



L.A. Care
HEALTH PLAN®

For All of L.A.

2023 CAHPS Child Summary (Medi-Cal)

(2022 Measurement Year)

Overall Ratings Asked	2021 Rate	2022 Rate	2023 Rate	% Point Change
Rating of All Health Care	88.47%	84.73%	85.61%	+0.88
Rating of Personal Doctor	88.57%	87.55%	87.87%	+0.32
Rating of Specialist Seen Most Often	89.71%	N/A	87.50%	N/A
Rating of Health Plan	87.34%	87.32%	84.50%	-2.82

**Rates are based from those who answered with a rating of 8, 9, or 10 on a 0-10 scale*

Composite Ratings	2021 Rate	2022 Rate	2023 Rate	% Point Change
Getting Care Quickly	78.92%	80.29%	75.99%	-4.30
Getting Needed Care	80.97%	82.31%	79.52%	-2.79
How Well Doctors Communicate	89.39%	90.56%	89.97%	-0.59
Customer Service	85.65%	86.90%	89.98%	+3.08

**Always + Usually*

Questions	2021 Rate	2022 Rate	2023 Rate	% Point Change
Got check-up/routine appointment as soon as needed	73.15%	75.20%	74.70%	-0.50
Personal doctor showed respect for what you had to say	95.85%	95.31%	94.83%	-0.48
Personal doctor spend enough time with child	80.18%	83.09%	82.34%	-0.75
Personal doctor listened carefully to you	92.95%	92.33%	93.04%	+0.71
Personal doctor explained things in a way that was easy to understand	88.59%	91.52%	89.66%	-1.86
Easy to get the care, test or treatment your child needed	85.47%	84.10%	83.50%	-0.60
Customer service provided help you needed	79.25%	80.33%	86.00%	+5.67
Customer service treated you with courtesy and respect	92.04%	93.48%	93.97%	+0.49
Forms from your child's health plan were easy to fill out	93.91%	93.60%	95.08%	+1.48

**Always + Usually*

N/A: Not Applicable due to insufficient responses for scoring