THE CAHPS DATABASE

2020 CAHPS Health Plan Survey Database

2020 Chartbook

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

Agency for Healthcare Research and Quality

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1. OVERVIEW

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2020 Health Plan Survey Database

This overview of results summarizes how health plan enrollees across all populations rate their health plan based on the 2020 Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Health Plan Survey Database.

HEALTH PLAN ENROLLEES

51,211 Adult Medicaid Enrollees

56,311 Child Medicaid Enrollees

12,448 CHIP Program Enrollees

119,970
Total Enrollees

AMONG THE THREE ENROLLEE POPULATIONS...

Highest Scoring Measure

How Well Doctors Communicate

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

Lowest Scoring Measure

Getting Needed Care

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

Overall Rating Items

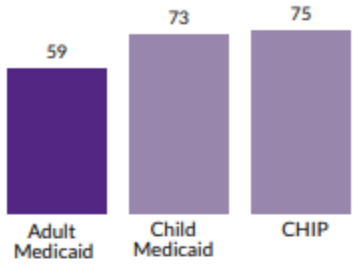
Personal Doctors and Specialists

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

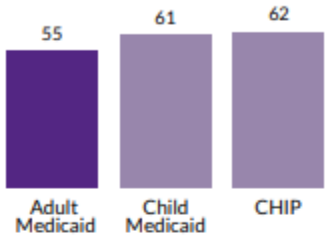
Health Plan Composite Measure Results by Enrollee Population

Child Medicaid and CHIP enrollees report having better access to care and communication with doctors than the Adult Medicaid enrollees.

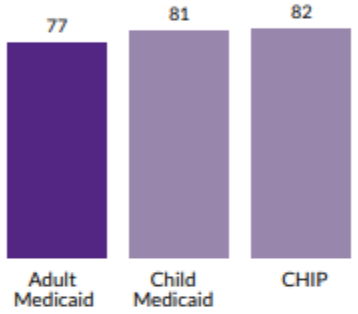
Getting Care Quickly



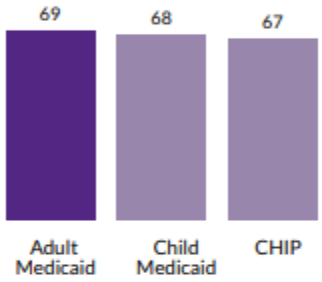
Getting Needed Care



How Well Doctors Communicate

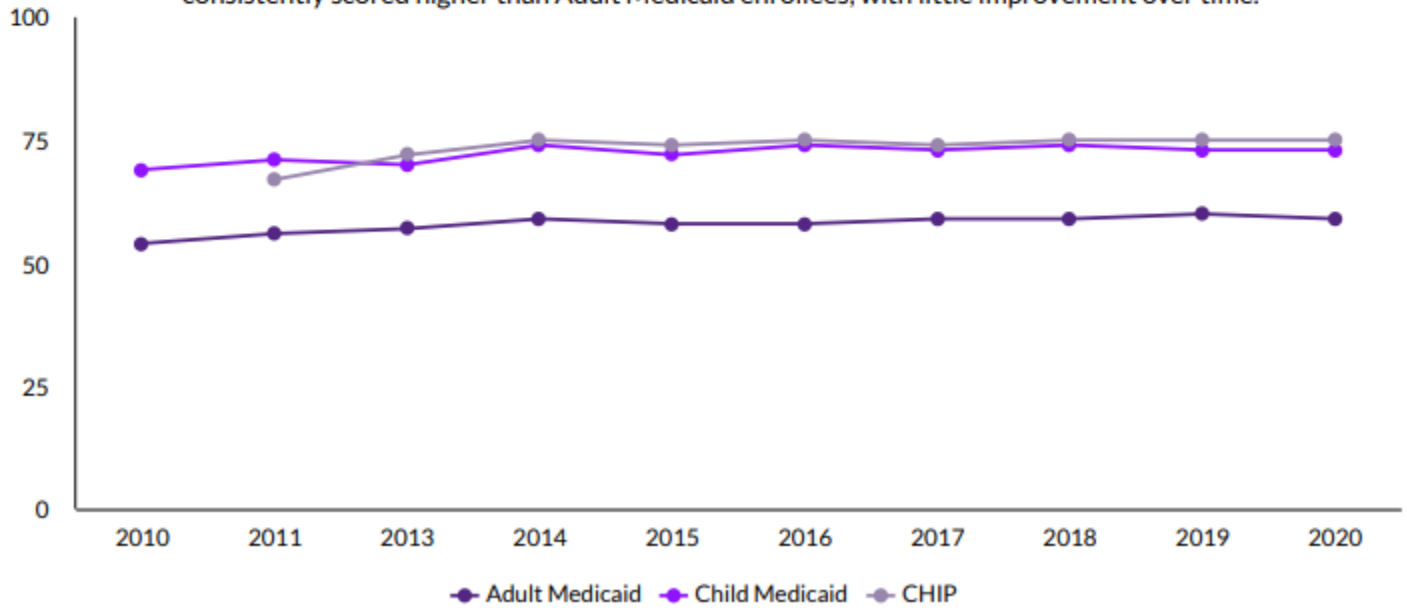


Health Plan Information and Customer Service



Largest Composite Measure Difference Between Adult Medicaid and the Child Medicaid and CHIP Enrollees

The largest difference in scores between Adult Medicaid enrollees and the Child Medicaid and CHIP enrollees is in the composite measure Getting Care Quickly. Over a ten-year period, Child Medicaid and CHIP enrollees consistently scored higher than Adult Medicaid enrollees, with little improvement over time.



*There are no results available for 2012 because of a lapse in the support contract for the CAHPS Database.

2. INTRODUCTION

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Health Plan Survey Database receives data voluntarily submitted by survey sponsors that have administered the CAHPS Health Plan Survey Versions 5.0 or 5.0H (HEDIS). The CAHPS Database aggregates the data to facilitate comparisons of CAHPS survey results by sponsors, researchers, and other interested organizations.

This Chartbook presents summary-level results calculated from CAHPS Health Plan Survey data submitted in 2020 for the following health plan enrollee populations[1]:

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

Detailed results for each enrollee population are provided for the core survey composite measures, individual question items, and ratings in the sections that follow. In addition, selected trend results for 10 years during the period from 2010-2020 are presented for the Adult and Child Medicaid populations.

Table 1 presents a comparison of the top-box scores (the most positive survey response option) for the composite measures and ratings across the three health plan enrollee populations included in the 2020 CAHPS Health Plan Survey Database.

Table 1. Comparison of 2020 Top-Box Scores By Enrollee Population

Composite Measure//Rating	Adult Medicaid	Child Medicaid	CHIP
Number of Respondents	51,211	56,311	12,448
Number of Plans	159	137	42
Composite Measure			
Getting Needed Care	55%	61%	62%
Getting Care Quickly	59%	73%	75%
How Well Doctors Communicate	77%	81%	82%
Health Plan Information and Customer Service	69%	68%	67%
Ratings			
Rating of Personal Doctor	69%	78%	78%
Rating of Specialist	69%	74%	74%
Rating of Health Care	56%	70%	72%
Rating of Health Plan	61%	71%	70%

[1]In previous years, the CAHPS Database has received CAHPS Medicare Managed Care survey data collected by the Centers for Medicare & Medicaid Services (CMS). CMS did not collect Medicare data this year due to the COVID-19 pandemic and therefore, results are not presented in this Chartbook.

3. DATA SOURCES, LIMITATIONS AND RESEARCH DATASETS

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, and individual health plans. The 2020 results are based on survey data collected between July 2019 and July 2020.

The summary results presented in this Chartbook are compiled from data reported in the CAHPS Health Plan Database Online Reporting System (ORS). The ORS is a Web-based platform that allows users to interact with the results for survey composite measures, rating measures, and individual items. The CAHPS Health Plan ORS is updated annually with new data submitted by users of the CAHPS Health Plan Survey.

