



## THE CAHPS DATABASE

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# 2016 CAHPS Health Plan Survey Database

## *2016 Chartbook: What Consumers Say About Their Experiences With Their Health Plans and Medical Care*

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## 1. EXECUTIVE SUMMARY

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Health Plan Survey 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 submitted in 2016 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 the core survey composites, individual question items, and ratings are presented in the form of comparative bar charts. In addition, selected trend results for 9 years during the period from 2007-2016 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.)

### Comparisons by Population

Table 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 2016 CAHPS Health Plan Survey Database.

Table 1. Comparison of 2016 Top-Box Scores By Enrollee Population

Composite/Rating	Adult Medicaid	Child Medicaid	CHIP	Medicare
<b>Composites</b>				
Getting Needed Care	54%	61%	62%	63%
Getting Care Quickly	58%	74%	75%	65%
How Well Doctors Communicate	74%	78%	79%	78%
Health Plan Information and Customer Service	67%	68%	64%	68%
<b>Ratings</b>				
Rating of Personal Doctor	65%	74%	73%	77%
Rating of Specialist	65%	70%	71%	72%
Rating of Health Care	53%	67%	67%	62%
Rating of Health Plan	57%	68%	67%	61%

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 for the Getting Needed Care composite and the ratings for Personal Doctor and Specialist.

### Comparisons Over Time

As shown in the trend graphs following the comparative results presented for each enrollee population, there has been a steady improvement in scores for most composites and ratings across each population for the years available for reporting.

### About the CAHPS Database

The summary results presented in this Chartbook are compiled from data 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 2000-2015 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 Health Plan Database Online Reporting System (ORS) 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](mailto:CAHPSDatabase@westat.com).

## 2. DATA SOURCES

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. 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.

- **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 2016 results are based on survey data collected between September 2015 and June 2016.
- **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 August 2016.

Appendix A presents the number of Medicaid, CHIP, and Medicare survey respondents and health plans by State included in the 2016 CAHPS Health Plan Survey Database.

### 3. COMPARATIVE RESULTS BY ENROLLEE POPULATION

This section presents a summary of comparative results for each of the health plan enrollee populations included in the 2016 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, the individual question items that compose each composite, and the four ratings. Appendix B lists the composites, individual items, and ratings for the 5.0 version of the CAHPS Health Plan Survey

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 left-most 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:

- Adult Medicaid
- Child Medicaid
- CHIP
- Medicare

Trend data for the Adult and Child Medicaid and Medicare enrollee populations are presented for 2007 to 2016. Trend data for the CHIP enrollee population are presented for 2011 to 2016. Although the number and mix of health plans within each enrollee 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.<sup>1</sup>

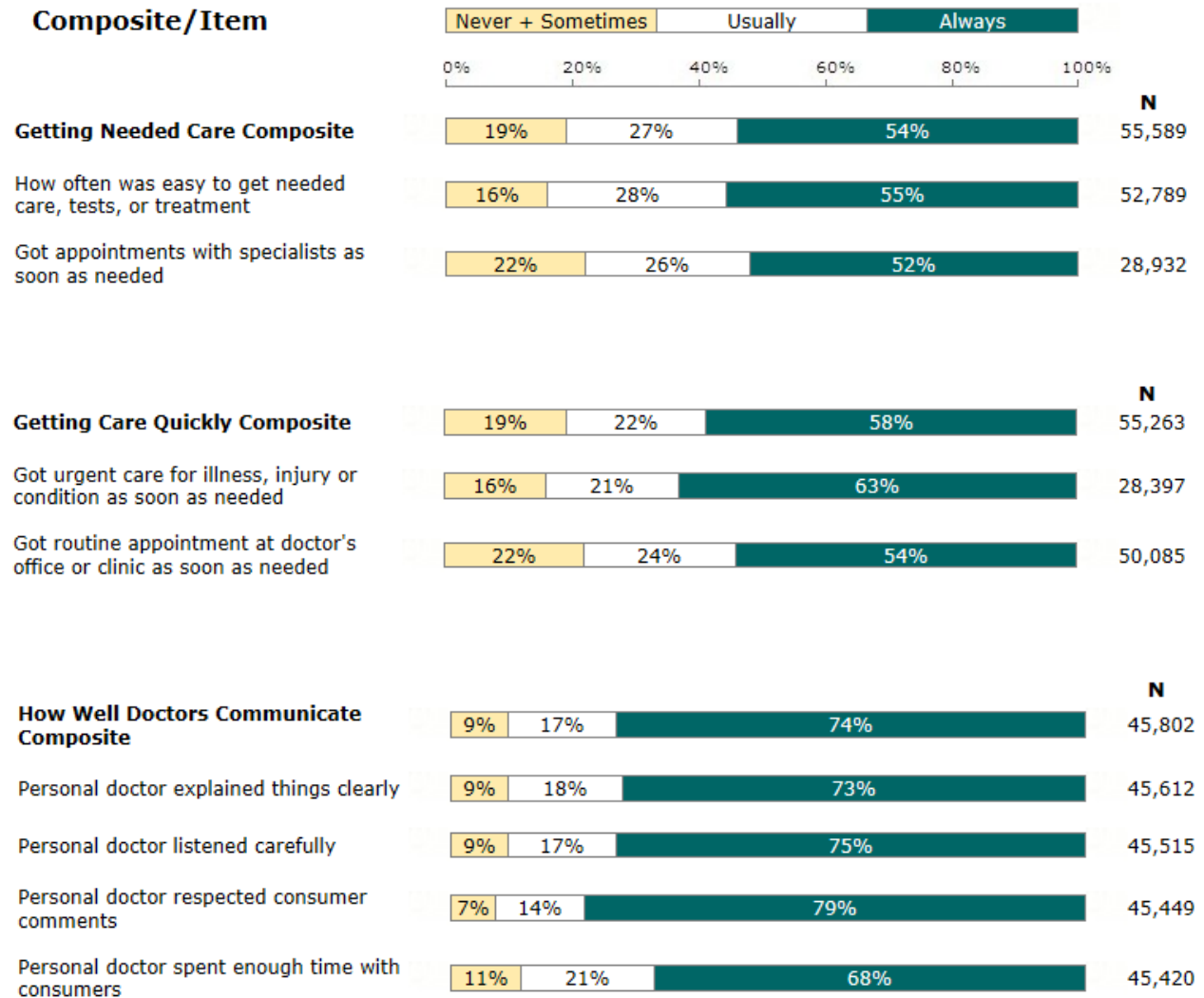
As noted earlier, detailed results for each question item are available through the CAHPS Database Online Reporting System at <https://www.cahpsdatabase.ahrq.gov/CAHPSIDB/Public/about.aspx>.

<sup>1</sup> 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.

