e., "always", "usually", "sometimes", "never"), the bottom segment combines the two lowest response categories (i.e., "sometimes" and "never").

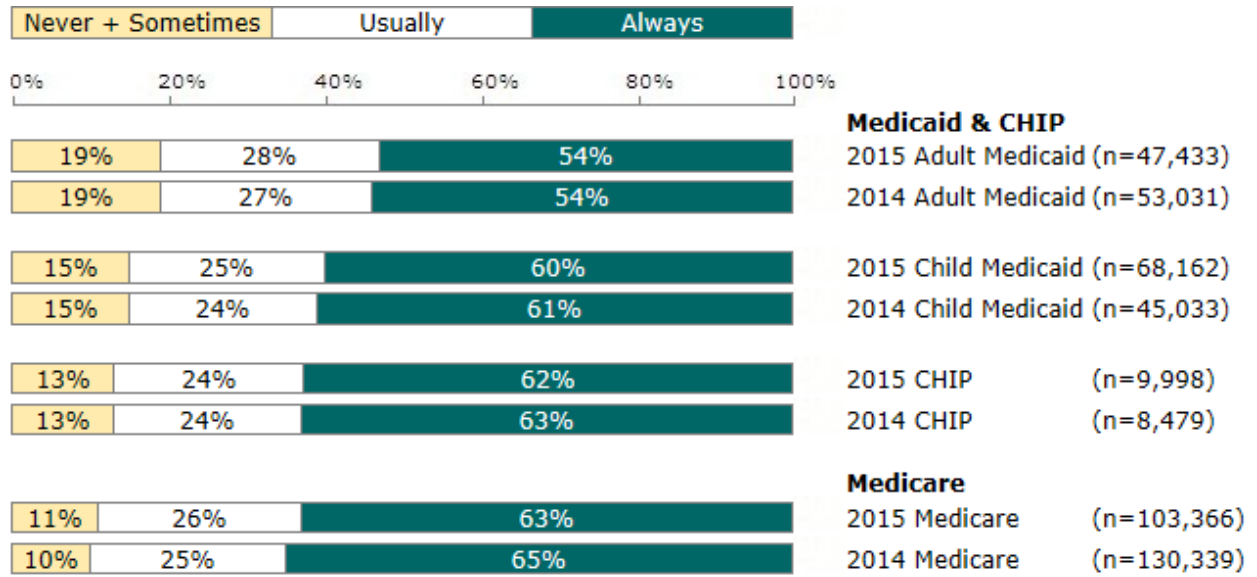
All results presented in these charts are calculated at the respondent level. Survey results are presented in the following order:

- Getting Needed Care
- Getting Care Quickly
- How Well Doctors Communicate
- Health Plan Information and Customer Service
- Rating of Personal Doctor
- Rating of Specialist
- Rating of Health Care
- Rating of Health Plan

Detailed results for each question item are available through the CAHPS Database Online Reporting System at <https://www.cahpsdatabase.ahrq.gov/CAHPSIDB/Public/about.aspx>.

