



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



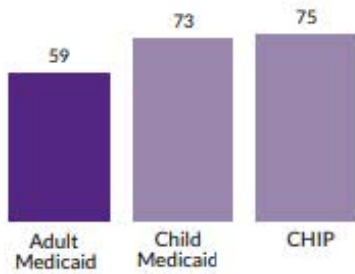
Personal Doctors and Specialists

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

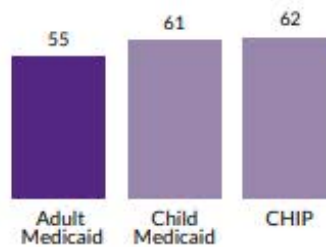
Health Plan Composite Measure Results by Enrollee Population

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

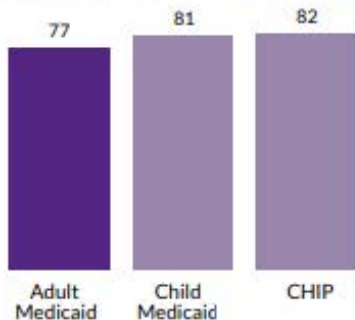
Getting Care Quickly



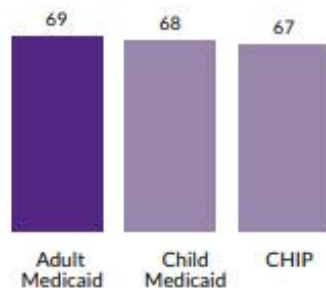
Getting Needed Care



How Well Doctors Communicate

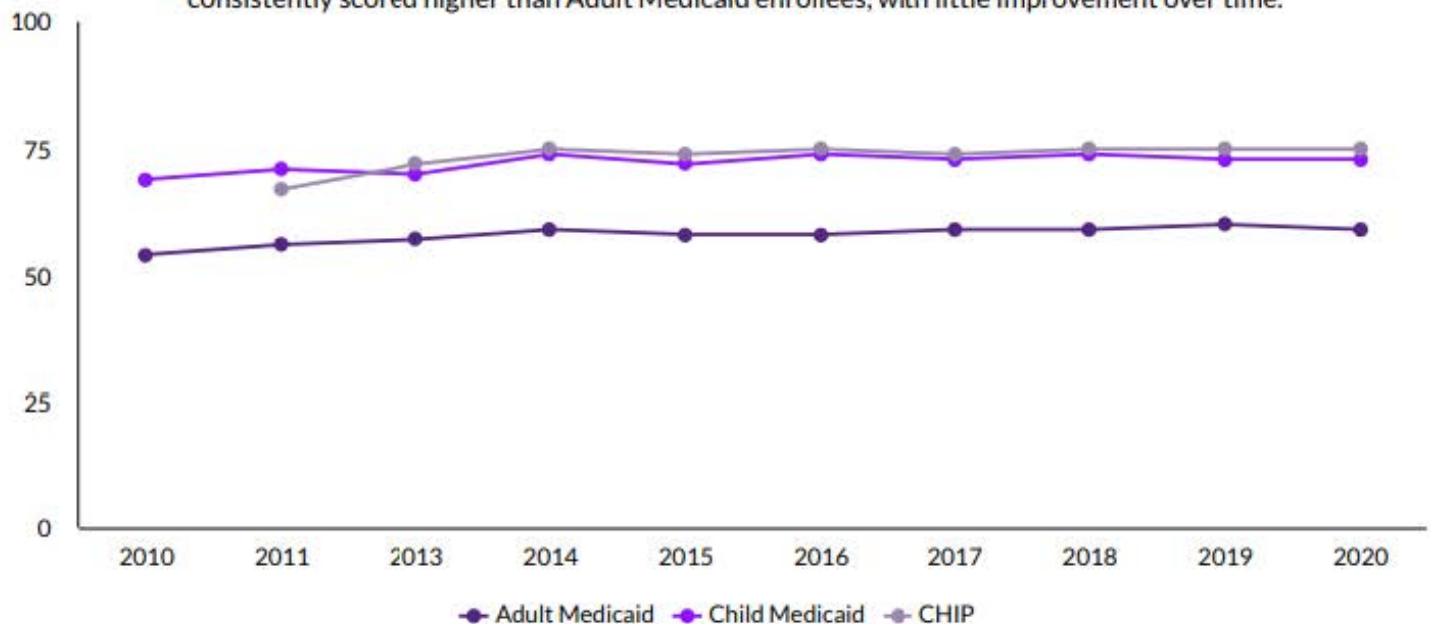


Health Plan Information and Customer Service



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.