Appendix A presents the number of Medicaid and CHIP survey respondents by State included in the 2020 CAHPS Health Plan Survey Database.

Data Limitations

Because the organizations that voluntarily contribute data to the CAHPS Database are not from a statistically representative sample of all U.S. health plans, and a limited number of plans may choose to participate, the submitting organizations are not representative of all U.S. health plans or enrollee populations. Estimates based on these voluntarily submitted data sets may produce biased estimates of the U.S. health plan and enrollee populations; it is not possible to compute estimates of precision from these data. In addition, the number and mix of sponsors contributing data vary slightly from year to year, and therefore comparisons over time should be made with these limitations and variations in mind. Comparisons of results across populations should also take into account that variations in benefit design and other factors might affect survey responses across populations.

Impact of COVID-19 Pandemic

Eighty percent or more of health plans submitting to the 2020 CAHPS Health Plan Survey Database fielded the survey during the initial wave of the pandemic between February 2020 and May 2020. Because of this, a series of analyses were performed to help determine the impact, if any, the pandemic may have had on 1) the number of plan submissions, 2) survey scores, and 3) missing data for the 2020 data compared to the data submitted for the same time periods in 2018 and 2019.

The COVID-19 pandemic does not appear to have had a major impact on the number of CAHPS Health Plan Survey submissions to the 2020 CAHPS Database, or on survey scores compared to the previous two years. A few items had a higher percentage of missing data in 2020 as compared to previous years but it was due to low administration of those questions. These questions are not publicly reported due to lack of data.

In addition, six survey vendors that submitted data this year were asked to describe what impact, if any, the pandemic had on survey administration. The most prevalent change to survey administration protocols was the transition to mail-only administration, affecting a majority of the plan samples. This change was related to the extension of the field period, which was requested by two vendors, and resulted in a decision to extend the 2020 CAHPS Health Plan Survey Database submission period by six weeks. This extension was welcomed by all vendors in order to accommodate delays in USPS delivery of

both outgoing and incoming surveys. Taken together, these changes do not appear to have had a material effect on the number of plan submissions or survey scores, as noted above.

Research Datasets and Technical Assistance

De-identified CAHPS Health Plan Survey data research files are available upon request according to the CAHPS Database Data Release Policy. To learn more, visit https://cahpsdatabase.ahrq.gov/DataResearchers.aspx.

Questions or comments regarding this Chartbook or the CAHPS Health Plan Survey Database may be directed to the CAHPS Database by email CAHPSDatabase@westat.com or questions may be directed to the toll-free help line at 888-808-7108.

4. RESULTS BY ENROLLEE POPULATION

This section presents a summary of results for each of the health plan enrollee populations included in the 2020 CAHPS Health Plan Survey Database. Results are presented in the form of bar charts that graphically show the distribution of scores for the four composite measures, the individual question items that compose each composite measure, and the four ratings. Appendix B lists the composite measures, 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 composite measures based on 4-point response scales (i.e., "always," "usually," "sometimes," and "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

To provide context for the 2020 results, the percentage distribution of survey respondents by state for each population is shown graphically at the beginning of each section. The actual number of respondents by state is shown in Appendix A.

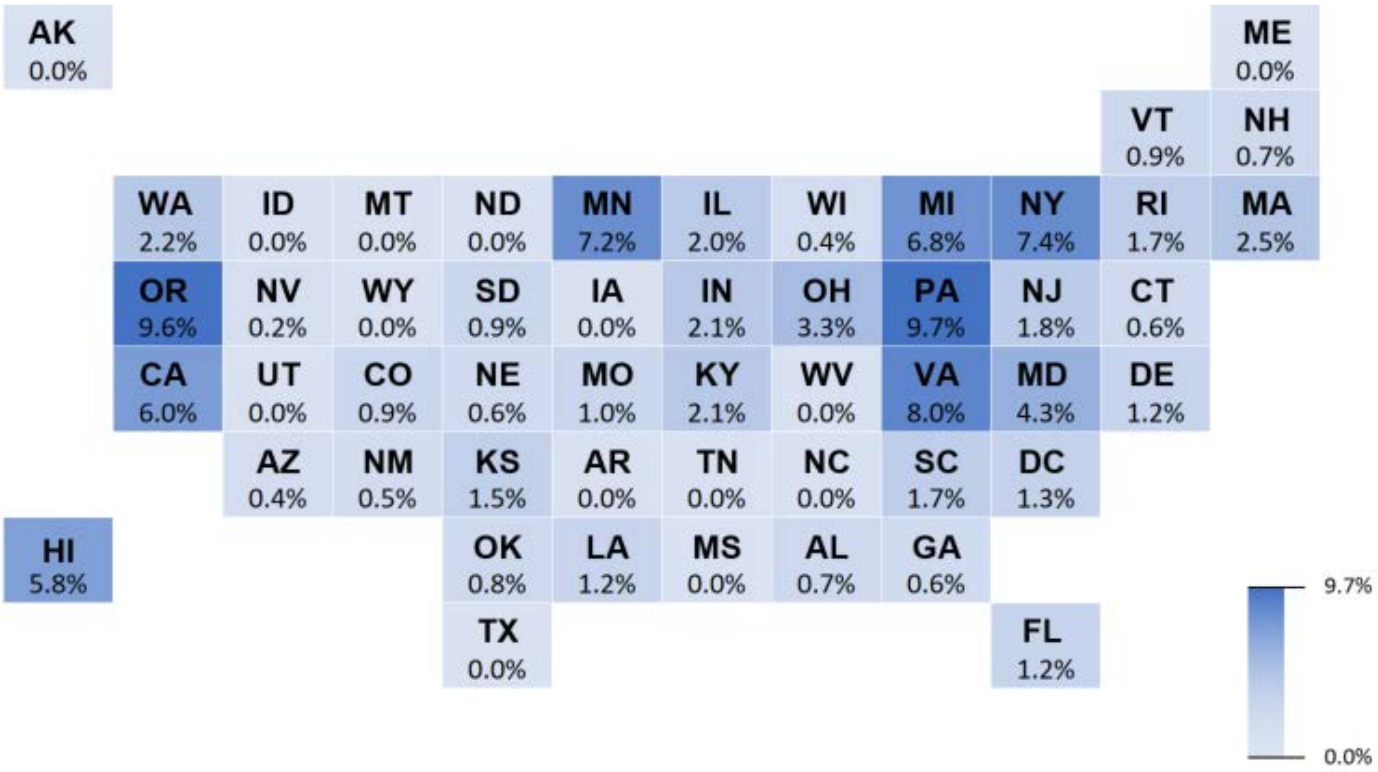
Trend data for the Adult and Child Medicaid enrollee populations are presented for 2010 to 2020. Trend data for the CHIP enrollee population are presented for 2011 to 2020. Note that no results are available for 2012 because of a lapse in the support contract for the CAHPS Database.

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 and Child Medicaid populations. There has been a general increase in participation for the CHIP population since 2011. At the end of each section, there is table that provides the number of plans and respondents to provide an 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 to the rating questions or to the definition of the composite measures.