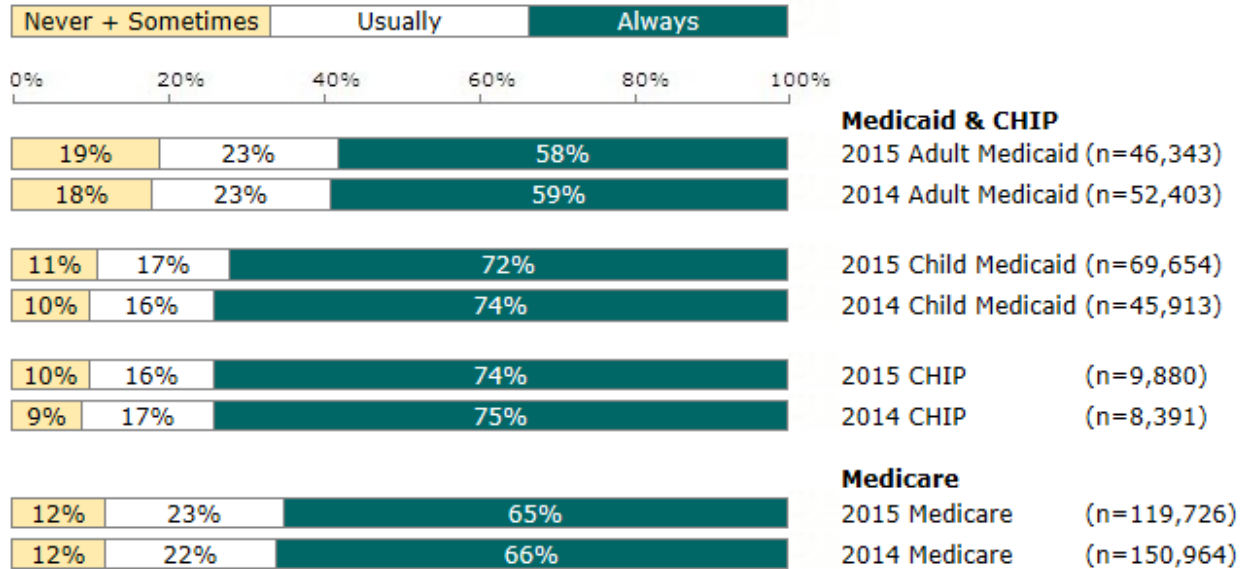
Getting Needed Care

Combines responses from two questions regarding how easily consumers got various aspects of needed care.