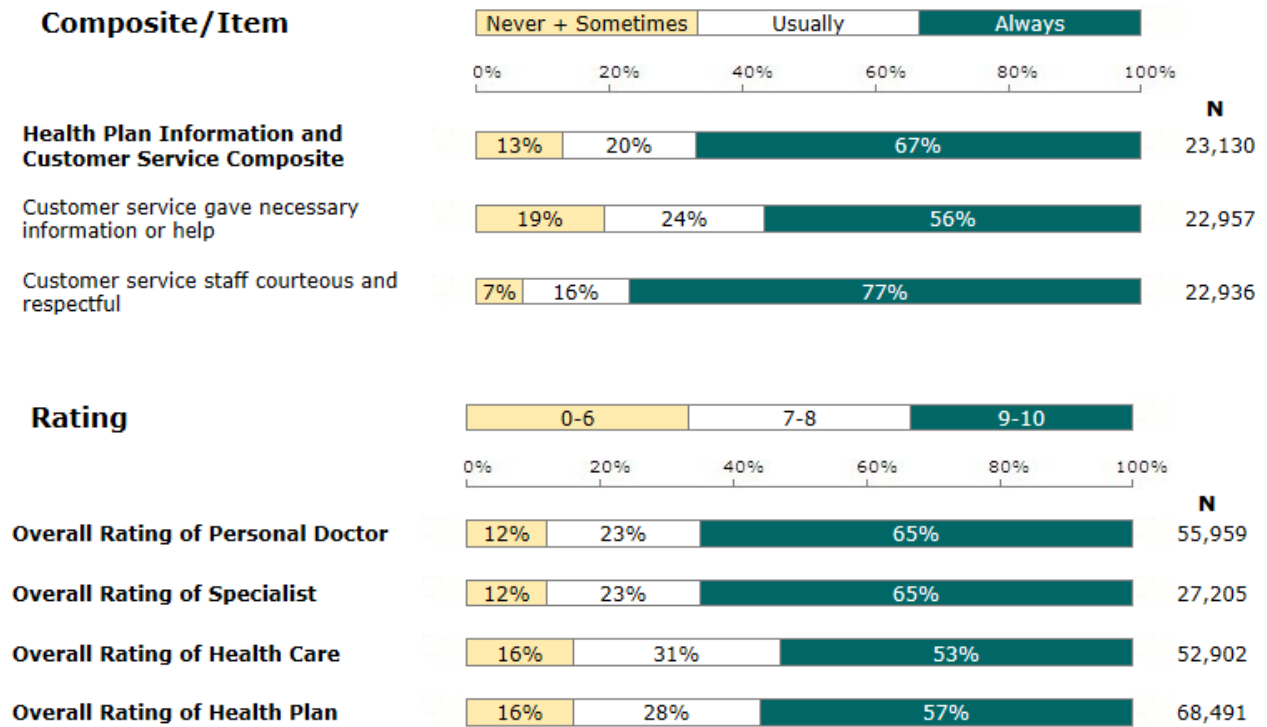
## Adult Medicaid



## Adult Medicaid 2016 Results

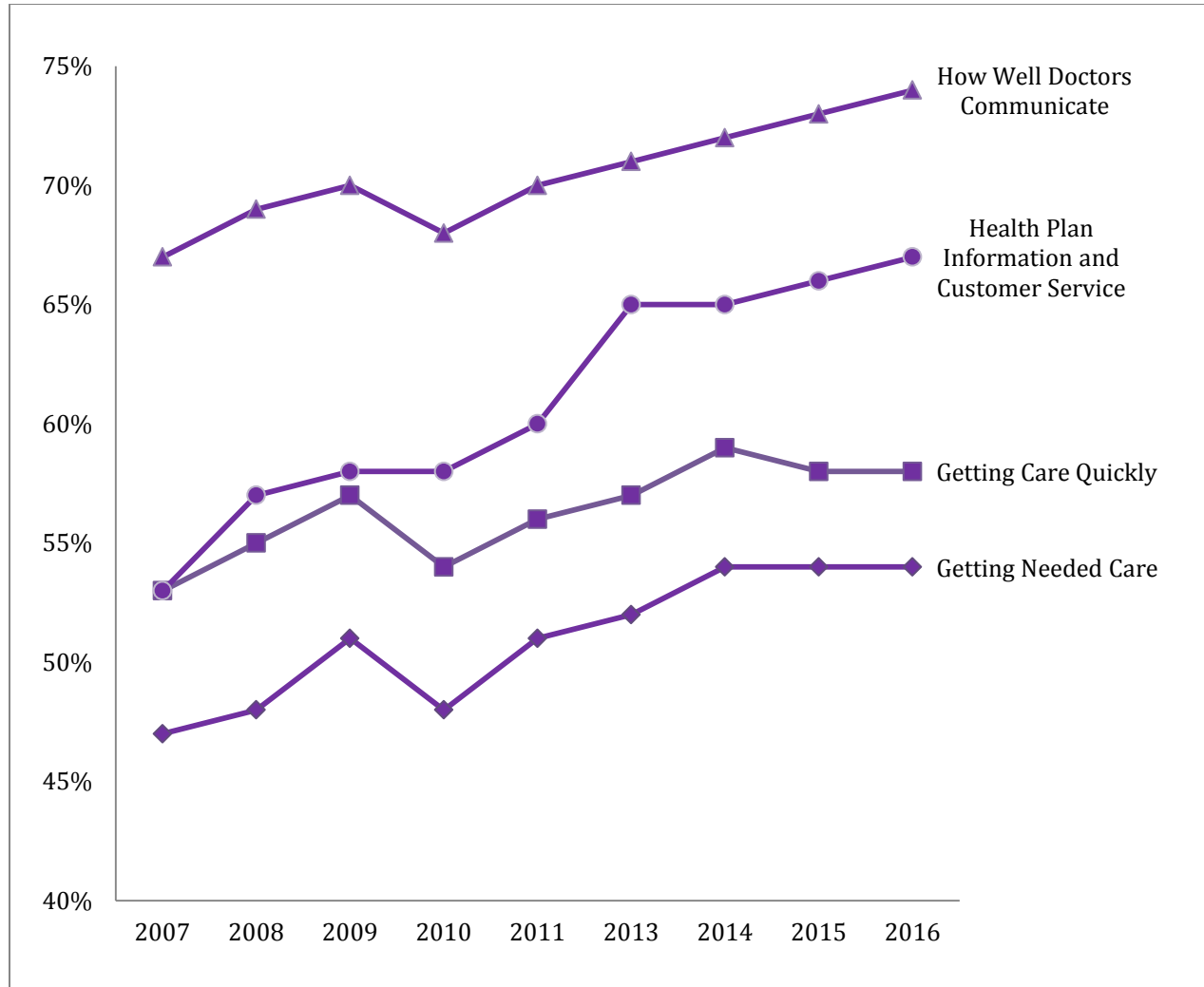


### Adult Medicaid 2016 Results (continued)



### Adult Medicaid Trends

Figure 1. Adult Medicaid Top-Box Composite Scores 2007-2016



### Adult Medicaid Trends (continued)

Figure 2. Adult Medicaid Top-Box Rating Scores 2007-2016

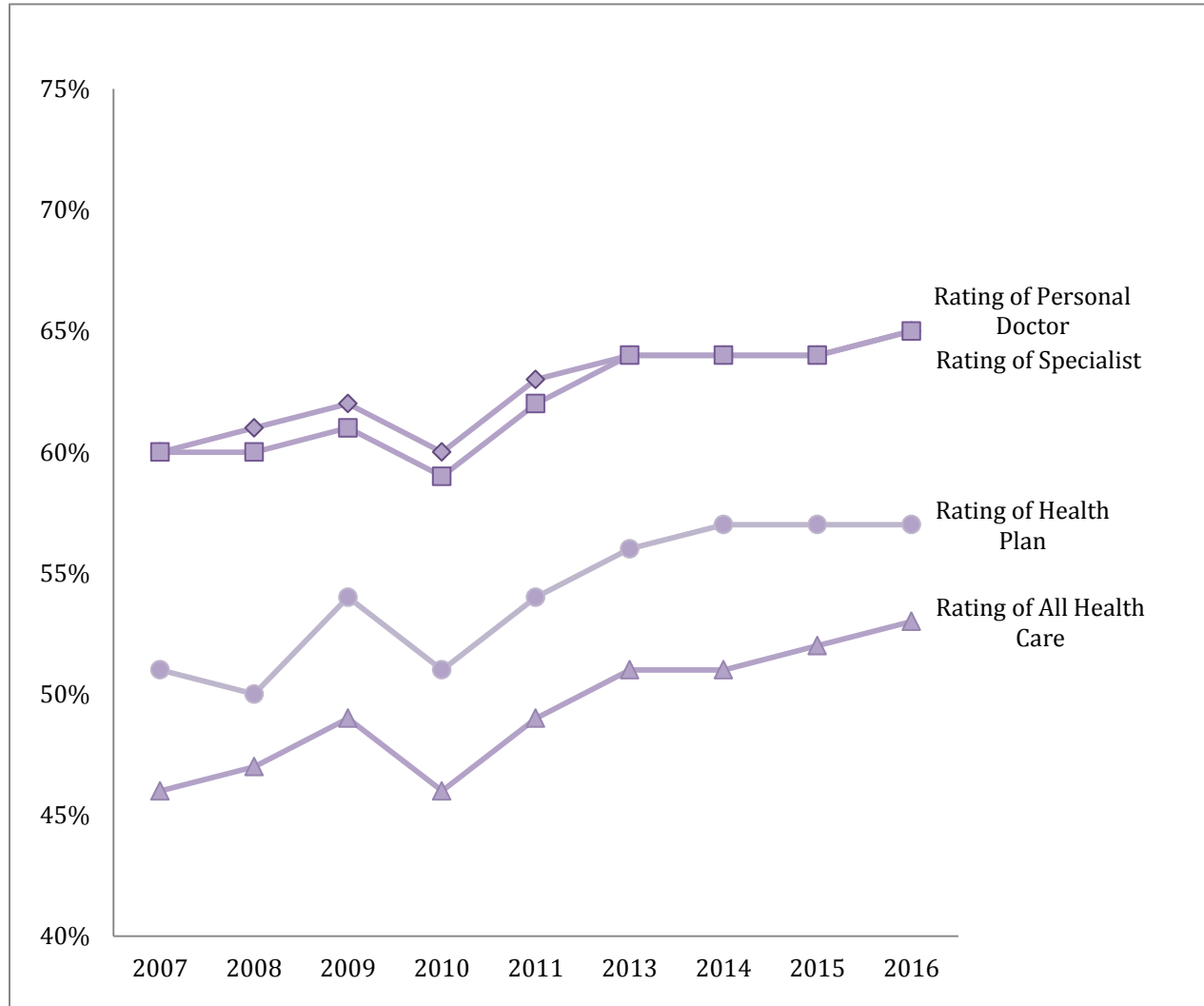


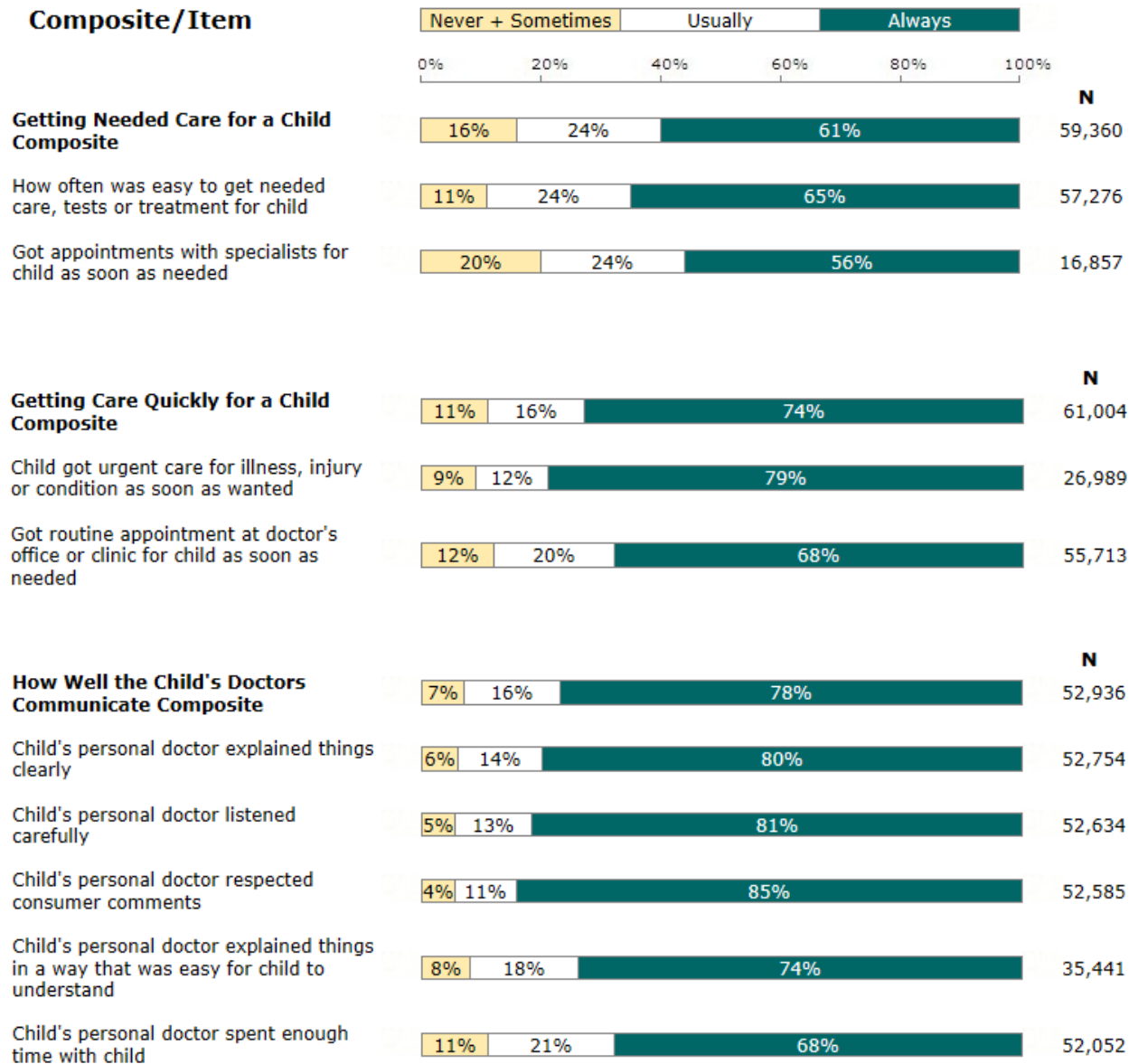