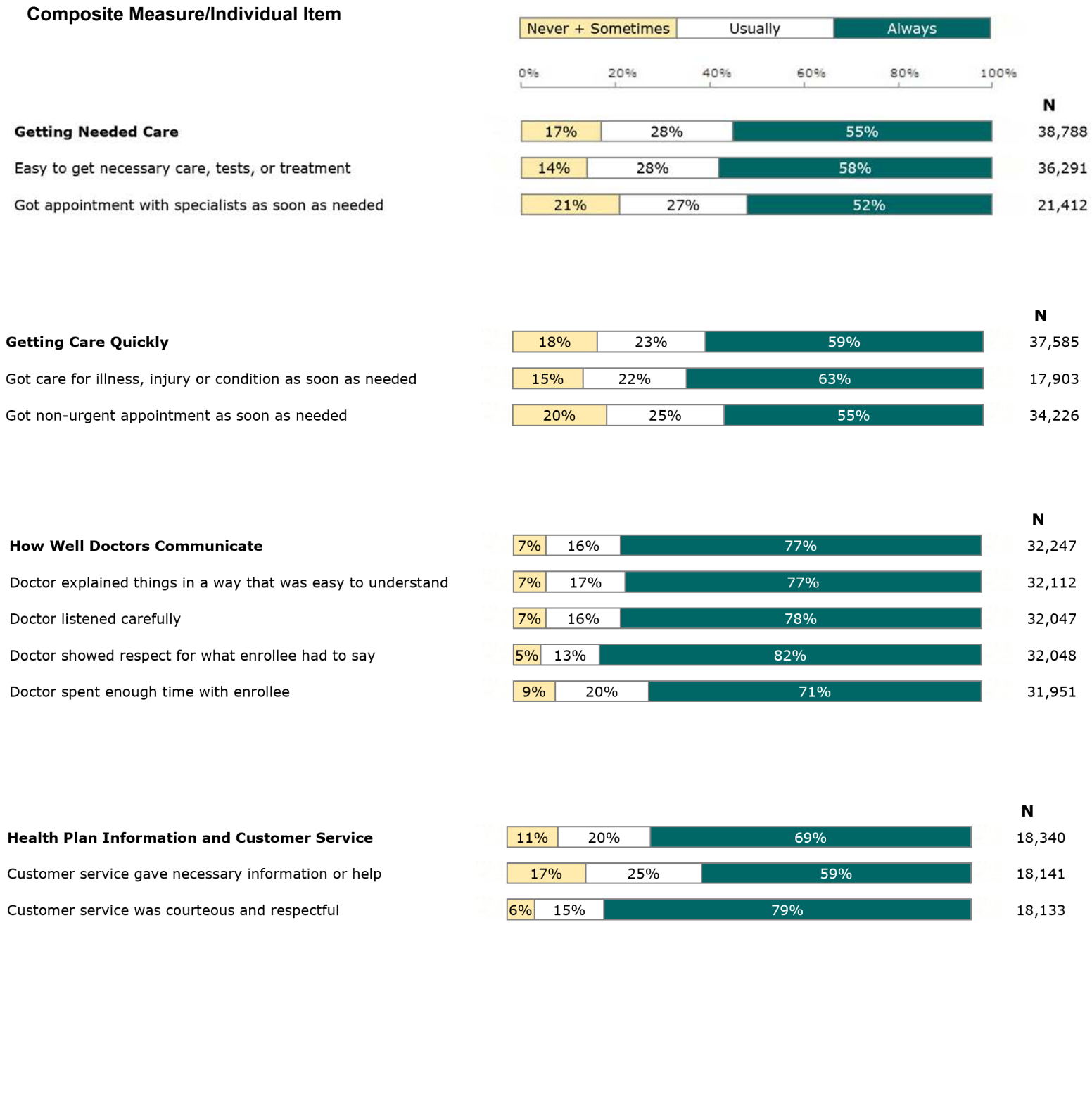
As noted earlier, detailed results for each question item are available through the CAHPS Database Online Reporting System. The ORS also includes results for select supplemental HEDIS items included in the 5.0H version of the CAHPS Health Plan Survey.

Adult Medicaid

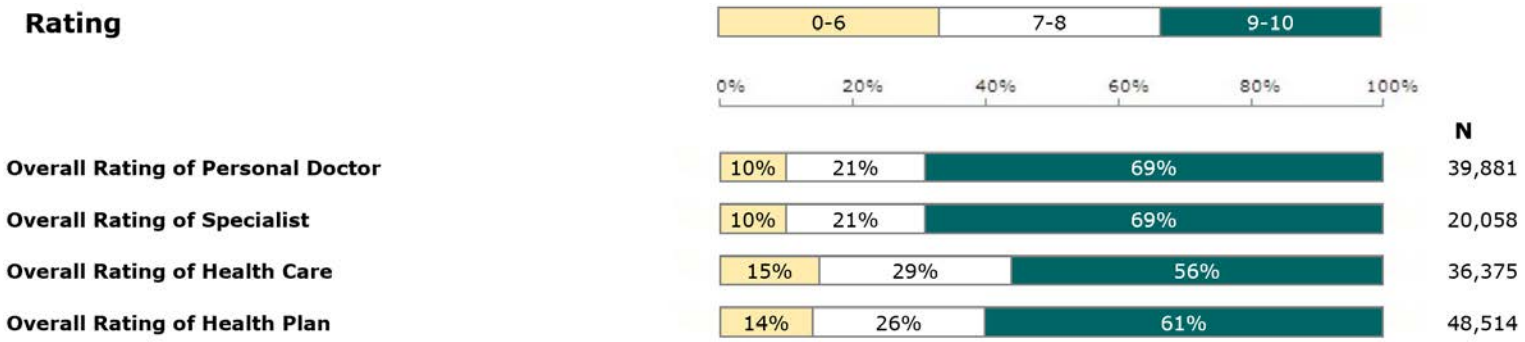
Percentage Distribution of 2020 Survey Respondents by State