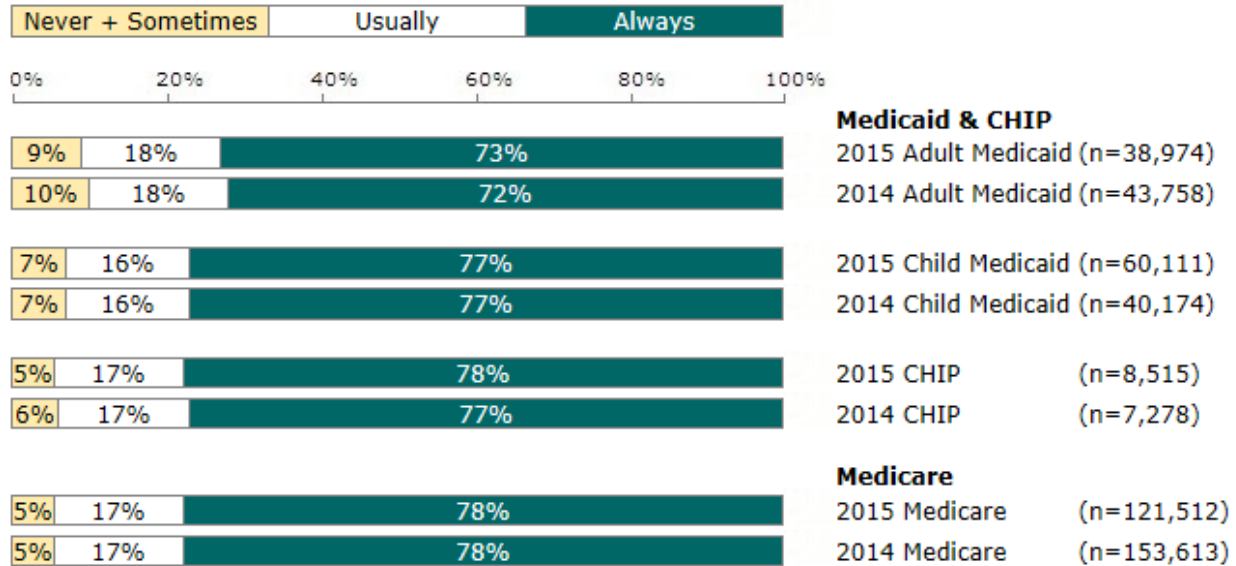
Getting Care Quickly

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



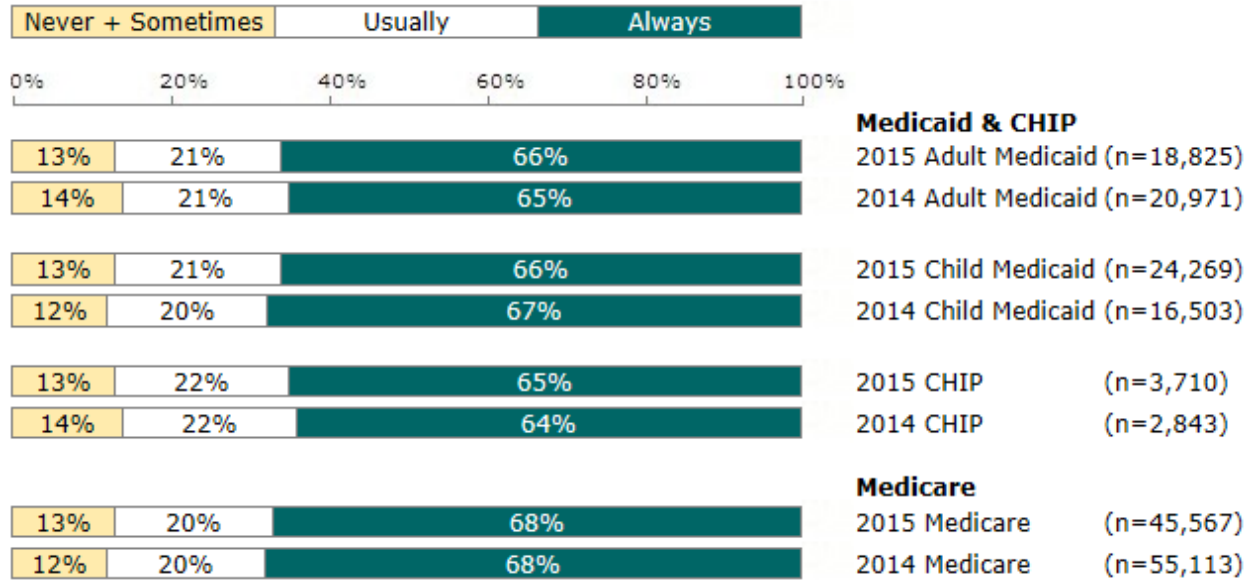
How Well Doctors Communicate

Combines responses from four questions regarding how often doctors communicated well with consumers.



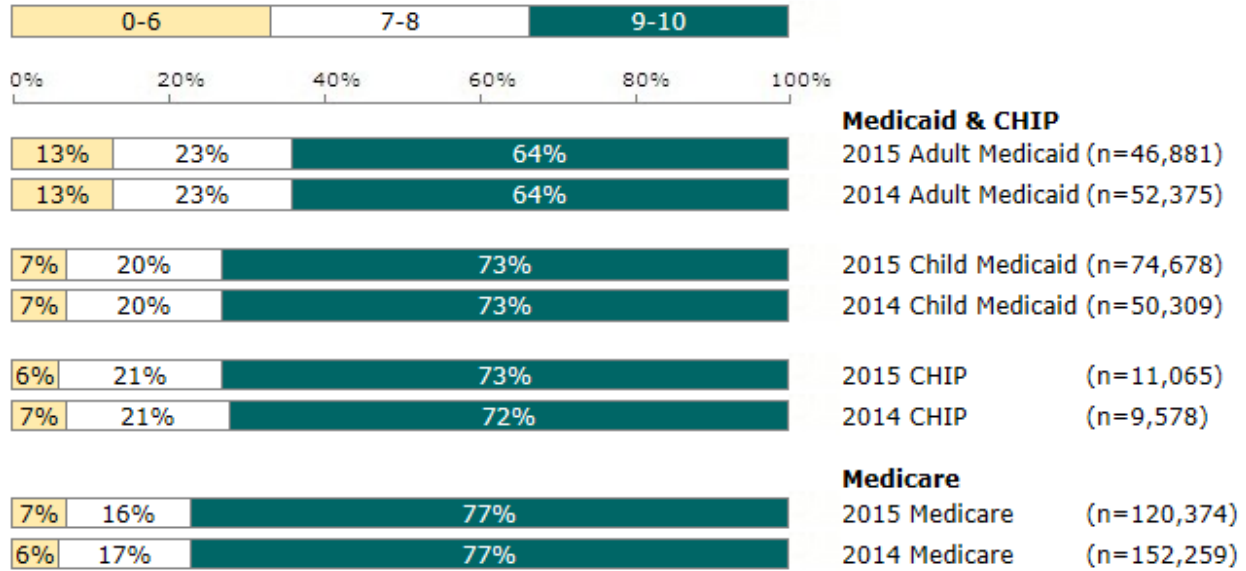
Health Plan Information and Customer Service

Combines responses from two questions about health plan information and customer service from the consumer's health plan.