Table 2. Adult Medicaid Composition of the CAHPS Health Plan Survey Database 2007-2016

Adult Medicaid Composition									
	2007	2008	2009	2010	2011	2013	2014	2015	2016
Number of Plans	109	120	126	186	148	124	149	133	157
Number of Respondents	45,979	59,840	63,391	97,626	73,820	60,249	68,234	61,369	73,155

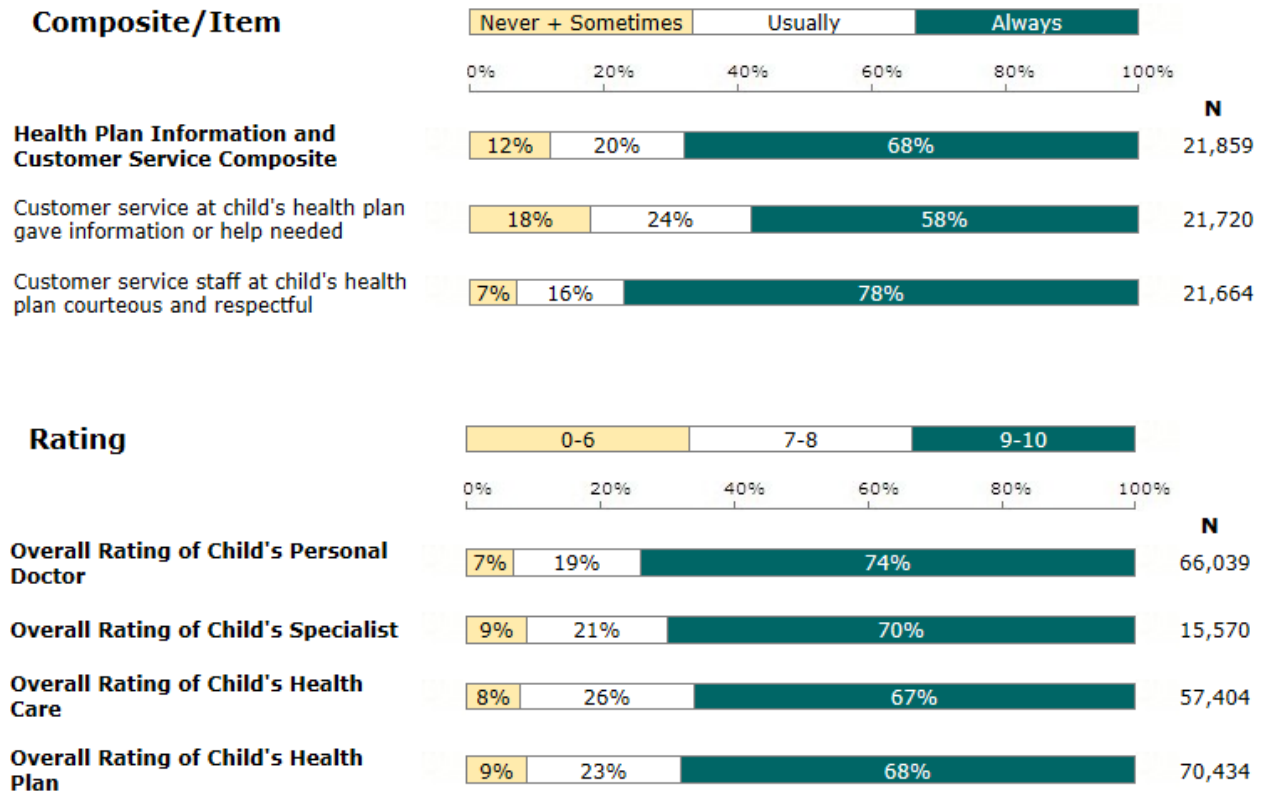
Notes: (1) From 2007-2011, the Database reported Adult Medicaid version 4.0. (2) From 2013-2016, the Database reported version 5.0 for Adult Medicaid.