Adult Medicaid 2020 Results

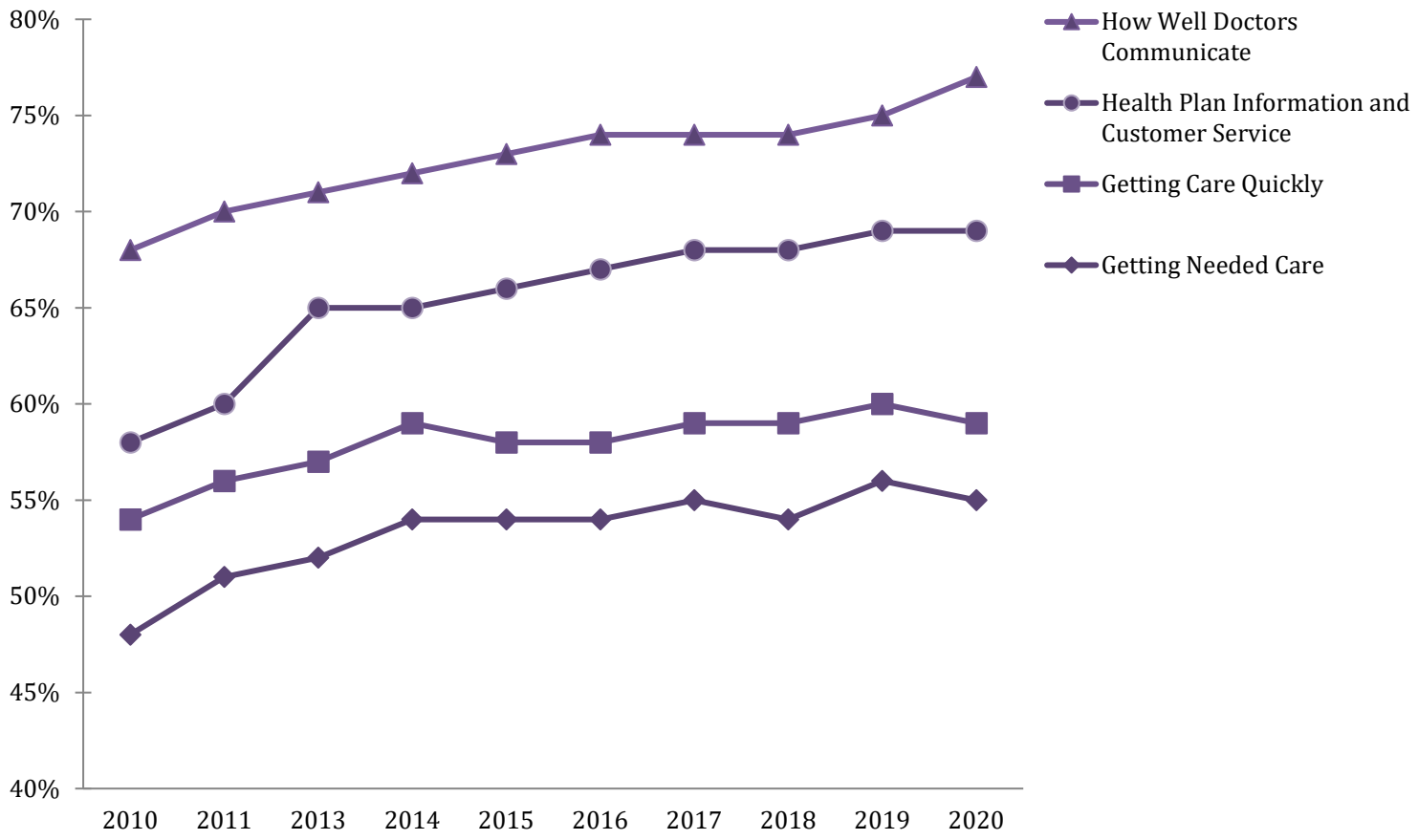


Adult Medicaid 2020 Results (continued)



Adult Medicaid Trends

Figure 1. Adult Medicaid Top-Box Composite Measure Scores 2010-2020



Adult Medicaid Trends (continued)

Figure 2. Adult Medicaid Top-Box Rating Scores 2010-2020

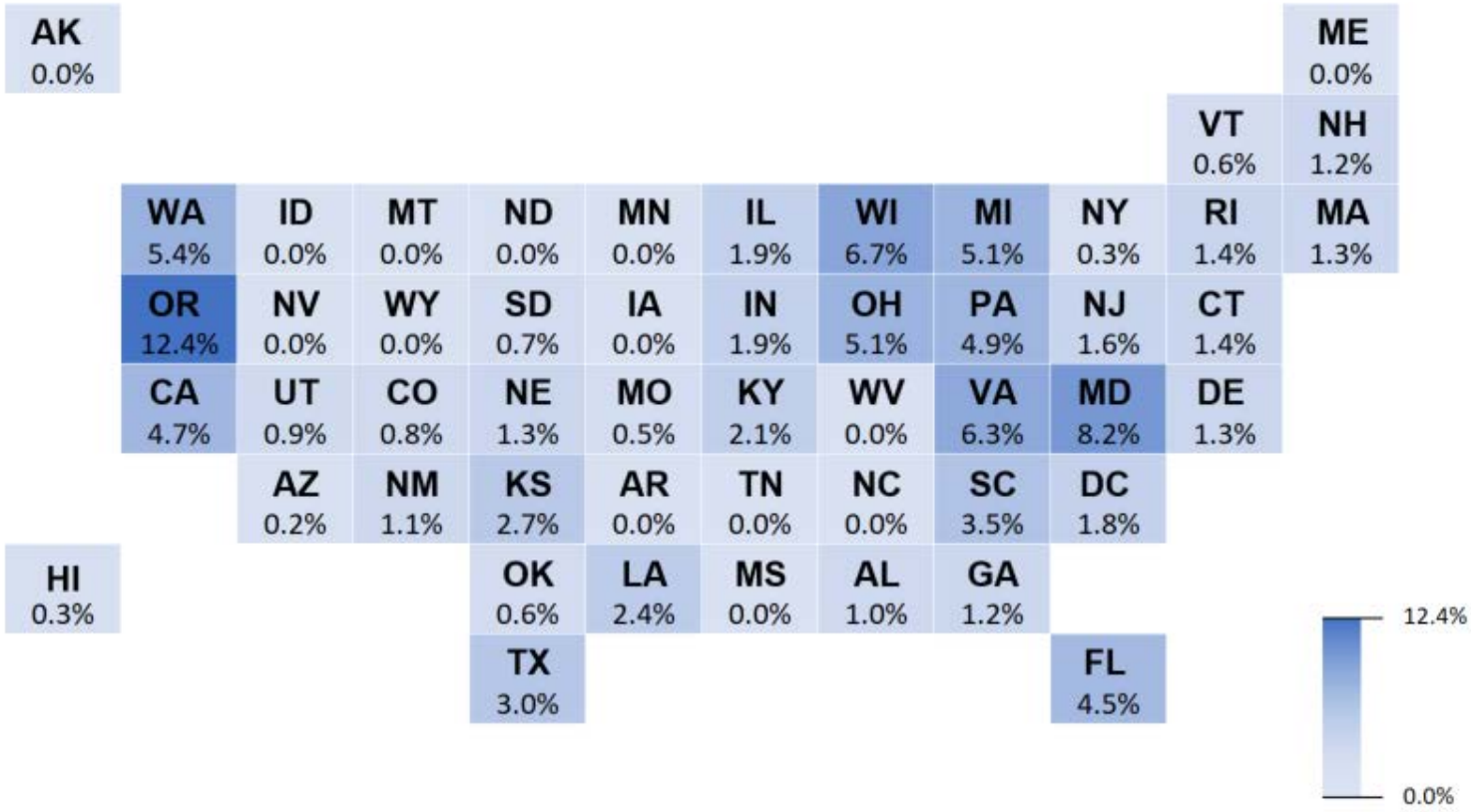
Table 2. Adult Medicaid Composition of the CAHPS Health Plan Survey Database 2010-2020

Adult Medicaid Composition										
	2010	2011	2013	2014	2015	2016	2017	2018	2019	2020
Number of Plans	186	148	124	149	133	157	152	146	131	159
Number of Respondents	97,626	73,820	60,249	68,234	61,369	73,155	65,053	54,362	43,588	51,211

Notes: (1) From 2010-2011, the Database reported Adult Medicaid version 4.0. (2) From 2013-2020, the Database reported Adult Medicaid version 5.0.

Child Medicaid

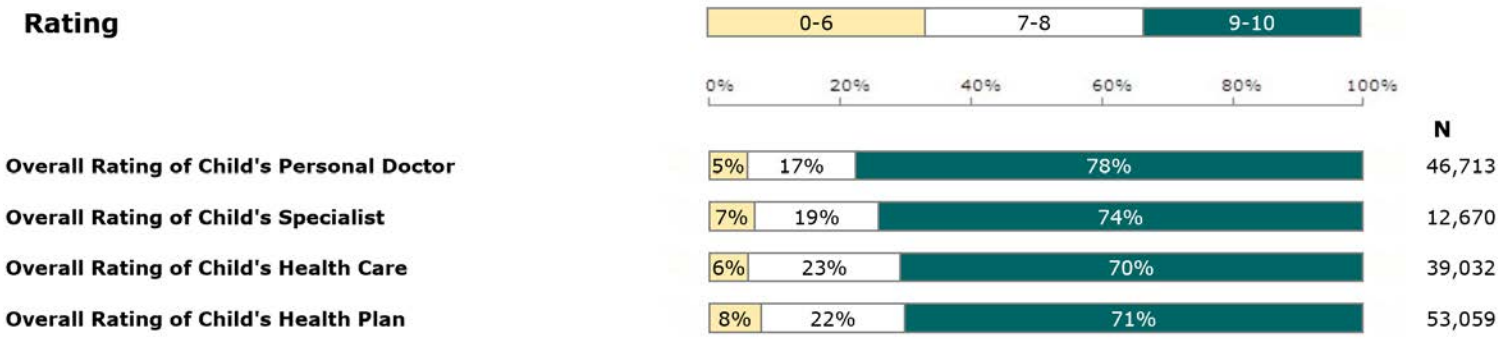
Percentage Distribution of 2020 Survey Respondents by State