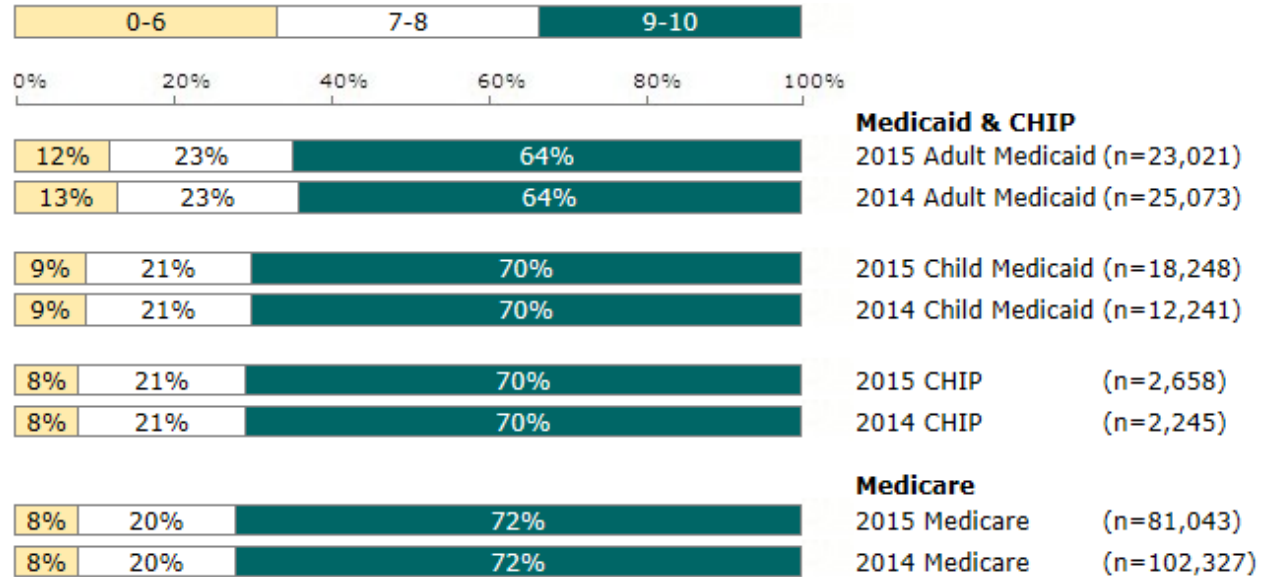
Rating of Personal Doctor

Using 0 to 10, where 0 is worst possible and 10 is best possible, how consumers rated their personal doctor.



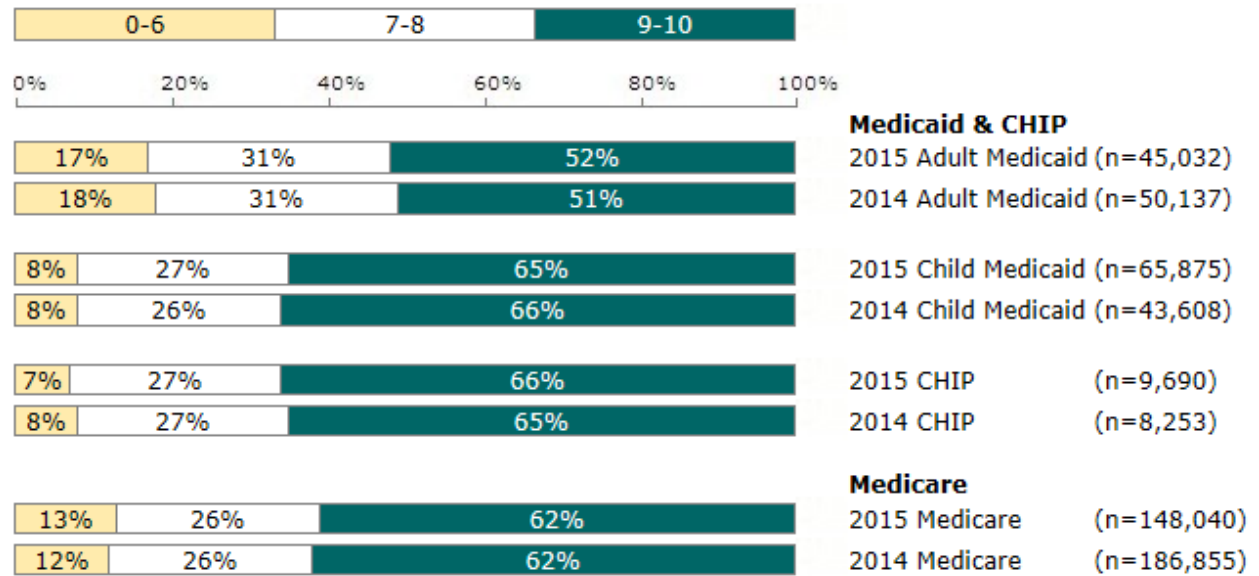
Rating of Specialist

Using 0 to 10, where 0 is worst possible and 10 is best possible, how consumers rated the specialist they saw most often.