## Child Medicaid

## Child Medicaid 2016 Results

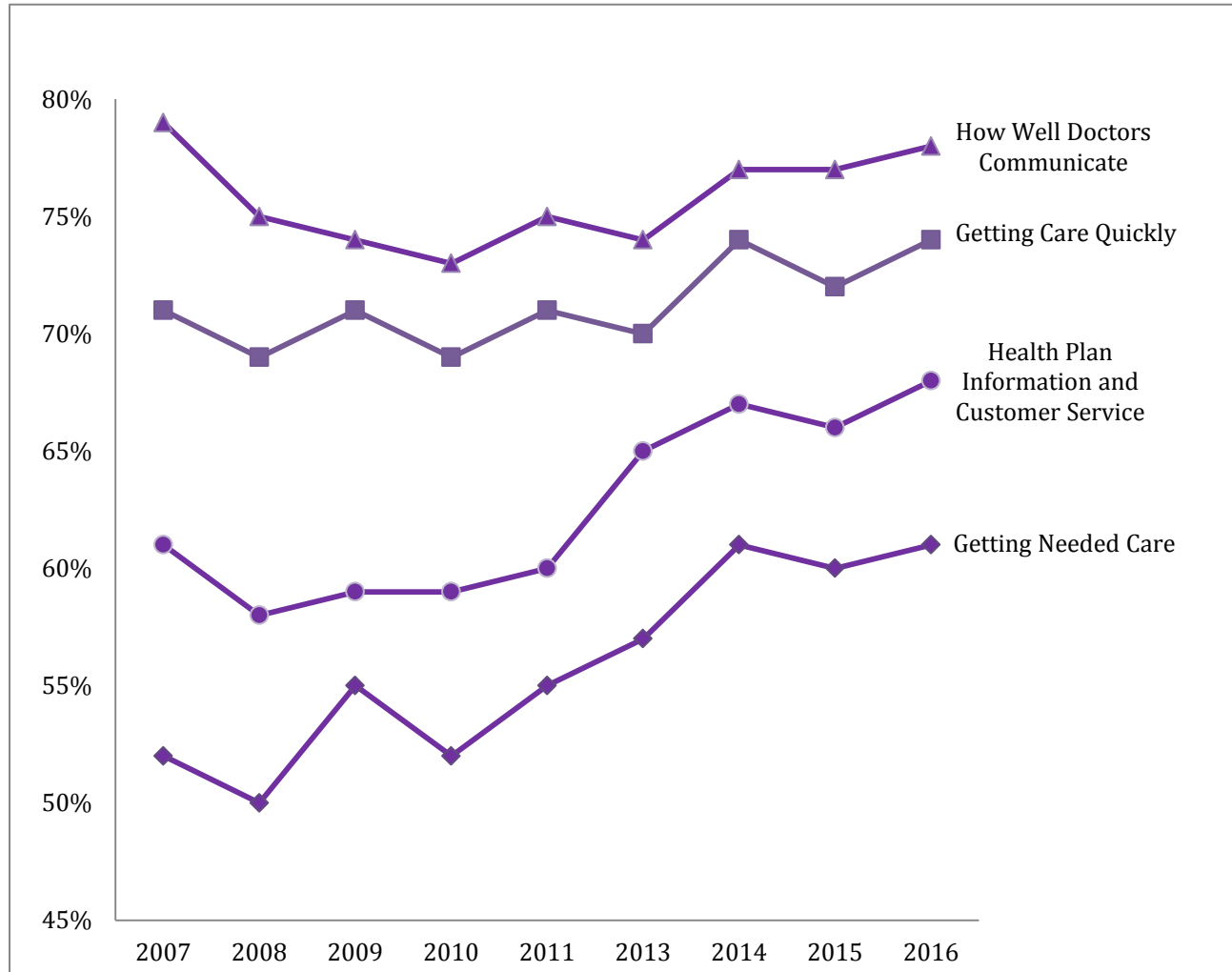


### Child Medicaid 2016 Results (continued)



### Child Medicaid Trends

Figure 3. Child Medicaid Top-Box Composite Scores 2007-2016





### Child Medicaid Trends (continued)

Figure 4. Child Medicaid Top-Box Rating Scores 2007-2016

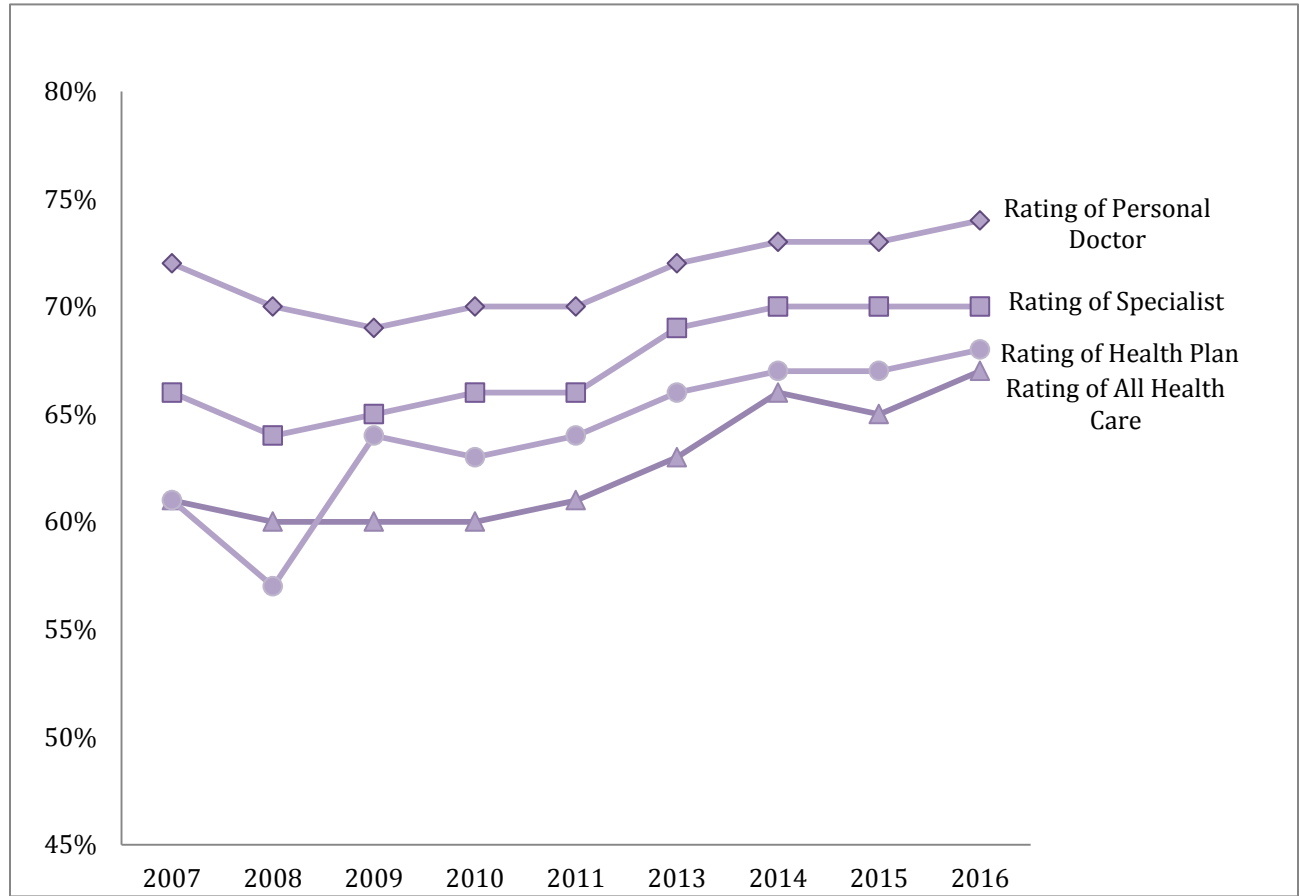


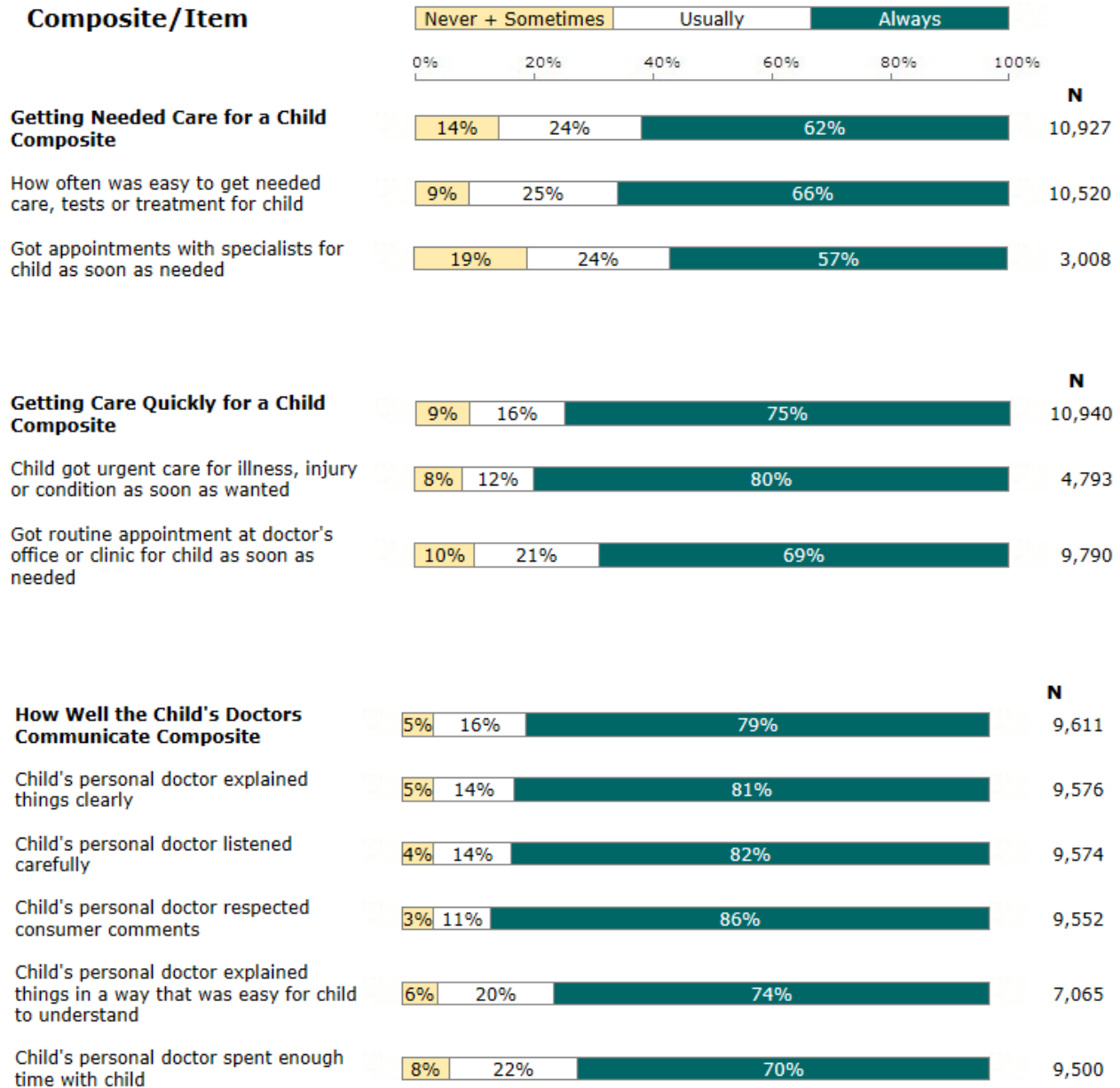