Child Medicaid 2020 Results

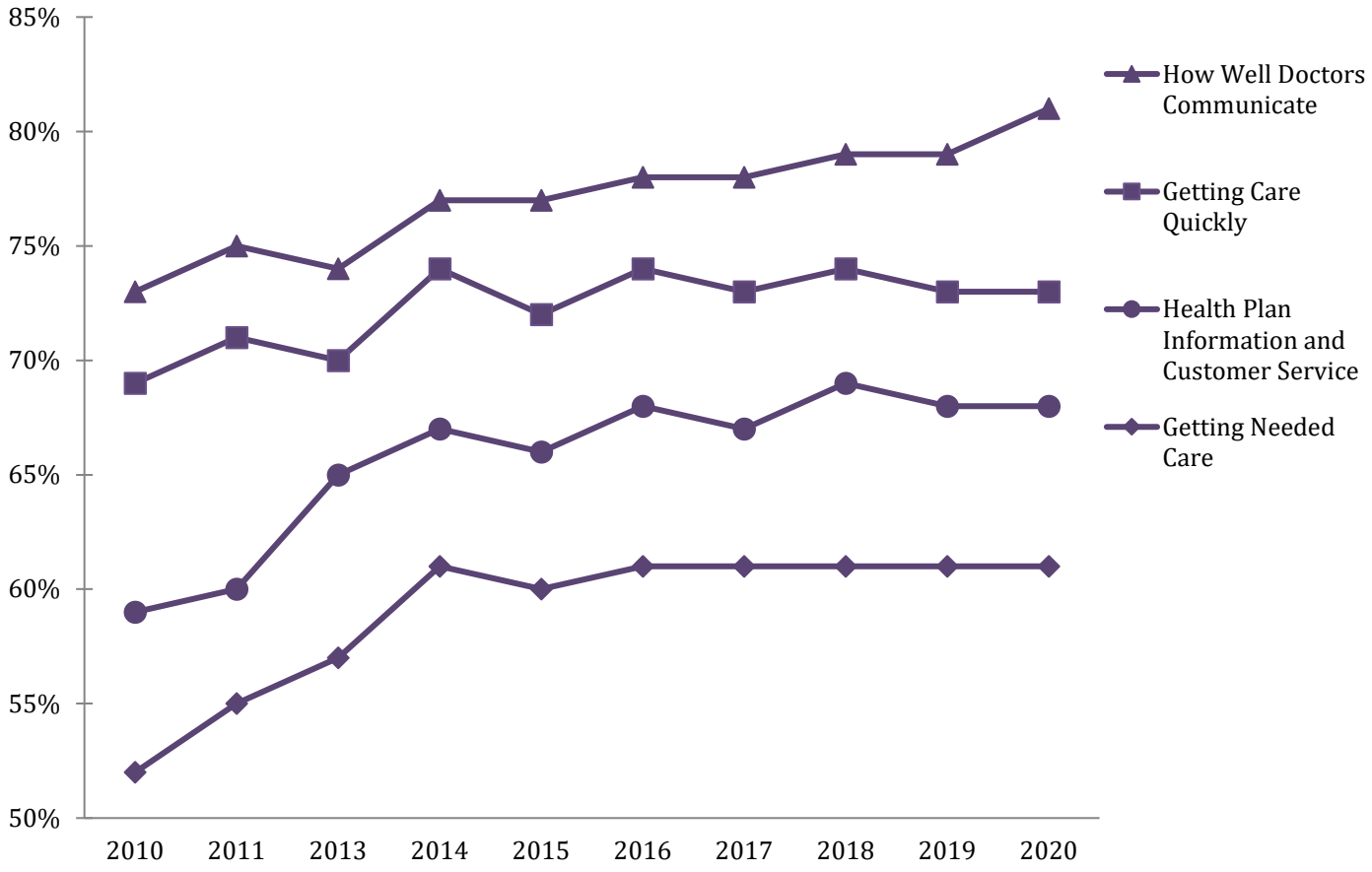
Composite Measure/Individual Item	Never + Sometimes	Usually	Always	N
Getting Needed Care for a Child	14%	24%	61%	40,865
Easy to get necessary care, tests, or treatment for child	9%	23%	68%	38,945
Got appointment for child with specialists as soon as needed	20%	25%	55%	13,722
Getting Care Quickly for a Child	10%	17%	73%	41,370
Child got care for illness, injury, or condition as soon as needed	8%	12%	79%	17,213
Child got non-urgent appointment as soon as needed	11%	21%	67%	37,811
How Well the Child's Doctors Communicate	5%	14%	81%	35,986
Child's doctor explained things in a way that was easy to understand	5%	12%	84%	35,837
Child's doctor listened carefully to respondent	4%	12%	84%	35,786
Child's doctor showed respect for what respondent had to say	3%	9%	88%	35,737
Child's doctor explained things in a way that was easy for child to understand	5%	17%	78%	23,922
Child's doctor spent enough time with child	8%	19%	72%	35,362
Health Plan Information and Customer Service	11%	20%	68%	14,618
Customer service at child's health plan gave necessary information or help	17%	24%	59%	14,509
Customer service staff at child's health plan was courteous and respectful	6%	16%	78%	14,475

Child Medicaid 2020 Results (continued)



Child Medicaid Trends

Figure 3. Child Medicaid Top-Box Composite Measure Scores 2010-2020



Child Medicaid Trends (continued)

