



L.A. Care
HEALTH PLAN®

For All of L.A.

| 2024 CAHPS Adult Summary (Medi-Cal) | | | | |
|--------------------------------------|-----------|-----------|-----------|----------------|
| (2023 Measurement Year) | | | | |
| Overall Ratings Asked | 2022 Rate | 2023 Rate | 2024 Rate | % Point Change |
| Rating Of Health Plan | 72.40% | 71.05% | 75.38% | +4.33 |
| Rating Of All Health Care | 73.93% | 71.39% | 72.77% | +1.38 |
| Rating Of Personal Doctor | 79.15% | 82.44% | 81.88% | -0.56 |
| Rating Of Specialist Seen Most Often | 82.72% | 75.11% | 81.64% | +6.53 |

**Rates are based from those who answered with a rating of 8, 9, or 10 on a 0-10 scale*

| Composite Ratings | 2022 Rate | 2023 Rate | 2024 Rate | % Point Change |
|------------------------------|-----------|-----------|-----------|----------------|
| Getting Care Quickly | 73.49% | 71.52% | 71.94% | +0.42 |
| Getting Needed Care | 77.53% | 73.00% | 74.97% | +1.97 |
| How Well Doctors Communicate | 88.26% | 89.58% | 88.67% | -0.91 |
| Customer Service | 84.05% | 88.74% | 86.19% | -2.55 |

**Always + Usually*

| Questions | 2022 Rate | 2023 Rate | 2024 Rate | % Point Change |
|--|-----------|-----------|-----------|----------------|
| Got check-up/routine appointment as soon as needed | 70.00% | 72.18% | 73.98% | +1.80 |
| Personal doctor listened carefully to you | 89.04% | 91.48% | 90.76% | -0.72 |
| Personal doctor spent enough time with you | 83.22% | 83.86% | 84.24% | +0.38 |
| Personal doctor showed respect for what you had to say | 90.73% | 92.11% | 93.22% | +1.11 |
| Customer service provided help you needed | 77.51% | 83.60% | 80.71% | -2.89 |
| Customer service treated you with courtesy and respect | 90.59% | 93.88% | 91.67% | -2.21 |
| Easy to get the care, test or treatment you needed | 80.20% | 73.50% | 79.90% | +6.40 |

**Always + Usually*