Table 3. Child Medicaid Composition of the CAHPS Health Plan Survey Database 2007-2016

Child Medicaid Composition									
	2007	2008	2009	2010	2011	2013	2014	2015	2016
Number of Plans	16	29	107	132	129	105	100	136	132
Number of Respondents	4,647	9,755	68,697	88,694	85,003	66,804	60,153	91,049	79,058

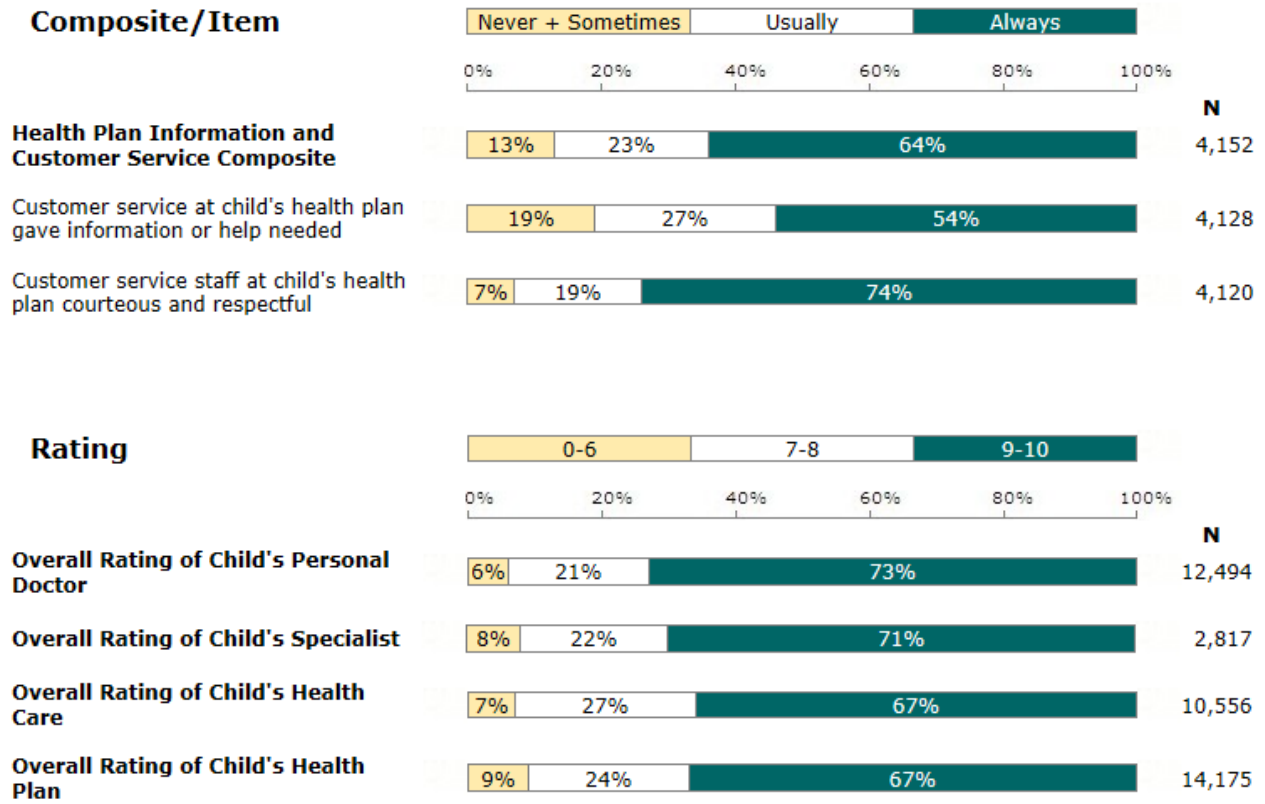
Notes: (1) From 2007-2011, the Database reported Child Medicaid version 4.0. (2) From 2013-2016, the Database reported version 5.0 for Child Medicaid.