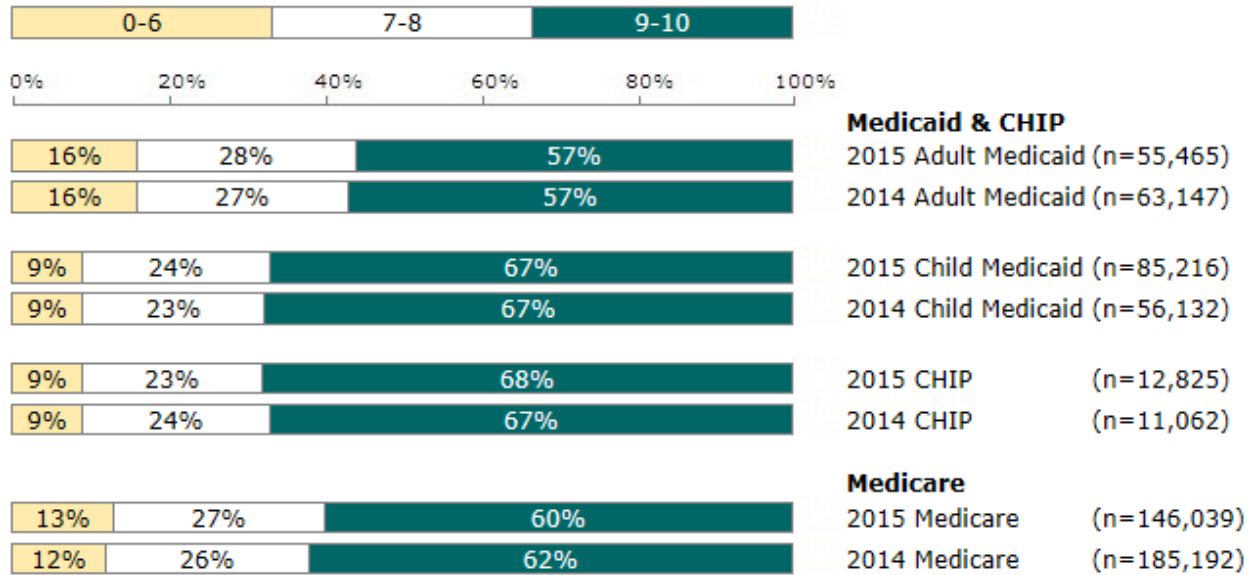
Rating of Health Care

Using 0 to 10, where 0 is worst possible and 10 is best possible, how consumers rated their health care.



Rating of Health Plan

Using 0 to 10, where 0 is worst possible and 10 is best possible, how consumers rated their health plan.



Appendix A. About the CAHPS Health Plan Survey Database

CAHPS Database

The CAHPS Database is the repository for data from selected CAHPS surveys. The primary purpose of the CAHPS Database is to facilitate comparisons of CAHPS survey results by survey users. This voluntary compilation of survey results from a large pool of data into a single database enables survey users to compare their own results to relevant reference points such as overall and regional averages. The CAHPS Database also offers an important source of primary data for research related to consumer assessments of quality as measured by CAHPS surveys.

CAHPS Health Plan Survey Database

The CAHPS Health Plan Survey Database currently contains data since 1998 from over 6 million respondents sampled from enrollees in commercial, Medicaid, Children's Health Insurance Program (CHIP), and Medicare Managed Care health plans.

CAHPS Database Online Reporting System

The CAHPS Database Online Reporting System is a Web-based platform for viewing CAHPS Health Plan Survey and Clinician & Group Survey results. The reporting system consists of two major components: (1) a public site available to anyone with access to the Internet and (2) a submitter's site available only to survey users that contribute data.

Public Site

The public site presents a variety of CAHPS Health Plan survey results such as composite measures and individual survey items, organized according to overall, regional and product-type distributions. Displays include the following:

- **“Top-Box” Scores:** Displays the percentage of respondents reporting the most positive response for a composite, rating, or question item. Top-box scores are presented for several plan characteristics, such as region and product type. Top-box scores are also presented for the 90th, 75th, 50th, and 25th percentiles (i.e., the percentage of plans that scored at or below a particular top-box score).
- **Frequencies:** Displays one-way frequency tables of the distribution of scores (by percent and number of respondents) for all response options. Two-way frequency tables display the distribution of scores for all response options for selected respondent and plan characteristics.
- **Bar charts:** Displays a graphical distribution of survey results that show the top, bottom, and middle response categories. Bar charts present results for the database overall distribution as well as for selected plan characteristics.
- **Trending:** Displays the two most recent years of data for composites, overall ratings and individual survey items.
- **Chartbook:** Displays cross-population comparisons of the CAHPS Health Plan Survey results for Medicaid (adult and child), CHIP (child), and Medicare (adult) populations for the two most recent years.

- **Percentiles:** Displays the percentage of health plans that scored at or below a particular top-box score.
- **Report builder:** The report builder feature allows users to create custom reports on demand, consisting of all results of interest.

Submitter's Site

Survey users that submit data to the CAHPS Health Plan Database are provided access to a secure, password-protected area of the online reporting system that allows them to compare their own results to selected comparative results. This secure site has all of the features of the public site, with the added benefit of viewing the individual health plans scores that have been contributed by the submitting sponsor organization. In addition, the bar chart feature on the submitter's site shows tests of statistical differences for individual health plan scores. A report manager function allows the submitter to share secure results with other users if they choose.

