



L.A. Care
HEALTH PLAN®

2016 CAHPS Summary (Cal MediConnect)			
(2015 Measurement Year)			
Overall Ratings Asked	2015 Rates	2016 Rate	% Point Change
Rating of Health Plan	79%	82%	3.0
Rating of Health Care Quality	80%	82%	2.0
Rating of Personal Doctor	NA	NA	NA
Rating of All Specialist	NA	NA	NA
Rating of Drug Plan	82%	86%	4.0

**Rates are based from those who answered with a rating of 7, 8, 9, or 10 on a 1-10 scale*

2016 CAHPS Summary (Cal MediConnect)			
(2015 Measurement Year)			
Composite Ratings	2015 Rate	2016 Rate	% Point Change
Getting Appointments and Care Quickly	68%	71%	3.0
Getting Needed Care	NA	NA	NA
Doctors Who Communicate Well	NA	NA	NA
Getting Needed Prescription Drugs	NA	NA	NA
Getting Information From Drug Plan	NA	NA	NA
Customer Service	84%	90%	6.0
Care Coordination	87%	83%	-4.0

**Always + Usually*

Questions That Indicate Higher Rate	2015 Rate	2016 Rate	Point Change
Personal doctor usually or always listened carefully to you	NA	NA	NA
Personal doctor usually or always spend enough time with you	NA	NA	NA
Personal doctor usually or always showed respect for what you had to say	NA	NA	NA
Forms from your health plan were usually or always easy to fill out	NA	NA	NA
Customer service usually or always gave information you needed	67%	77%	10.0
Customer service usually or always treated you with courtesy and respect	NA	NA	NA
Usually or always ease to get the care, test or treatment you thought you needed	81%	81%	0.0

**Always + Usually*