## 2024 (MY 2023) CAHPS® 5.1H Survey Results at a Glance



NALC High Option (Adult Commercial Survey)

Abbreviated Measure Name and Reported RateRateRatePATIENT EXPERIENCEGetting Care82.55%Getting Needed Care (% A+U)82.55%Ease of Getting Needed Care89.45%Ease of Seeing a Specialist75.65%Getting Care Quickly (% A+U)84.48%Ease of Getting Urgent Care87.32%Ease of Getting Routine Care81.64%Satisfaction With Plan Physicians81.64%Rating of Doctor (% 9+10)71.13%Rating of Specialist (% 9+10)62.39%Coordination of Care (% A+U)84.97%Satisfaction With Plan and Plan Services81.61%Rating of Health Plan (% 9+10)58.51%Rating of Health Plan (% 9+10)58.51%Doctor Communication (% A+U)94.96%Doctor Explained Things96.51%Doctor Listened Carefully94.57%Doctor Showed Respect96.12%Doctor Spent Enough Time92.64%	2024 95% CI (n) (±4.68) (253 (±3.63) (273 (±5.55) (234 (±5.55) (234 (±5.03) (199 (±5.47) (143 (±4.74) (256 (±5.27) (284 (±6.32) (224 (±5.04) (193 (±5.04) (193)	Rate           87.14%           89.26%           90           86.41%           90.20%           82.63%           9           63.73%           62.78%	2023 Change [-4.59] [+0.20] [-9.37] ✓ [-1.93] [-2.87] [-0.98] [-0.98] [+7.39] [-0.39] [+2.00]	Rate 85.43% 87.67% 83.19% 84.71% 86.34% 83.09% 70.57% 67.81%	022 Change [-2.88] [+1.79] [-7.54] ✓ [-0.23] [+0.99] [-1.45] [+0.56]	Rate 84.31% 88.26% 80.36% 85.52% 88.57% 82.47%	EHB Average Difference [-1.76] [+1.19] [-4.71] [-1.04] [-1.25] [-0.83]	Quality National	2022) NCQA ( Compass Average (All DBs) Difference [+0.06] [+3.47] [-3.45] [+3.27] [+3.94] [+2.86]	Organization's Estimated 2024 NCQA Health Plan Rating (HPR) ★★★★☆☆ Not reported in HPR ★★★☆☆
PATIENT EXPERIENCEGetting CareGetting Needed Care (% A+U)82.55%Ease of Getting Needed Care89.45%Ease of Getting Needed Care89.45%Ease of Getting Needed Care89.45%Ease of Seeing a Specialist75.65%Getting Care Quickly (% A+U)84.48%Ease of Getting Urgent Care87.32%Ease of Getting Routine Care81.64%Satisfaction With Plan Physicians71.13%Rating of Doctor (% 9+10)62.39%Coordination of Care (% A+U)84.97%Satisfaction With Plan and Plan Services81.61%Rating of Health Plan (% 9+10)58.51%Rating of Health Care (% 9+10)52.35%ADDITIONAL MEASURES AND RATES96.51%Doctor Communication (% A+U)94.96%Doctor Listened Carefully94.57%Doctor Showed Respect96.12%	(±4.68) (25: (±3.63) (27) (±5.55) (23) (±5.03) (19) (±5.47) (14) (±4.74) (25) (±5.27) (28) (±5.27) (28) (±6.32) (22) (±5.04) (19)	<ul> <li>87.14%</li> <li>89.26%</li> <li>85.02%</li> <li>86.41%</li> <li>90.20%</li> <li>82.63%</li> <li>63.73%</li> <li>62.78%</li> </ul>	[-4.59] [+0.20] [-9.37] ✓ [-1.93] [-2.87] [-0.98] [+7.39] [-0.39]	85.43% 87.67% 83.19% 84.71% 86.34% 83.09% 70.57% 67.81%	[-2.88] [+1.79] [-7.54] ✓ [-0.23] [+0.99] [-1.45] [+0.56]	84.31% 88.26% 80.36% 85.52% 88.57% 82.47%	[-1.76] [+1.19] [-4.71] [-1.04] [-1.25] [-0.83]	82.49% 85.98% 79.10% 81.21% 83.38%	[+0.06] [+3.47] [-3.45] [+3.27] [+3.94]	★★★★★ ★★★☆☆ Not reported in HPR
Getting CareGetting Needed Care (% A+U)82.55%Ease of Getting Needed Care89.45%Ease of Seeing a Specialist75.65%Getting Care Quickly (% A+U)84.48%Ease of Getting Urgent Care87.32%Ease of Getting Routine Care81.64%Satisfaction With Plan Physicians81.64%Rating of Doctor (% 9+10)71.13%Rating of Specialist (% 9+10)62.39%Coordination of Care (% A+U)84.97%Satisfaction With Plan and Plan Services81.61%Rating of Health Plan (% 9+10)58.51%Rating of Health Care (% 9+10)52.35%ADDITIONAL MEASURES AND RATESDoctor Communication (% A+U)Doctor Communication (% A+U)94.96%Doctor Listened Carefully94.57%Doctor Showed Respect96.12%	(±3.63) (27) (±5.55) (23) (±5.03) (19) (±5.47) (14) (±4.74) (25) (±5.27) (28) (±6.32) (22) (±5.04) (19)	89.26%           89.26%           85.02%           9)           86.41%           90.20%           82.63%           63.73%           62.78%	[+0.20] [-9.37] ✓ [-1.93] [-2.87] [-0.98] [+7.39] [-0.39]	87.67% 83.19% 84.71% 86.34% 83.09% 70.57% 67.81%	[+1.79] [-7.54] ✓ [-0.23] [+0.99] [-1.45] [+0.56]	88.26% 80.36% 85.52% 88.57% 82.47%	[+1.19] [-4.71] [-1.04] [-1.25] [-0.83]	85.98% 79.10% 81.21% 83.38%	[+3.47] [-3.45] [+3.27] [+3.94]	<ul> <li>★ ★ ★ ☆ ☆</li> <li>★ ★ ★ ☆ ☆</li> <li>Not reported in HPR</li> </ul>