Research Files

Researchers may gain authorized access to de-identified data files from the CAHPS Health Plan Database to help answer important health services research questions related to patient experience of care as measured by CAHPS. CAHPS Health Plan Survey data may be granted to researchers who submit an application and sign a data use agreement that ensures the confidentiality of the data. A description of the data application process is at <https://cahpsdatabase.ahrq.gov/DataResearchers.aspx>.

In addition, the CAHPS Database provides data used by policymakers and others through such publications as the AHRQ National Healthcare Quality and Disparities Reports.

Participating in the CAHPS Health Plan Database

Participation in the CAHPS Health Plan Database is free and open to all survey users on a voluntary basis. There is no charge to participate. All health plans, State Medicaid agencies and survey vendors who choose to participate provide the CAHPS Database with the following:

- Respondent-level survey data
- Health plan characteristics
- Other information regarding the sampled population and survey administration
- A signed Data Use Agreement

The only requirement for participation is conformance with standard data submission specifications developed for the CAHPS Health Plan Survey. Specifications for submitting data files and other information required for participation are available at <https://cahpsdatabase.ahrq.gov/submissionHP.aspx>.

Administration

The CAHPS Database is sponsored and funded by the Agency for Healthcare Research and Quality (AHRQ) and administered by Westat. Oversight and direction for the Database are provided by an Advisory Group composed of representatives of survey users from the public and private populations as well as members of the CAHPS Consortium. Further information about the CAHPS Database is available at <https://cahpsdatabase.ahrq.gov>.

Appendix B. Composition of the CAHPS Health Plan Survey Database: 1998-2015

The CAHPS Database currently contains 17 years of data from the CAHPS Health Plan Survey. The table shows data submissions to the CAHPS Database from 1998 to 2015. The total number of respondents is presented by population, with the number of health plan samples in parentheses.

Table B-1. Composition of the CAHPS Health Plan Survey Database 1998-2015 by Survey Version¹

Year (CAHPS Version)	Commercial Adult	Commercial Child	Medicaid Adult	Medicaid Child	CHIP Child	Medicare Adult
2015 (5.0)	N/A ²	N/A	61,369 (133)	91,049 (136)	13,466(19)	155,095 (433)
2014 (5.0)	N/A	N/A	68,234 (149)	60,153 (100)	11,762 (15)	195,748 (443)
2013 (5.0)	N/A	N/A	60,249 (124)	66,804 (105)	9,149 (12)	198,350 (451)
2011 (4.0)	168,341 (376)	900 (1)	73,820 (148)	85,003 (129)	26,232 (41)	163,182 (445)
2010 (4.0)	139,156 (288)	1,474 (2)	97,626 (132)	88,694 (132)	0 (0)	221,120 (431)
2009 (4.0)	179,528 (405)	751 (2)	63,391 (126)	68,697 (107)	0 (0)	206,647 (405)
2008 (4.0)	174,307 (410)	0 (0)	59,840 (120)	9,755 (29)	0 (0)	207,366 (343)
2008 (3.0)	0 (0)	1,882 (4)	0 (0)	37,347 (64)	0 (0)	0 (0)
2007 (4.0)	106,811 (239)	0 (0)	45,979 (109)	4,647 (16)	0 (0)	115,910 (296)
2007 (3.0)	0 (0)	1,659 (4)	0 (0)	64,039 (103)	0 (0)	0 (0)
2006 (3.0)	124,585 (271)	2,400 (7)	43,174 (119)	50,204 (95)	9,303 (30)	97,955 (273)
2005 (3.0)	123,272 (254)	2,661 (4)	32,115 (76)	40,204 (65)	1,252 (3)	127,930 (276)
2004 (3.0)	111,680 (223)	7,024 (12)	59,515 (149)	86,159 (128)	16,657 (29)	132,420 (288)
2003 (3.0)	114,063 (216)	1,866 (4)	39,275 (112)	31,081 (69)	19,061 (49)	141,421 (295)
2002 (2.0)	94,546 (219)	5,600 (10)	48,109 (136)	60,534 (122)	18,910 (43)	153,172 (321)
2001 (2.0)	165,500 (266)	9,913 (24)	45,127 (142)	36,940 (124)	0 (0)	179,451 (381)
2000 (2.0)	135,479 (270)	2,760 (8)	49,327 (156)	41,400 (140)	0 (0)	166,072 (367)
1999 (2.0)	168,234 (307)	42,879 (149)	28,420 (77)	14,106 (66)	0 (0)	0 (0)
1998 (1.0)	34,965 (54)	0 (0)	23,519 (31)	9,871 (33)	0 (0)	0 (0)
Total	1,840,467	81,769	899,359	946,687	125,792	2,461,839

¹ The contract that supports the Consumer Assessment of Healthcare Providers and Systems (CAHPS) program expired during 2012 and a new contract was awarded in 2013, therefore the CAHPS Database does not include CAHPS Health Plan Survey data for 2012.

