



## 2019 CAHPS Summary (Cal MediConnect)

(2018 Measurement Year)

Overall Ratings Asked	2017 Rate*	2018 Rate**	2019 Rate**	% Point Change
<b>Rating of Health Plan</b>	89%	60%	69%	+9
<b>Rating of Health Care Quality</b>	81%	58%	64%	+6
<b>Rating of Personal Doctor</b>	89%	NA	78%	NA
<b>Rating of All Specialist</b>	91%	NA	NA	NA
<b>Rating of Drug Plan</b>	88%	65%	70%	+5

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

Composite Ratings	2017 Rate	2018 Rate	2019 Rate	% Point Change
<b>Getting Appointments and Care Quickly</b>	71%	75%	81%	+6
<b>Getting Needed Care</b>	81%	83%	88%	+5
<b>Doctors Who Communicate Well</b>	90%	NA	NA	NA
<b>Getting Needed Prescription Drugs</b>	91%	92%	88%	-4
<b>Customer Service</b>	90%	90%	94%	+4

*\*Always + Usually*

Questions	2017 Rate	2018 Rate	2019 Rate	% Point Change
Personal doctor usually or always listened carefully to you	89%	NA	NA	NA
Personal doctor usually or always spend enough time with you	87%	NA	NA	NA
Personal doctor usually or always showed respect for what you had to say	94%	NA	NA	NA
Forms from your health plan were usually or always easy to fill out	92%	NA	NA	NA
Customer service usually or always gave information you needed	83%	85%	85%	+0
Customer service usually or always treated you with courtesy and respect	95%	NA	NA	NA
Usually or always ease to get the care, test or treatment you thought you needed	78%	80%	86%	+6

*\*Always + Usually*

*NA: Means the score had very low reliability*