



L.A. Care
HEALTH PLAN®

For All of L.A.

| 2018 CAHPS Summary (Cal MediConnect) | | | | |
|---|-----------|-----------|-----------|----------------|
| (2017 Measurement Year) | | | | |
| Overall Ratings Asked | 2016 Rate | 2017 Rate | 2018 Rate | % Point Change |
| Rating of Health Plan | 82% | 89% | 86% | -3 |
| Rating of Health Care Quality | 82% | 81% | 86% | +5 |
| Rating of Personal Doctor | NA | 89% | NA | NA |
| Rating of All Specialist | NA | 91% | NA | NA |
| Rating of Drug Plan | 86% | 88% | 88% | +0 |

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

| Composite Ratings | 2016 Rate | 2017 Rate | 2018 Rate | % Point Change |
|---------------------------------------|-----------|-----------|-----------|----------------|
| Getting Appointments and Care Quickly | 71% | 71% | 75% | +4 |
| Getting Needed Care | NA | 81% | 83% | +2 |
| Doctors Who Communicate Well | NA | 90% | NA | NA |
| Getting Needed Prescription Drugs | NA | 91% | 92% | +1 |
| Customer Service | 90% | 90% | 90% | +0 |
| Care Coordination | 83% | 87% | 83% | -4 |

**Always + Usually*

| Questions That Indicate Higher Rate | 2016 Rate | 2017 Rate | 2018 Rate | % Point Change |
|--|-----------|-----------|-----------|----------------|
| Personal doctor usually or always listened carefully to you | NA | 89% | NA | NA |
| Personal doctor usually or always spend enough time with you | NA | 87% | NA | NA |
| Personal doctor usually or always showed respect for what you had to say | NA | 94% | NA | NA |
| Forms from your health plan were usually or always easy to fill out | NA | 92% | NA | NA |
| Customer service usually or always gave information you needed | 77% | 83% | 85% | +2 |
| Customer service usually or always treated you with courtesy and respect | NA | 95% | NA | NA |
| Usually or always ease to get the care, test or treatment you thought you needed | 81% | 78% | 80% | +2 |

**Always + Usually*