## Children's Health Insurance Program (CHIP)

## CHIP 2016 Results

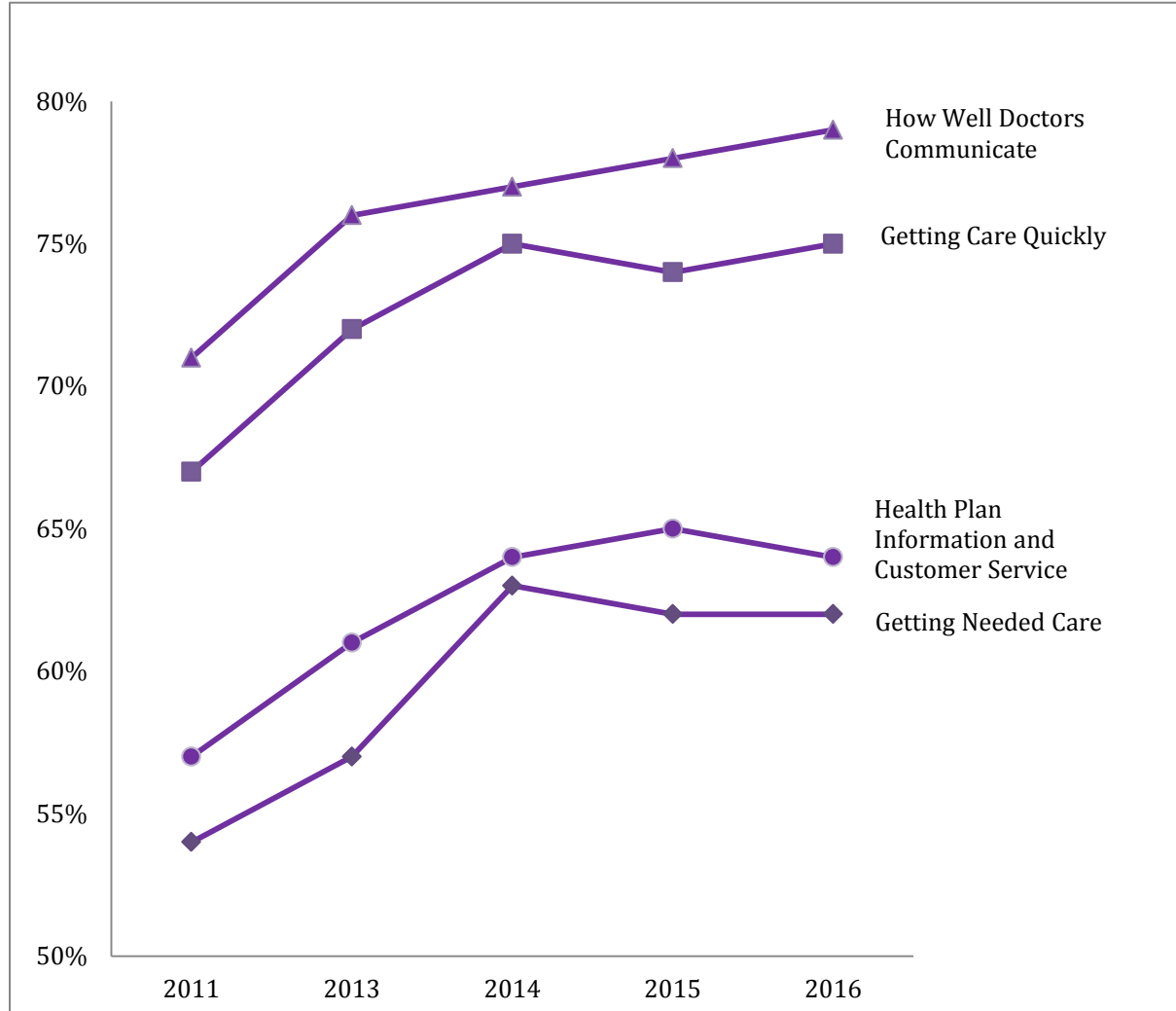


### CHIP 2016 Results (continued)



### CHIP Trends

Figure 5. CHIP Top-Box Composite Scores 2011-2016



### CHIP Trends (continued)

Figure 6. CHIP Top-Box Rating Scores 2011-2016

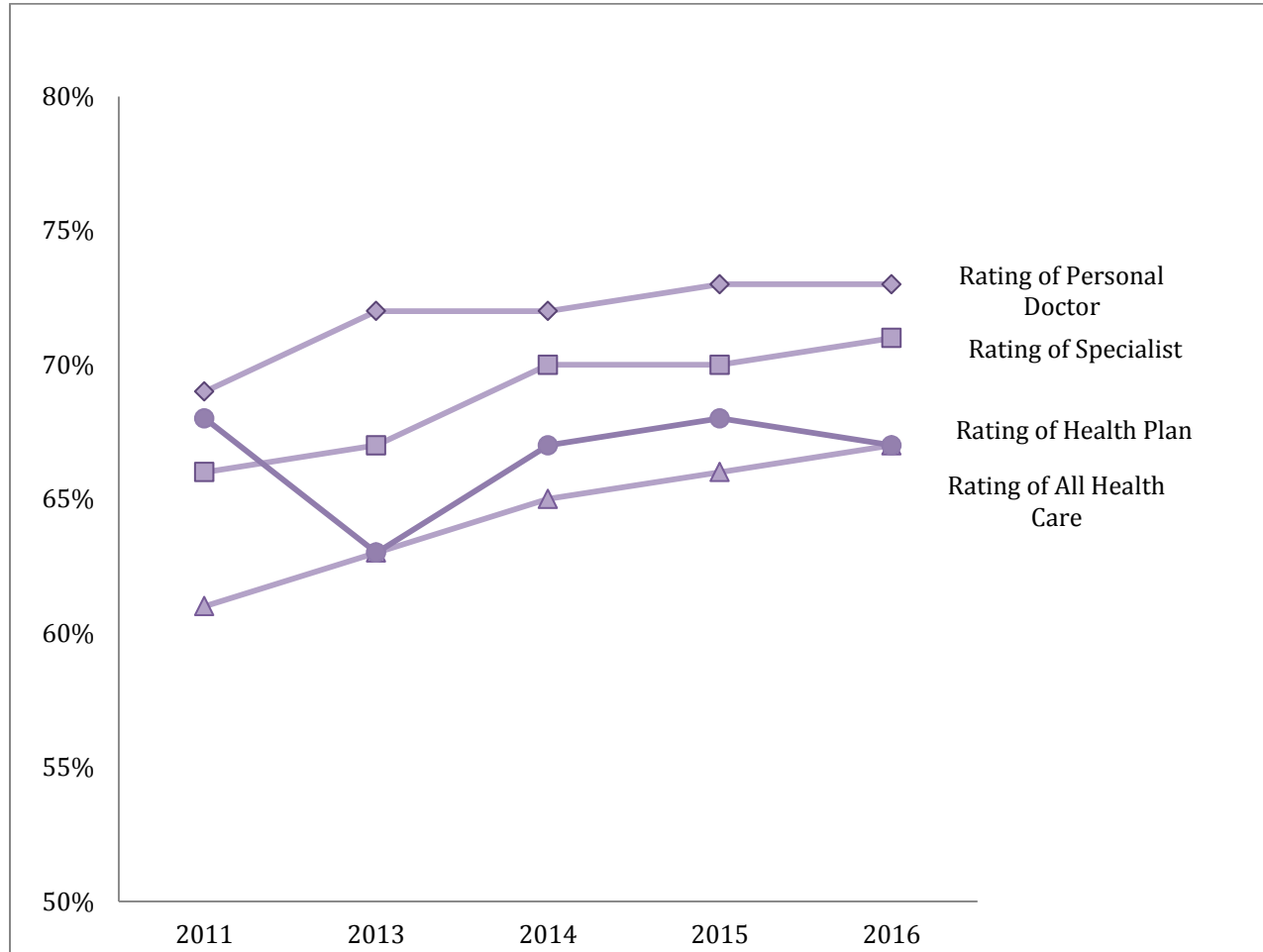


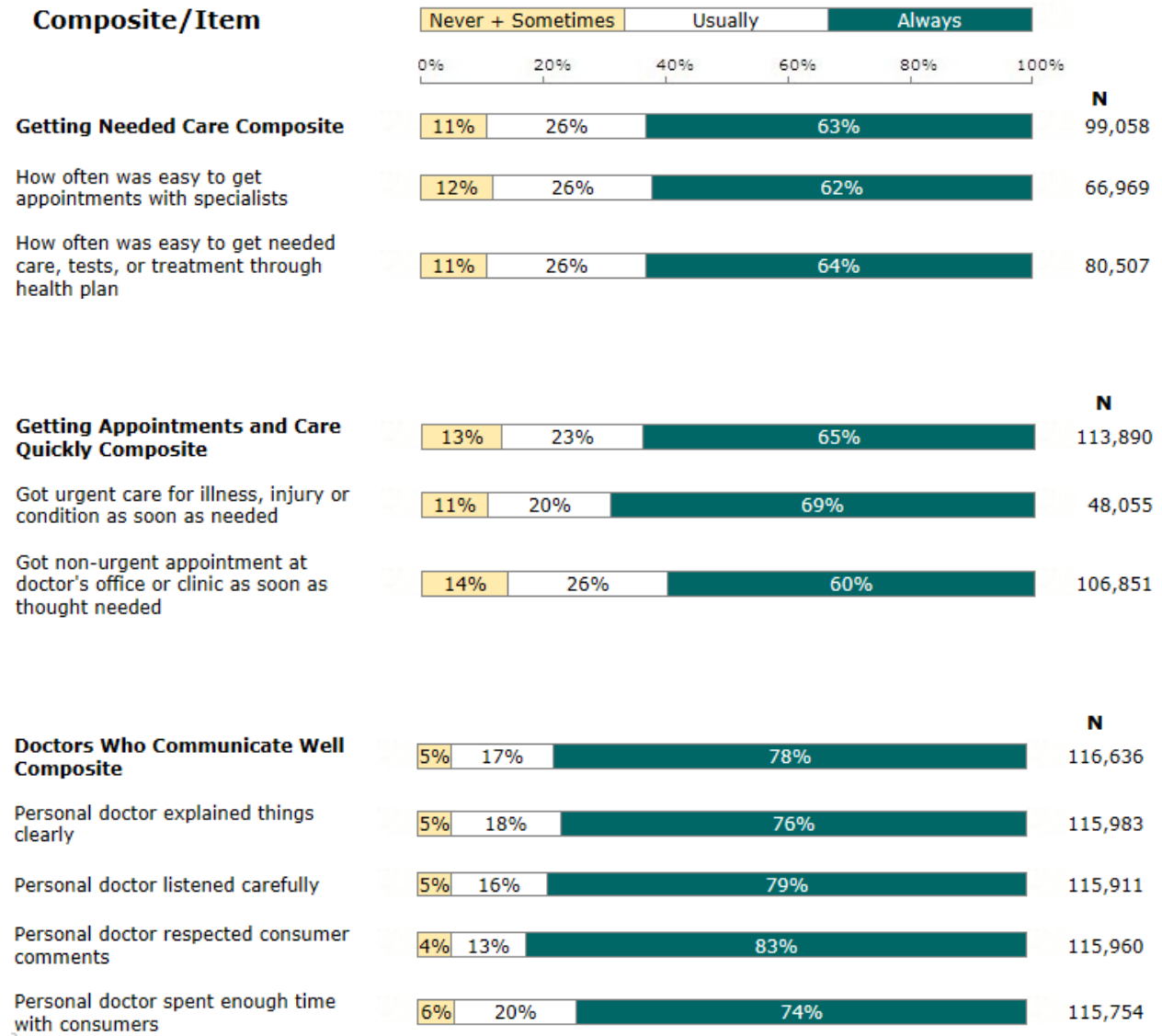
Table 4. CHIP Composition of the CAHPS Health Plan Survey Database 2011-2016

CHIP Medicaid Composition					
	2011	2013	2014	2015	2016
Number of Plans	41	12	15	19	21
Number of Respondents	26,232	9,149	11,762	13,466	14,999

Notes: (1) In 2011, the Database reported CHIP Medicaid version 4.0. (2) From 2013-2016, the Database reported version 5.0 for CHIP Medicaid.