Figure 4. Child Medicaid Top-Box Rating Scores 2010-2020

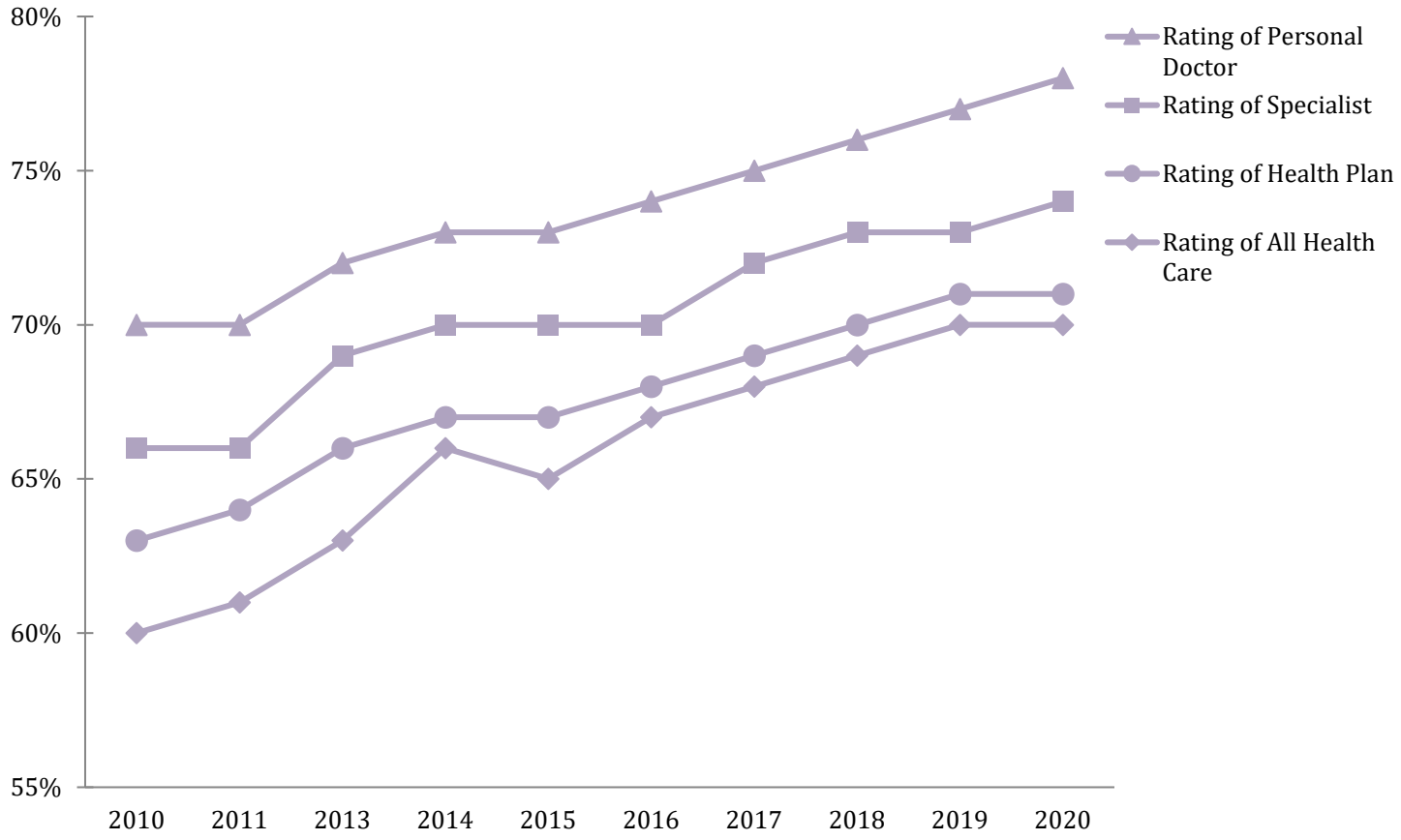


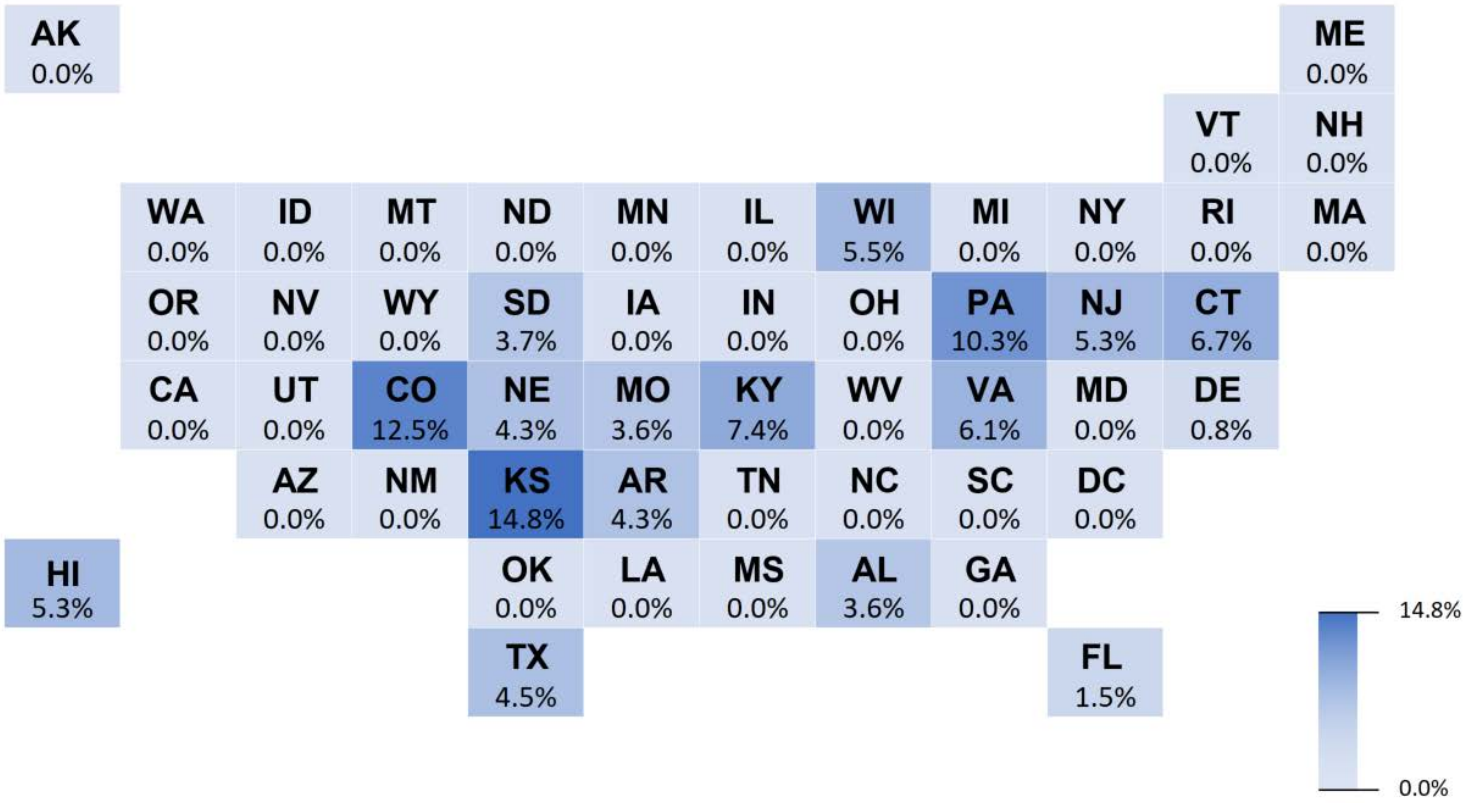
Table 3. Child Medicaid Composition of the CAHPS Health Plan Survey Database 2010-2020

Child Medicaid Composition										
	2010	2011	2013	2014	2015	2016	2017	2018	2019	2020
Number of Plans	132	129	105	100	136	132	169	150	152	137
Number of Respondents	88,694	85,003	66,804	60,153	91,049	79,058	103,283	79,736	72,429	56,311

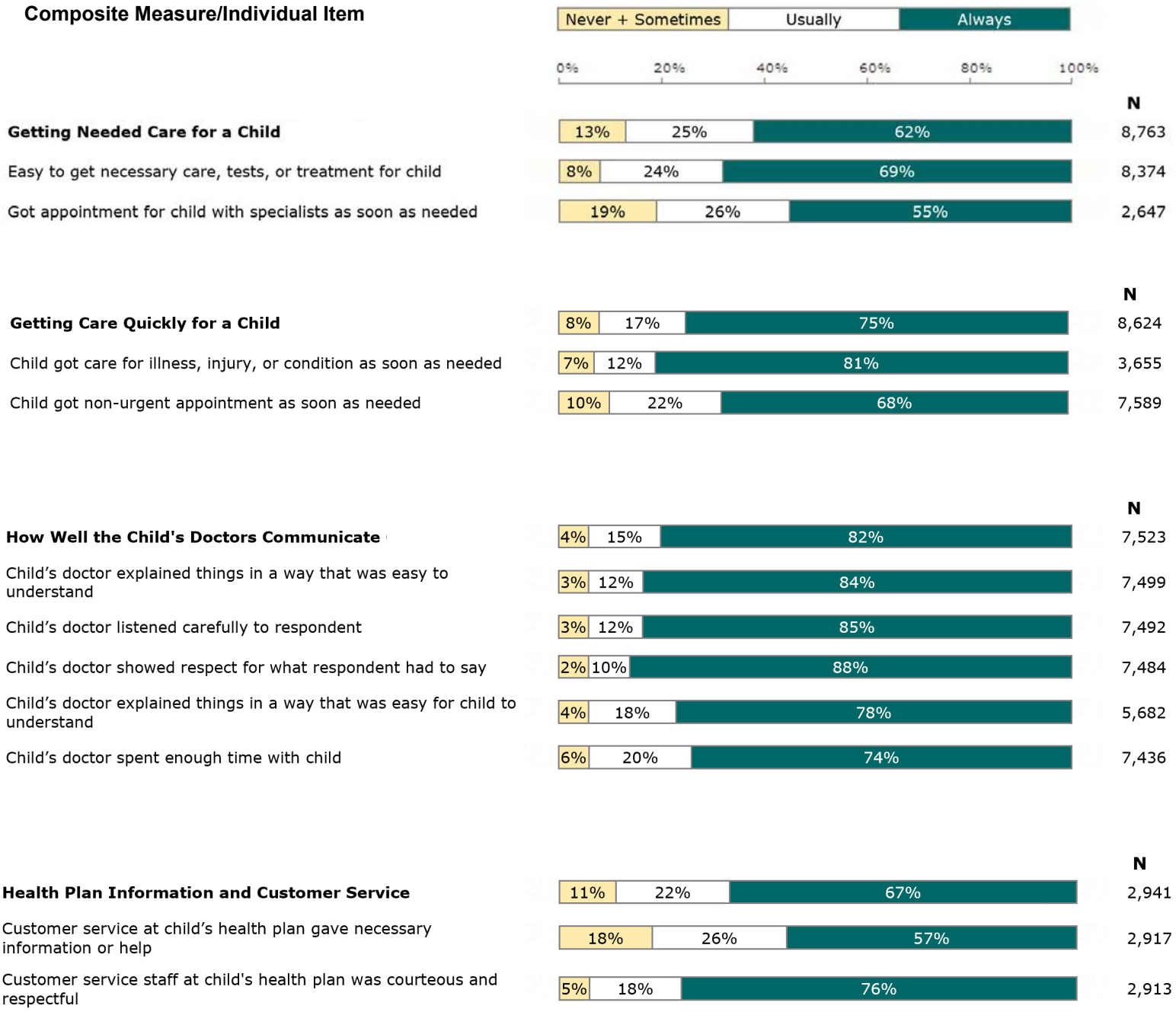
Notes: (1) From 2010-2011, the Database reported Child Medicaid version 4.0. (2) From 2013-2020, the Database reported Child Medicaid version 5.0.

