



<b>2024 CAHPS Summary</b> <b>[Cal MediConnect (CMC)/Medicare Dual Eligible Special Needs Plan (D-SNP)]</b>				
<b>(2023 Measurement Year)</b>				
<b>Overall Ratings Asked</b>	<b>2022 CMC Rate</b>	<b>*2023 D-SNP Rate</b>	<b>2024 D-SNP Rate</b>	<b>% Point Change</b>
<b>Rating of Health Plan</b>	88.80%	N/A	89.11%	N/A
<b>Rating of Health Care Quality</b>	85.06%	N/A	84.92%	N/A
<b>Rating of Personal Doctor</b>	89.52%	N/A	90.54%	N/A
<b>Rating of All Specialist</b>	86.85%	N/A	88.64%	N/A
<b>Rating of Drug Plan</b>	90.21%	N/A	89.75%	N/A

*Rates are based from those who answered with a rating of 9 or 10 of 10 scale*

<b>Composite Ratings</b>	<b>2022 CMC Rate</b>	<b>*2023 D-SNP Rate</b>	<b>2024 D-SNP Rate</b>	<b>% Point Change</b>
<b>Getting Appointments and Care Quickly</b>	79.40%	N/A	78.15%	N/A
<b>Getting Needed Care</b>	74.74%	N/A	75.00%	N/A
<b>Doctors Who Communicate Well</b>	87.51%	N/A	86.64%	N/A
<b>Getting Needed Prescription Drugs</b>	87.95%	N/A	82.73%	N/A
<b>Customer Service</b>	84.77%	N/A	86.67%	N/A

*Always + Usually*

<b>Questions</b>	<b>2022 CMC Rate</b>	<b>*2023 D-SNP Rate</b>	<b>2024 D-SNP Rate</b>	<b>% Point Change</b>
Personal doctor usually or always listened carefully to you	89.31%	N/A	87.48%	N/A
Personal doctor usually or always spend enough time with you	84.83%	N/A	83.55%	N/A
Personal doctor usually or always showed respect for what you had to say	90.23%	N/A	89.96%	N/A
Forms from your health plan were usually or always easy to fill out	87.75%	N/A	86.12%	N/A
Customer service usually or always gave information you needed	77.04%	N/A	82.34%	N/A
Customer service usually or always treated you with courtesy and respect	89.52%	N/A	91.55%	N/A
Usually or always ease to get the care, test or treatment you thought you needed	75.56%	N/A	74.87%	N/A

*Always + Usually*

*\*CAHPS Survey not fielded in 2023*