² Survey results for the commercial population are no longer included in the CAHPS Health Plan Survey Database.

Appendix C. Survey Respondents and Health Plan Samples by State: 2015 and 2014

Table C-1 and Table C-2 show data submissions to the CAHPS Database by State for 2015 and 2014, respectively. The total number of respondents is presented by population, with the number of health plan samples given in parentheses.

Table C-1. 2015 Survey Respondents and Health Plan Samples by State

State	Medicaid Adult	Medicaid Child	CHIP Child	Medicare Adult
Alabama	-	-	849 (1)	1,596 (4)
Arizona	-	-	-	4,516 (16)
Arkansas	400 (1)	395 (1)	437 (1)	864 (3)
California	3,504 (7)	3,902 (4)	-	10,136 (26)
Colorado	3,152 (10)	9,222 (10)	2,190 (5)	3,184 (8)
Connecticut	-	-	-	1,447 (6)
Delaware	-	-	-	363 (1)
District Of Columbia	1,006 (2)	1,584 (2)	-	326 (1)
Florida	642 (2)	770 (2)	-	8,198 (28)
Georgia	840 (2)	1,740 (3)	-	3,600 (14)
Hawaii	-	2,534 (5)	653 (1)	1,872 (6)
Idaho	-	-	-	1,775 (5)
Illinois	507 (2)	2,541 (2)	-	3,713 (13)
Indiana	2,102 (3)	930 (1)	-	2,843 (8)
Iowa	-	-	-	1,167 (3)
Kansas	1,757 (3)	4,993 (3)	3,223 (2)	344 (1)
Kentucky	405 (1)	408 (1)	237 (1)	790 (3)
Louisiana	1,135 (3)	1,337 (2)	1,119 (1)	1,800 (4)
Maine	-	-	-	2,500 (4)
Maryland	4,290 (8)	8,481 (8)	-	1,288 (3)
Massachusetts	1,469 (4)	-	-	4,605 (10)
Michigan	7,362 (14)	6,074 (14)	-	5,692 (12)
Minnesota	8,664 (9)	-	-	3,888(10)
Mississippi	-	-	-	2,448 (2)
Missouri	-	-	-	3,838 (11)
Montana	-	-	-	621 (1)
Nebraska	331 (1)	652 (1)	-	969 (3)
Nevada	431 (1)	854 (1)	-	3,318 (7)
New Hampshire	328 (1)	742 (1)	-	489 (2)
New Jersey	954 (2)	1,583 (2)	-	2,293 (8)
New Mexico	1,367 (3)	1,553(2)	-	2,029 (6)
New York	1,654 (4)	8,156 (17)	-	13,227 (39)

Table C-1. 2015 Survey Respondents and Health Plan Samples by State (con't)

State	Medicaid Adult	Medicaid Child	CHIP Child	Medicare Adult
North Carolina	-	-	-	1,341 (6)
Ohio	2,500 (5)	6,432 (5)	-	6,051 (18)
Oklahoma	434 (1)	492 (1)	514 (1)	1,338 (4)
Oregon	5,326 (17)	5,255 (17)	-	6,511 (18)
Pennsylvania	3,964 (9)	4,435 (9)	2,137 (3)	12,478 (23)
Puerto Rico	-	-	-	2,767 (10)
Rhode Island	491 (1)	-	-	637 (2)
South Carolina	743 (2)	1,036 (2)	-	811 (3)
Tennessee	412 (1)	1,067 (1)	-	2,922 (8)
Texas	823 (2)	2,608 (5)	1,039 (2)	7,401 (27)
Utah	379 (1)	-	-	2,530 (7)
Vermont	-	-	-	-
Virginia	2,006 (5)	2,689 (5)	1,068 (1)	1,730 (6)
Washington	1,249 (3)	6,680 (6)	-	3,778 (12)
West Virginia	245 (1)	579 (1)	-	3,626 (4)
Wisconsin	497 (2)	1,325 (2)	-	5,435 (15)
Total	61,369 (133)	91,049 (136)	13,466 (19)	155,095 (431)