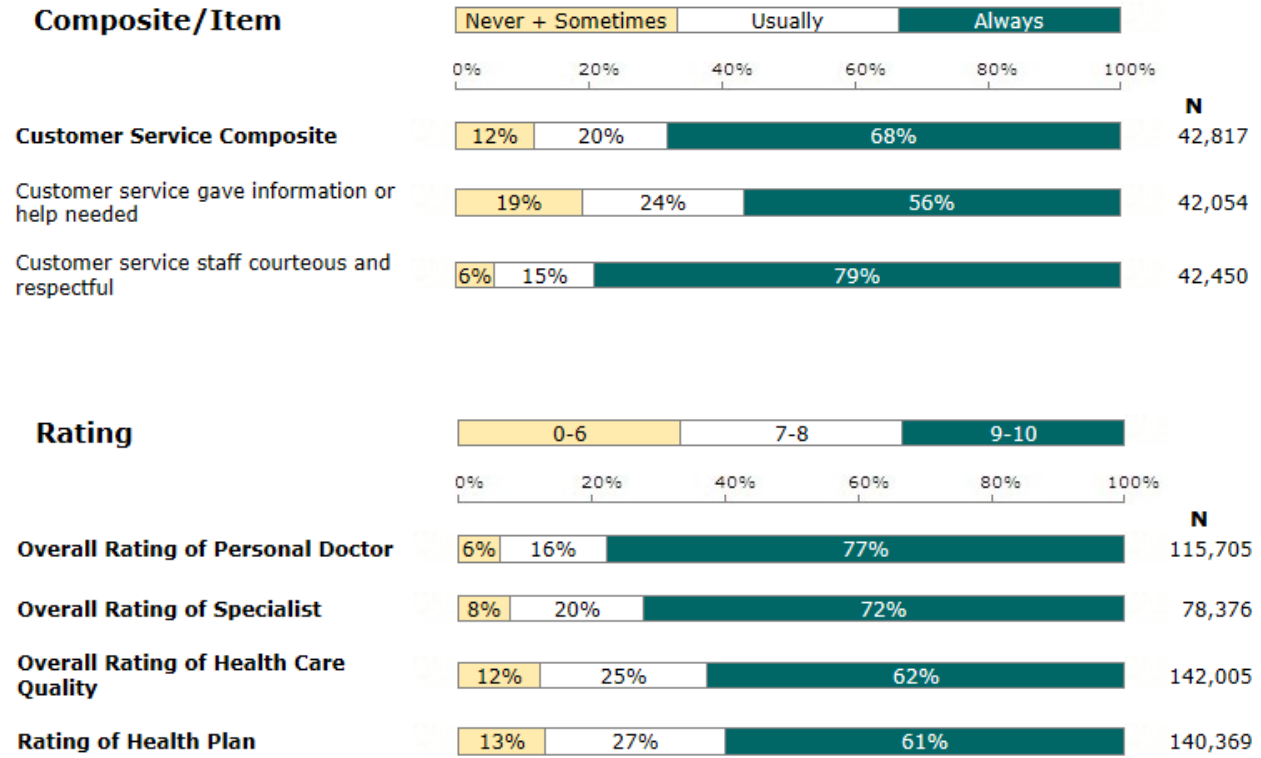
## Medicare

## Medicare 2016 Results



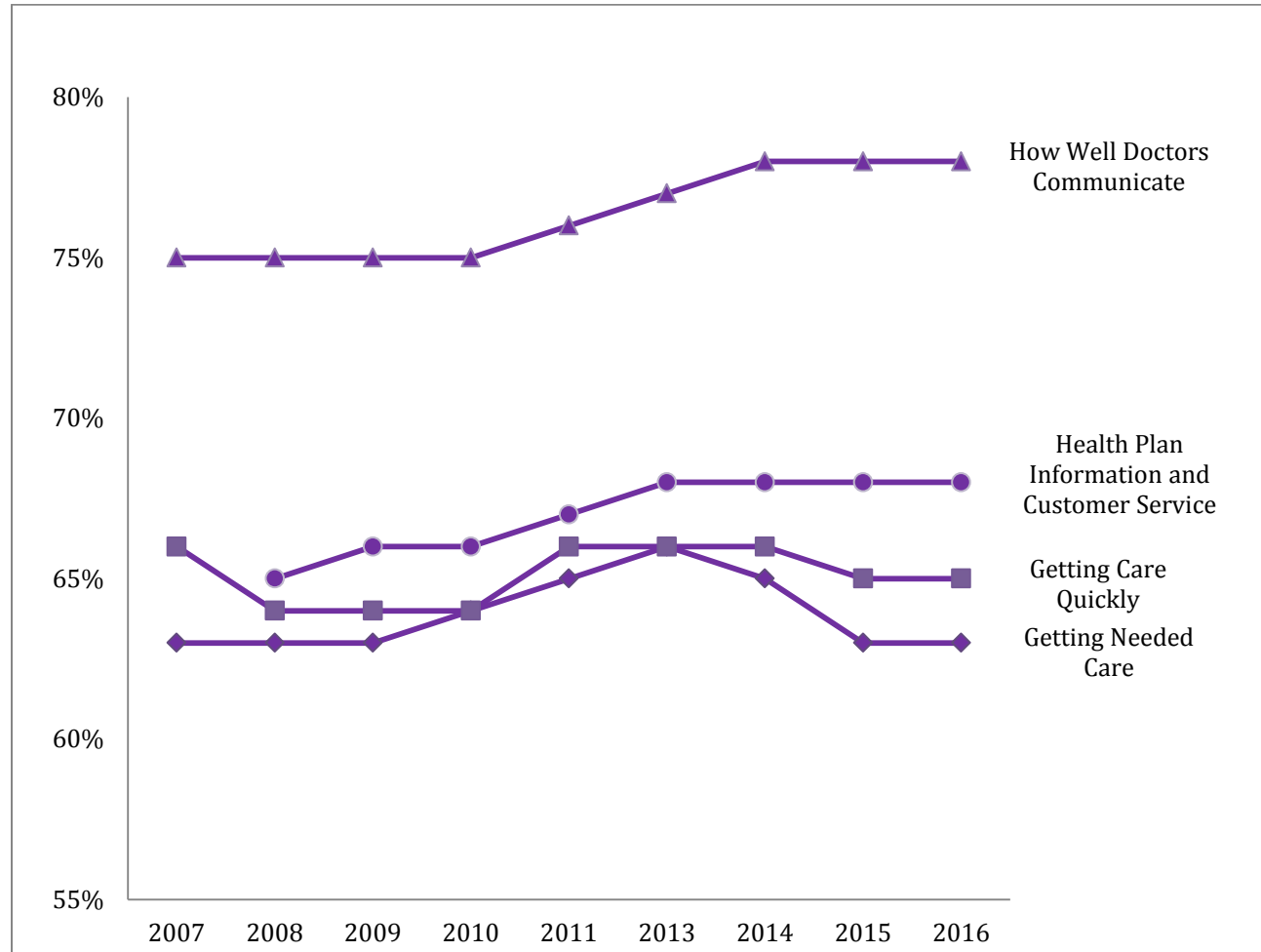


### Medicare 2016 Results (continued)



## Medicare Trends

Figure 7. Medicare Top-Box Composite Scores 2007-2016



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

### Medicare Trends (continued)

Figure 8. Medicare Top-Box Rating Scores 2007-2016

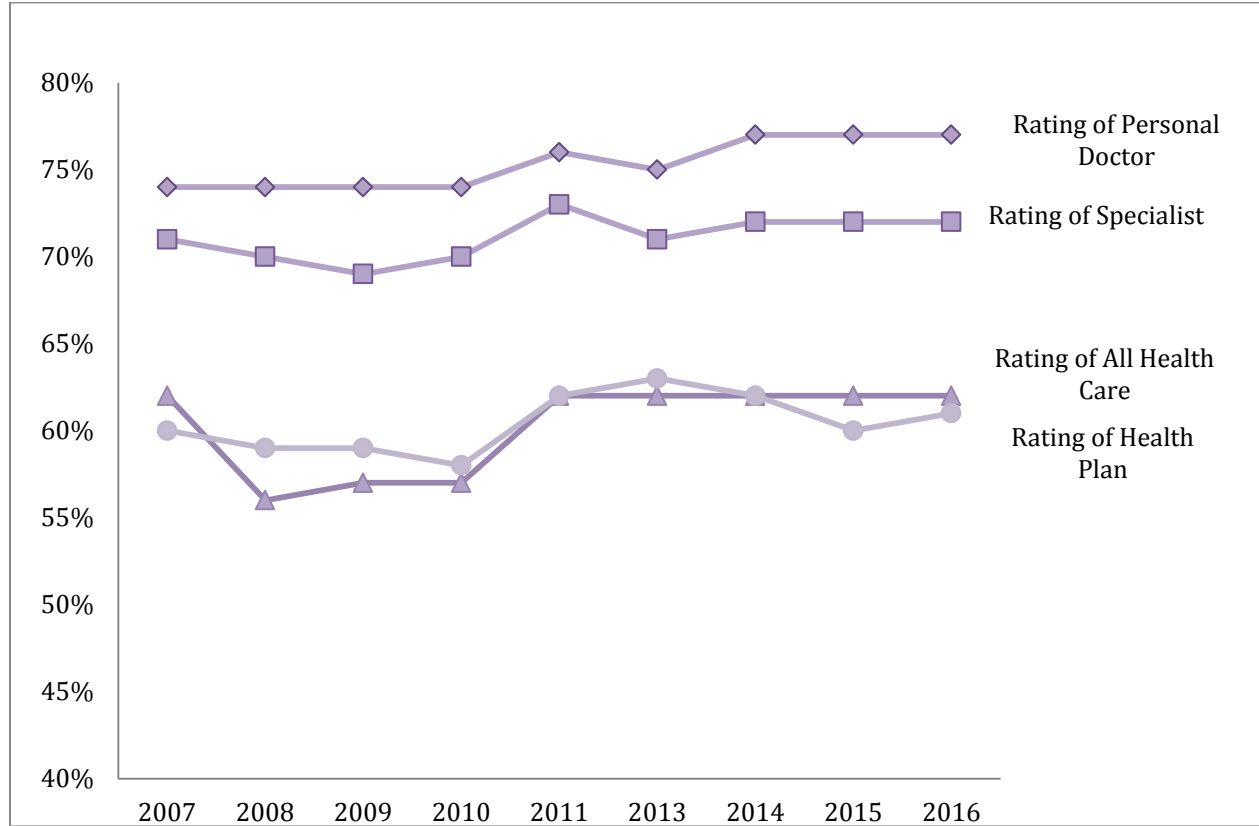


Table 5. Medicare Composition of the CAHPS Health Plan Survey Database 2007-2016

Medicare Composition									
	2007	2008	2009	2010	2011	2013	2014	2015	2016
Number of Plans	296	343	405	431	445	451	443	431	382
Number of Respondents	115,910	207,366	206,647	221,120	163,182	198,350	195,748	155,095	147,908

Note: (1) From 2007-2016, the Database collected Medicare version 4.0 only

## APPENDIX A. 2016 SURVEY RESPONDENTS AND HEALTH PLANS BY STATE

Table A-1 shows data submissions to the CAHPS Health Plan Survey Database by State for 2016. The total number of respondents and plans by state are presented by population.

Table A-1. 2016 Survey Respondents and Health Plans by State

State	Adult Medicaid		Child Medicaid		CHIP		Adult Medicare	
	Respondents	Plans	Respondents	Plans	Respondents	Plans	Respondents	Plans
Alabama	423	1	437	1	909	1	1,702	4
Arizona	-	-	-	-	-	-	3,136	12
Arkansas	-	-	-	-	303	1	872	3
California	1,282	4	1,858	3	-	-	9,185	24
Colorado	624	2	3,887	10	2,380	5	2,209	6
Connecticut	-	-	-	-	-	-	1,523	5
Delaware	237	1	303	1	-	-	-	-
District Of Columbia	437	1	520	1	-	-	-	-
Florida	1,876	5	2,381	5	-	-	9,153	23
Georgia	1,340	3	2,504	4	-	-	3,638	11
Hawaii	2,737	5	341	1	724	1	2,335	5
Idaho	-	-	-	-	-	-	1,755	5
Illinois	1,719	4	1,252	2	-	-	4,207	11
Indiana	2,987	4	2,385	3	-	-	1,916	5
Iowa	-	-	-	-	-	-	1,074	3
Kansas	1,691	3	4,318	3	1,598	1	-	-
Kentucky	1,408	3	1,849	4	363	1	847	3
Louisiana	1,195	3	1,493	2	1,349	1	2,305	4
Maine	-	-	-	-	-	-	2,358	4
Maryland	5,183	9	9,403	9	-	-	1,255	3
Massachusetts	1,569	4	332	1	-	-	4,040	9
Michigan	7,699	13	5,145	12	-	-	5,532	11
Minnesota	6,114	9	-	-	-	-	3,654	10
Mississippi	-	-	-	-	-	-	2,225	2
Missouri	-	-	2,049	6	-	-	2,473	8
Montana	-	-	-	-	-	-	990	2
Nebraska	290	1	799	1	-	-	292	1
Nevada	483	1	1,145	1	-	-	2,091	6
New Hampshire	333	1	812	1	-	-	843	3
New Jersey	1,577	3	1,769	3	751	1	2,407	8
New Mexico	906	2	1,586	2	-	-	2,071	5
New York	8,323	20	1,354	2	-	-	12,014	32

Table A-1. 2016 Survey Respondents and Health Plans by State (continued)

