

**Commercial HMO/POS Adult Survey**

Measures	CAHPS <sup>®</sup> 2018	CAHPS <sup>®</sup> 2019	CAHPS <sup>®</sup> 2020
Getting Needed Care	88.2%	87.6%	88.3%
Getting Care Quickly	87.8%	87.1%	90.9%
How Well Doctors Communicate	96.8%	95.9%	94.5%
Customer Service	89%	93.4%	88.8%
Health Promotion and Education	77.2%	75.7%	NA
Rating of Health Care	81.2%	79.9%	76.3%
Rating of Personal Doctor	77.4%	83.9%	88.7%
Rating Specialist	68.9%	88.8%	88.8%
Rating of Health Plan	59.4%	64.3%	66.0%
Flu Shot Adults Ages 18-64	65.6%	58.4%	59.8%
Advising Smokers and Tobacco Users to Quit	72.4%	53.8%	71.4%

**Medicare Adult Survey**

Measures	CAHPS <sup>®</sup> 2018	CAHPS <sup>®</sup> 2019	CAHPS <sup>®</sup> 2020
Getting Needed Care	84.4%	81.5%	84.4%
Getting Care Quickly	78.1%	76.8%	81.5%
How Well Doctors Communicate	92.4%	90.7%	94.8%
Customer Service	89.6%	89.6%	93.5%
Care Coordination	85.8%	87.1%	88.1%
Getting Needed Prescription Drugs***	89.1%	87.0%	91.4%
Rating of Drug Plan	84.3%	84.5%	86.5%
Rating of Health Care	86.3%	85.8%	89.2%
Rating of Personal Doctor	91.2%	90.0%	92.9%
Rating Specialist	88.5%	88.2	91.4%
Rating of Health Plan	85%	84.8%	90.1%
Annual Flu Shot	80.5%	72.5%	78.5%

**Medicaid HMO Adult Survey**

Measures	CAHPS <sup>®</sup> 2018	CAHPS <sup>®</sup> 2019	CAHPS <sup>®</sup> 2020
Getting Needed Care	81.4%	80.5%	87.4%
Getting Care Quickly	81.2%	81.2%	87.0%
How Well Doctors Communicate	90.7%	91.6%	92.4%
Customer Service	91.4%	82.0%	88.7%
Health Promotion and Education	75.2%	74.3%	NA
Rating of Health Care	74%	71.1%	74.7%
Rating of Personal Doctor	80.8%	83.1%	82.6%
Rating Specialist	77.6%	78.4%	88.3%
Rating of Health Plan	62%	74.3%	80.5%
Flu Shot Adults Ages 18-64	34.5%	46.0%	46.7%
Advising Smokers and Tobacco Users to Quit	67.7%	79.1%	78%

**Medicaid HMO Child Survey**

Measures	CAHPS <sup>®</sup> 2018	CAHPS <sup>®</sup> 2019	CAHPS <sup>®</sup> 2020
Getting Needed Care	89.2%	92.45%	87.7%
Getting Care Quickly	90.7%	93.06%	95%
How Well Doctors Communicate	94.8%	96.34%	94.7%
Customer Service	82.7%	N/A	86%
Health Promotion and Education	71.5%	67.76%	NA
Rating of Health Care	89.3%	85.32%	93.5%
Rating of Personal Doctor	92.9%	92.96%	91.9%
Rating Specialist	91.5%	N/A	93.8%
Rating of Health Plan	89.8%	90.24%	90.8%

**Exchange Experience Survey**

Measures	CAHPS <sup>®</sup> 2018	CAHPS <sup>®</sup> 2019	CAHPS <sup>®</sup> 2020
Access to Care	79.2%	75.4%	78.7%
Getting Care Quickly	78.3%	76.2%	78.3%
Getting Needed Care	80.1%	74.7%	79.0%
Care Coordination	85.8%	87.5%	85.9%
How Well Doctors Communicate	89.9%	88.6%	90.9%
Rating of Health Care	84.2%	78.5%	82.0%
Rating of Health Plan	82.8%	71.3%	73.3%
Rating of Personal Doctor	89.0%	88.6%	89.3%
Rating Specialist	89.7%	83.6%	83.3%
Plan Administration	82.4%	46.9%	73.2%
Annual Flu Shot	47.4%	50.0%	52.1%
Advising Smokers and Tobacco Users to Quit	85.7%	87.1%	64.2%
Cultural Competence	N/A	57.5%	61.7%

For more information about Quality Improvement at Optima Health, please see the Provider's Reference Manual or contact the Quality Improvement Department at 1-757-252-8400. For more information regarding NCQA visit their website at [ncqa.org](http://ncqa.org).

<sup>1</sup> CAHPS<sup>®</sup> is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ)