



L.A. Care
HEALTH PLAN®

For All of L.A.

2024 CAHPS Summary (L.A. Care Covered)

(2023 Measurement Year)

Overall Ratings Asked	2022 Rate	2023 Rate	2024 Rate	% Point Change
Rating of Health Plan	77.83%	77.88%	78.18%	+0.30
Rating of All Health Care	80.81%	80.21%	79.32%	-0.89
Rating of Personal Doctor	83.44%	84.26%	85.86%	+1.60
Rating of Specialist Seen Most Often	80.57%	86.48%	83.06%	-3.42

Composite Ratings	2022 Rate	2023 Rate	2024 Rate	% Point Change
Getting Care Quickly	61.92%	58.93%	60.54%	+1.61
Getting Needed Care	62.07%	59.05%	62.78%	+3.73
How Well Doctors Communicate	82.43%	83.07%	86.76%	+3.69
Customer Service	72.37%	71.41%	75.16%	+3.75

Questions	2022 Rate	2023 Rate	2024 Rate	% Point Change
Personal doctor listened carefully to you	83.03%	83.00%	86.76%	+3.76
Personal doctor spend enough time with you	78.86%	80.09%	83.58%	+3.49
Personal doctor showed respect for what you had to say	88.69%	88.89%	92.03%	+3.14
Forms from your health plan were easy to fill out	67.64%	68.15%	69.21%	+1.06
Customer service gave help you needed	64.86%	65.17%	66.26%	+1.09
Customer service treated you with courtesy and respect	79.89%	77.65%	84.06%	+6.41
Easy to get the care, test or treatment you needed	75.27%	73.33%	78.23%	+4.90