



**L.A. Care**  
HEALTH PLAN®

For All of L.A.

<b>2022 CAHPS Summary (Cal MediConnect)</b>				
<b>(2021 Measurement Year)</b>				
<b>Overall Ratings Asked</b>	<b>2019 Rate</b>	<b>2021 Rate</b>	<b>2022 Rate</b>	<b>% Point Change</b>
<b>Rating of Health Plan</b>	69%	68%	66%	<b>-2</b>
<b>Rating of Health Care Quality</b>	64%	66%	64%	<b>-2</b>
<b>Rating of Personal Doctor</b>	78%	75%	75%	<b>0</b>
<b>Rating of All Specialist</b>	N/A	N/A	N/A	<b>N/A</b>
<b>Rating of Drug Plan</b>	70%	67%	66%	<b>-1</b>

*Rates are based from those who answered with a rating of 9 or 10 of 10 scale*

<b>Composite Ratings</b>	<b>2019 Rate</b>	<b>2021 Rate</b>	<b>2022 Rate</b>	<b>% Point Change</b>
<b>Getting Appointments and Care Quickly</b>	81%	77%	80%	<b>+3</b>
<b>Getting Needed Care</b>	88%	85%	82%	<b>-3</b>
<b>Doctors Who Communicate Well</b>	N/A	N/A	N/A	<b>N/A</b>
<b>Getting Needed Prescription Drugs</b>	88%	94%	93%	<b>-1</b>
<b>Customer Service</b>	94%	91%	89%	<b>-2</b>

*Always + Usually*

<b>Questions</b>	<b>2019 Rate</b>	<b>2021 Rate</b>	<b>2022 Rate</b>	<b>% Point Change</b>
Personal doctor usually or always listened carefully to you	N/A	N/A	N/A	<b>N/A</b>
Personal doctor usually or always spend enough time with you	N/A	N/A	N/A	<b>N/A</b>
Personal doctor usually or always showed respect for what you had to say	N/A	N/A	N/A	<b>N/A</b>
Forms from your health plan were usually or always easy to fill out	N/A	N/A	N/A	<b>N/A</b>
Customer service usually or always gave information you needed	85%	84%	80%	<b>+4%</b>
Customer service usually or always treated you with courtesy and respect	N/A	95%	95%	<b>0</b>
Usually or always ease to get the care, test or treatment you thought you needed	86%	82%	83%	<b>+1</b>

*Always + Usually*

*N/A: Means the score had very low reliability*

*- CAHPS Survey not fielded in 2023*

*\*CAHPS 2020: QHP EES 2020 were halted by CMS due to Covid-19 impact.*