State	Adult Medicaid		Child Medicaid		CHIP		Adult Medicare	
	Respondents	Plans	Respondents	Plans	Respondents	Plans	Respondents	Plans
North Carolina	-	-	-	-	-	-	1,534	5
Ohio	2,342	5	5,404	6	-	-	5,733	18
Oklahoma	487	1	-	-	454	1	2,411	7
Oregon	5,665	17	5,574	17	-	-	6,278	17
Pennsylvania	3,707	9	4,160	9	2,173	3	12,876	21
Puerto Rico	-	-	-	-	-	-	2,113	7
Rhode Island	977	2	404	1	-	-	442	2
South Carolina	1,253	3	1,407	3	-	-	914	3
Tennessee	1,200	1	3,284	1	-	-	3,816	9
Texas	1,586	4	4,109	7	858	2	7,219	24
Utah	-	-	-	-	-	-	3,347	8
Vermont	-	-	-	-	-	-	-	-
Virginia	2,093	5	2,379	5	952	1	2,419	6
Washington	2,177	5	2,449	2	2,185	2	4,280	13
West Virginia	749	2	871	2	-	-	2,271	2
Wisconsin	486	1	1,095	1	-	-	4,153	12
<b>Total</b>	<b>73,155</b>	<b>157</b>	<b>79,058</b>	<b>132</b>	<b>14,999</b>	<b>21</b>	<b>147,908</b>	<b>382</b>

## APPENDIX B. DEFINITION OF COMPOSITES, ITEMS AND RATINGS

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

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

Question Text	Response Option
<b>Getting Needed Care</b>	
In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Never</li> <li>● Sometimes</li> <li>● Usually</li> <li>● Always</li> </ul>
In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	
<b>Getting Care Quickly</b>	
In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Never</li> <li>● Sometimes</li> <li>● Usually</li> <li>● Always</li> </ul>
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?	
<b>How Well Doctors Communicate</b>	
In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Never</li> <li>● Sometimes</li> <li>● Usually</li> <li>● Always</li> </ul>
In the last 6 months, how often did your personal doctor listen carefully to you?	
In the last 6 months, how often did your personal doctor show respect for what you had to say?	
In the last 6 months, how often did your personal doctor spend enough time with you?	
<b>Health Plan Information &amp; Customer Service</b>	
In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Never</li> <li>● Sometimes</li> <li>● Usually</li> <li>● Always</li> </ul>
In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	
<b>Overall Ratings</b>	
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?	<b>Response Options</b> <ul style="list-style-type: none"> <li>● 0-10</li> </ul>
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?	
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?	
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?	

