



L.A. Care
HEALTH PLAN®

For All of L.A.

2018 CAHPS Summary (L.A. Care Covered)

(2017 Measurement Year)

Overall Ratings Asked	2016 Rate	2017 Rate	2018 Rate	% Point Change
Rating of Health Plan	68.2%	71.7%	72.6%	+0.9
Rating of All Health Care	80.0%	84.9%	75.8%	-9.1
Rating of Personal Doctor	87.9%	96.1%	86.9%	-9.2
Rating of Specialist Seen Most Often	82.9%	84.9%	84.9%	+0.0

**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 Care Quickly	77.1%	69.2%	67.1%	-2.1
Getting Needed Care	73.7%	77.5%	66.3%	-11.2
How Well Doctors Communicate	88.6%	94.2%	86.9%	-7.3
Customer Service	76.4%	83.3%	77.3%	-6.0

**Always + Usually*

Questions That Indicate Higher Rate	2016 Rate	2017 Rate	2018 Rate	% Point Change
Personal doctor usually or always listened carefully to you	92.0%	95.5%	86.3%	-9.2
Personal doctor usually or always spend enough time with you	89.3%	90.9%	85.7%	-5.2
Personal doctor usually or always showed respect for what you had to say	93.3%	96.1%	88.1%	-8.0
Forms from your health plan were usually or always easy to fill out	66.7%	70.3%	71.8%	+1.5
Customer service usually or always gave help you needed	66.3%	79.5%	69.0%	-10.5
Customer service usually or always treated you with courtesy and respect	89.1%	87.2%	85.7%	-1.5
Usually or always ease to get the care, test or treatment you thought your child needed	77.9%	80.2%	67.6%	-12.6

**Always + Usually*