



# 2019 Health Plan Survey Database

This overview of results summarizes how health plan enrollees across all populations rate their health plan based on the 2019 Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Health Plan Survey Database.

## HEALTH PLAN ENROLLEES



43,588

Adult  
Medicaid  
Enrollees

72,429

Child  
Medicaid  
Enrollees

180,568

Medicare  
Enrollees

18,090

CHIP  
Program  
Enrollees



## AMONG THE FOUR POPULATIONS...

### Highest Scoring Measure



How Well Doctors Communicate

80 percent of CHIP respondents indicated that the child's doctor communicated well.

### Lowest Scoring Measure



Getting Needed Care

56 percent of Adult Medicaid respondents indicated that they could always get needed care.

### Overall Rating Items



Personal Doctors & Specialists

Enrollees rated their Personal Doctors and Specialists more highly than their Health Care or Health Plans.

To view the full 2019 Chartbook:

<https://cahpsdatabase.ahrq.gov/files/2019CAHPSHealthPlanChartbook.pdf>

For more information on the CAHPS Health Plan Survey Database:

<https://cahpsdatabase.ahrq.gov/HPSurveyGuidance.aspx>