Children's Health Insurance Program (CHIP)

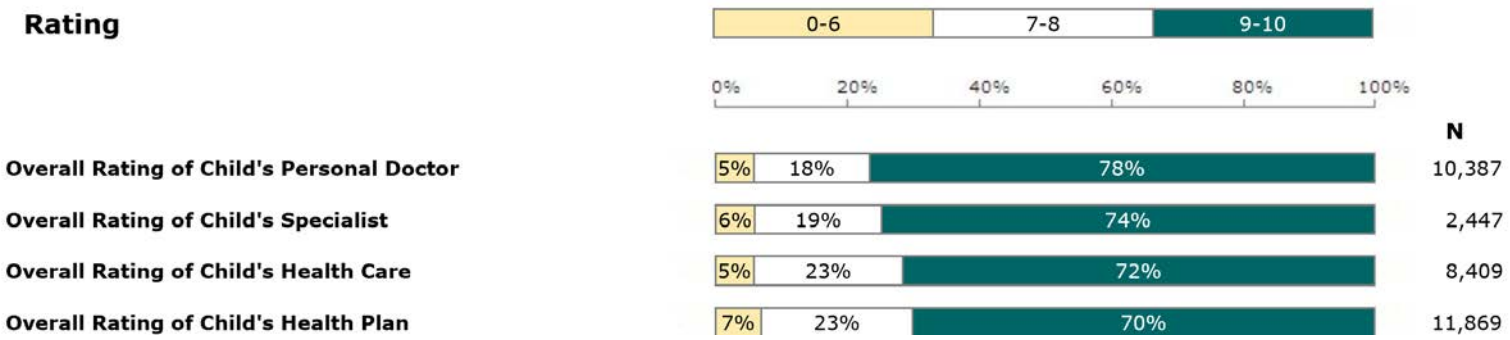
Percentage Distribution of 2020 Survey Respondents by State



CHIP 2020 Results

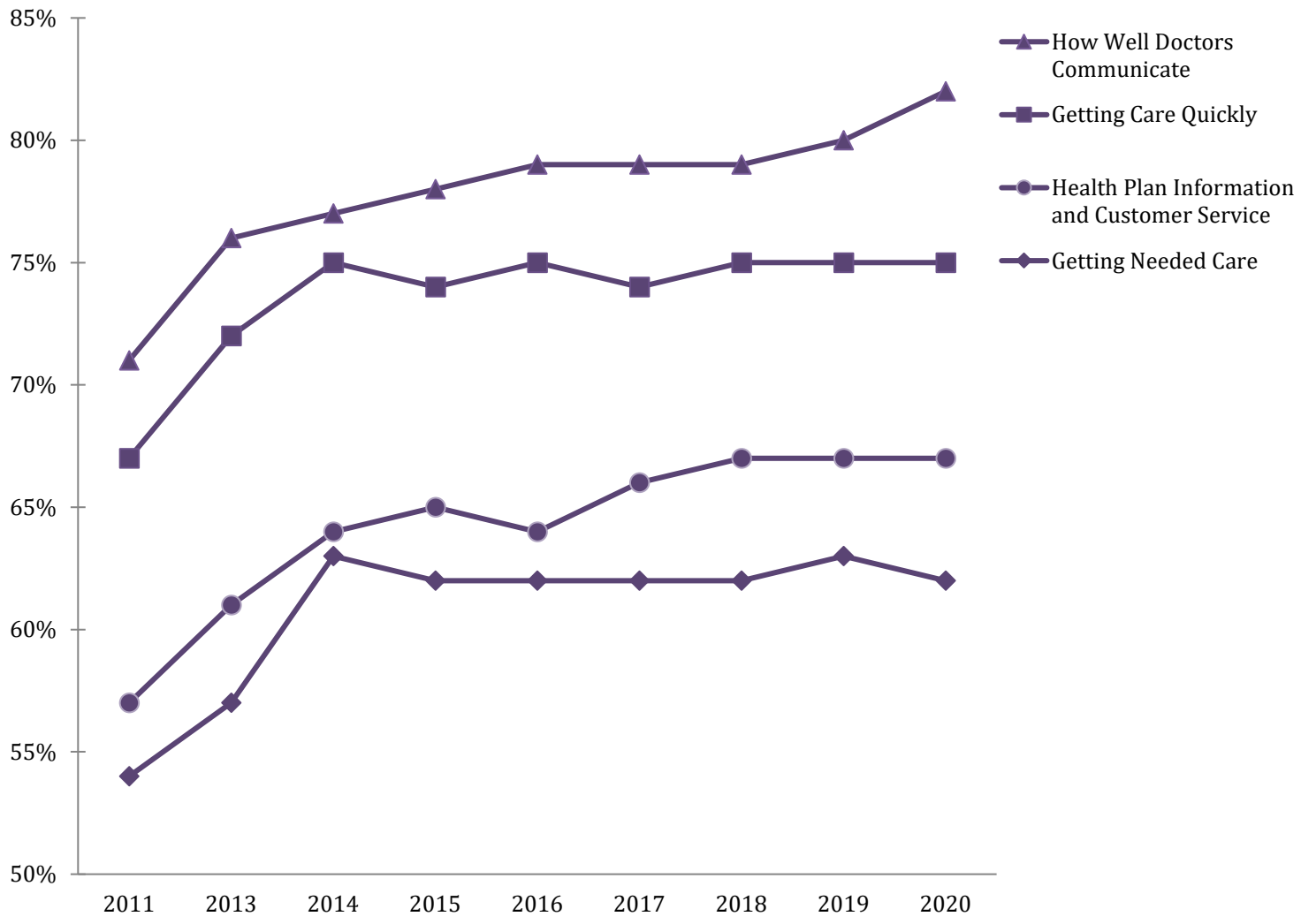


CHIP 2020 Results (continued)



CHIP Trends

Figure 5. CHIP Top-Box Composite Measure Scores 2011-2020



CHIP Trends (continued)