Table C-2. 2014 Survey Respondents and Health Plan Samples by State

State	Medicaid Adult	Medicaid Child	CHIP Child	Medicare Adult
Alabama	-	-	970 (1)	2,247 (5)
Arizona	-	-	-	7,171 (17)
Arkansas	-	-	507 (1)	283 (1)
California	2,812 (6)	4,408 (4)	-	16,749 (33)
Colorado	1,028 (3)	963 (3)	2,572 (5)	3,921 (9)
Connecticut	-	-	-	1,970 (5)
Delaware	-	-	-	400 (1)
District Of Columbia	935 (2)	1,671 (2)	-	-
Florida	451 (2)	-	-	11,547 (30)
Georgia	457 (1)	1,124 (2)	-	5,265 (14)
Hawaii	3,495 (7)	-	814 (1)	3,752 (8)
Idaho	-	-	-	2,197 (5)
Illinois	364 (1)	495 (1)	-	4,435 (10)
Indiana	1,578 (3)	1,523 (2)	-	2,346 (6)
Iowa	-	-	-	2,143 (5)
Kansas	1,727 (3)	3,076 (2)	3,765 (2)	394 (1)
Kentucky	329 (1)	340 (1)	255 (1)	1,296 (3)
Louisiana	1,870 (5)	3,314 (4)	1,497 (1)	2,702 (6)
Maine	-	-	-	2,832 (5)
Maryland	3,465 (7)	6,589 (7)	-	1,753 (4)
Massachusetts	1,703 (4)	-	-	4,856 (10)
Michigan	5,381 (11)	5,407 (13)	-	6,022 (10)
Minnesota	9,721 (9)	-	-	4,303 (11)
Mississippi	-	-	-	2,937 (3)
Missouri	-	-	-	5,273 (13)
Montana	-	-	-	632 (1)
Nebraska	-	-	-	1,233 (3)
Nevada	-	-	-	3,018 (8)
New Hampshire	-	-	-	756 (2)
New Jersey	2,850 (12)	3,332 (9)	-	2,715 (7)
New Mexico	1,368 (3)	741 (1)	-	2,826 (7)
New York	8,620 (19)	-	-	14,778 (33)
North Carolina	-	-	-	2,997 (8)
Ohio	2,719 (5)	6,764 (5)	-	8,523 (21)
Oklahoma	319 (1)	875 (1)	-	2,539 (6)
Oregon	5,465 (17)	5,958 (17)	-	9,523 (18)
Pennsylvania	4,071 (9)	4,418 (9)	534 (1)	10,823 (20)
Puerto Rico	-	-	-	4,113 (12)

Table C-2. 2014 Survey Respondents and Health Plan Samples by State (con't)

State	Medicaid	Medicaid	CHIP	Medicare
	Adult	Child	Child	Adult
Rhode Island	478 (1)	-	-	730 (2)
South Carolina	871 (2)	1,068 (2)	-	972 (3)
Tennessee	-	-	-	3,581 (8)
Texas	402 (1)	1,407 (3)	495 (1)	9,347 (25)
Utah	-	382 (1)	353 (1)	3,317 (8)
Vermont	254 (1)	308 (1)	-	-
Virginia	2,573 (6)	3,395 (6)	-	2,776 (7)
Washington	2,355 (5)	1,266 (2)	-	5,727 (10)
West Virginia	303 (1)	513 (1)	-	1,060 (3)
Wisconsin	270 (1)	916 (1)	-	6,968 (16)
Total	68,234 (149)	60,153 (100)	11,762 (15)	195,748 (443)

Appendix D. Definition of Regions

The regional comparative results are calculated according to the United States Census Bureau's four official regions, as show in Table D-1.

Table D-1. Composites and Rating Items for 5.0 Version of CAHPS Health Plan Survey

Region	States
Northeast	Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Puerto Rico, Rhode Island, Vermont
Midwest	Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, Wisconsin
South	Alabama, Arkansas, Delaware, DC, Florida, Georgia, Kentucky, Louisiana, Maryland, Mississippi, North Carolina, Oklahoma, South Carolina, Tennessee, Texas, Virginia, West Virginia
West	Alaska, Arizona, California, Colorado, Guam, Hawaii, Idaho, Montana, Nevada, New Mexico, Oregon, Utah, Washington, Wyoming

Appendix E. Definition of Composites and Items and Ratings

Table E-1 presents the composites and individual items and ratings items for the 5.0 version of the CAHPS Health Plan Survey.

Table E-1. Composites and Rating Items for 5.0 Version of CAHPS Health Plan Survey

Question Text	Response Option
Getting Needed Care	
In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	Never - Always
In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	Never - Always
Getting Care Quickly	
In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	Never - Always
In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	Never - Always
How Well Doctors Communicate	
In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	Never - Always
In the last 6 months, how often did your personal doctor listen carefully to you?	Never - Always
In the last 6 months, how often did your personal doctor show respect for what you had to say?	Never - Always
In the last 6 months, how often did your personal doctor spend enough time with you?	Never - Always
Health Plan Information & Customer Service	
In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	Never - Always
In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	Never - Always
Overall Ratings	
Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?	0-10
Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?	0-10
Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate the specialist?	0-10
Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?	0-10