Figure 6. CHIP Top-Box Rating Scores 2011-2020

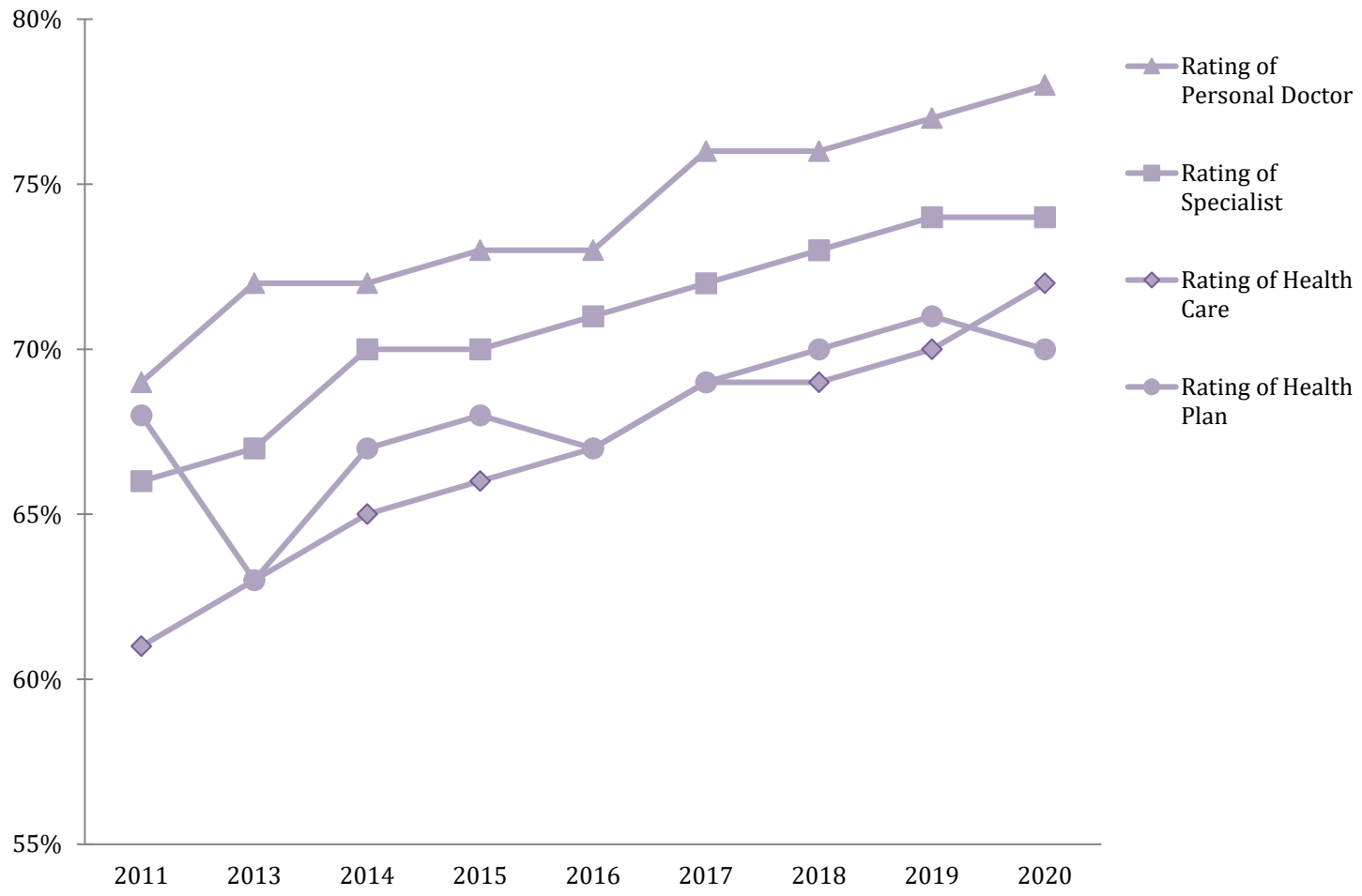


Table 4. CHIP Composition of the CAHPS Health Plan Survey Database 2011-2019

CHIP Medicaid Composition									
	2011	2013	2014	2015	2016	2017	2018	2019	2020
Number of Plans	41	12	15	19	21	23	25	48	42
Number of Respondents	26,232	9,149	11,762	13,466	14,999	15,221	13,933	18,090	12,448

Notes: (1) In 2011, the Database reported CHIP Medicaid version 4.0. (2) From 2013-2020, the Database reported CHIP Medicaid version 5.0.

APPENDIX A. 2020 SURVEY RESPONDENTS BY STATE

Table A-1 shows data submissions to the CAHPS Health Plan Survey Database by State for 2020. The total number of respondents by state are presented by population.

Table A-1. 2020 Survey Respondents by State

State	Adult Medicaid	Child Medicaid	CHIP
Alabama	362	543	446
Arizona	189	85	-
Arkansas	-	-	529
California	3,093	2,670	-
Colorado	482	469	1,554
Connecticut	314	790	829
Delaware	617	722	104
District Of Columbia	683	1,029	-
Florida	613	2,511	180
Georgia	301	676	-
Hawaii	2,961	175	656
Idaho	-	-	-
Illinois	1,033	1,051	-
Indiana	1,078	1,064	-
Iowa	-	-	-
Kansas	786	1,518	1,837
Kentucky	1,077	1,177	920
Louisiana	596	1,341	-
Maine	-	-	-
Maryland	2,202	4,626	-
Massachusetts	1,291	719	-
Michigan	3,493	2,888	-
Minnesota	3,706	-	-
Mississippi	-	-	-
Missouri	497	297	450
Montana	-	-	-
Nebraska	307	723	540
Nevada	124	-	-
New Hampshire	358	690	-
New Jersey	944	879	663
New Mexico	233	608	-
New York	3,806	174	-
North Carolina	-	-	-
Ohio	1,678	2,864	-
Oklahoma	395	325	-
Oregon	4,938	6,996	-

State	Adult Medicaid	Child Medicaid	CHIP
Pennsylvania	4,942	2,745	1,277
Puerto Rico	-	-	-
Rhode Island	892	813	-
South Carolina	877	1,945	-
South Dakota	470	369	459
Tennessee	-	-	-
Texas	-	1,659	563
Utah	-	484	-
Vermont	435	316	-
Virginia	4,104	3,562	760
Washington	1,130	3,015	-
West Virginia	-	-	-
Wisconsin	204	3,793	681
Total	**51,211**	**56,311**	**12,448**

APPENDIX B. DEFINITION OF COMPOSITE MEASURES, ITEMS, AND RATINGS

The following tables present the composite measures, individual items and ratings for the 5.0 Adult Medicaid and Child versions of the CAHPS Health Plan Survey.

Table B-1. Adult Medicaid Composite Measures and Rating Items for 5.0 Version of CAHPS Health Plan Survey

Question Text	Response Options
Getting Needed Care	
In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	**Response Options** • Never • Sometimes • Usually • Always
In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	
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?	**Response Options** • Never • Sometimes • Usually • 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?	
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?	**Response Options** • Never • Sometimes • Usually • Always
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?	
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?	**Response Options** • Never • Sometimes • Usually • Always
In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	
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?	**Response Options** • 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?	
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?	

Table B-2. Child Medicaid and CHIP Composite Measures and Rating Items for 5.0 Version of CAHPS Health Plan Survey

Question Text	Response Options
Getting Needed Care	
In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	**Response Options** • Never • Sometimes • Usually • Always
In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	
Getting Care Quickly	
In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?	**Response Options** • Never • Sometimes • Usually • Always
In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?	
How Well Doctors Communicate	
In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?	**Response Options** • Never • Sometimes • Usually • Always
In the last 6 months, how often did your child's personal doctor listen carefully to you?	
In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	
In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?	
In the last 6 months, how often did your child's personal doctor spend enough time with your child?	
Health Plan Information & Customer Service	
In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	**Response Options** • Never • Sometimes • Usually • Always
In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	
Overall Ratings	
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 child's personal doctor?	**Response Options** • 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 child's specialist?	
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 child's health care in the last 6 months?	
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 child's health plan?	