Getting Needed Care (% A+U)82.55%Ease of Getting Needed Care89.45%Ease of Seeing a Specialist75.65%Getting Care Quickly (% A+U)84.48%Ease of Getting Urgent Care87.32%Ease of Getting Routine Care81.64%Satisfaction With Plan Physicians71.13%Rating of Doctor (% 9+10)71.13%Coordination of Care (% A+U)84.97%Satisfaction With Plan and Plan ServicesRating of Health Plan (% 9+10)58.51%Rating of Health Care (% 9+10)52.35%ADDITIONAL MEASURES AND RATESDoctor Communication (% A+U)94.96%Doctor Listened Carefully94.57%Doctor Showed Respect96.12%	(±3.63) (27) (±5.55) (23) (±5.03) (19) (±5.47) (14) (±4.74) (25) (±5.27) (28) (±6.32) (22) (±5.04) (19)	89.26%           89.26%           85.02%           9)           86.41%           90.20%           82.63%           63.73%           62.78%	[+0.20] [-9.37] ✓ [-1.93] [-2.87] [-0.98] [+7.39] [-0.39]	87.67% 83.19% 84.71% 86.34% 83.09% 70.57% 67.81%	[+1.79] [-7.54] ✓ [-0.23] [+0.99] [-1.45] [+0.56]	88.26% 80.36% 85.52% 88.57% 82.47%	[+1.19] [-4.71] [-1.04] [-1.25] [-0.83]	85.98% 79.10% 81.21% 83.38%	[+3.47] [-3.45] [+3.27] [+3.94]	★★☆☆☆ Not reported in HPR
Ease of Getting Needed Care89.45%Ease of Seeing a Specialist75.65%Getting Care Quickly (% A+U)84.48%Ease of Getting Urgent Care87.32%Ease of Getting Routine Care81.64%Satisfaction With Plan Physicians71.13%Rating of Doctor (% 9+10)71.13%Coordination of Care (% A+U)84.97%Satisfaction With Plan and Plan Services81.61%Rating of Health Plan (% 9+10)58.51%Rating of Health Care (% 9+10)52.35%ADDITIONAL MEASURES AND RATES96.51%Doctor Communication (% A+U)94.96%Doctor Listened Carefully94.57%Doctor Showed Respect96.12%	(±3.63) (27) (±5.55) (23) (±5.03) (19) (±5.47) (14) (±4.74) (25) (±5.27) (28) (±6.32) (22) (±5.04) (19)	89.26%           89.26%           85.02%           9)           86.41%           90.20%           82.63%           63.73%           62.78%	[+0.20] [-9.37] ✓ [-1.93] [-2.87] [-0.98] [+7.39] [-0.39]	87.67% 83.19% 84.71% 86.34% 83.09% 70.57% 67.81%	[+1.79] [-7.54] ✓ [-0.23] [+0.99] [-1.45] [+0.56]	88.26% 80.36% 85.52% 88.57% 82.47%	[+1.19] [-4.71] [-1.04] [-1.25] [-0.83]	85.98% 79.10% 81.21% 83.38%	[+3.47] [-3.45] [+3.27] [+3.94]	Not reported in HPR
Ease of Seeing a Specialist75.65%Getting Care Quickly (% A+U)84.48%Ease of Getting Urgent Care87.32%Ease of Getting Routine Care81.64%Satisfaction With Plan Physicians71.13%Rating of Doctor (% 9+10)71.13%Rating of Specialist (% 9+10)62.39%Coordination of Care (% A+U)84.97%Satisfaction With Plan and Plan ServicesRating of Health Plan (% 9+10)58.51%Rating of Health Care (% 9+10)52.35%ADDITIONAL MEASURES AND RATESDoctor Communication (% A+U)94.96%Doctor Listened Carefully94.57%Doctor Showed Respect96.12%	(±5.55) (23) (±5.03) (19) (±5.47) (14) (±4.74) (25) (±5.27) (28) (±6.32) (22) (±5.04) (19)	))         85.02%           ))         86.41%           ))         90.20%           ))         82.63%           ))         63.73%           ))         62.78%	[-9.37] ✓ [-1.93] [-2.87] [-0.98] [+7.39] [-0.39]	83.19% 84.71% 86.34% 83.09% 70.57% 67.81%	[-7.54] ✓ [-0.23] [+0.99] [-1.45]	80.36% 85.52% 88.57% 82.47%	[-4.71] [-1.04] [-1.25] [-0.83]	79.10% 81.21% 83.38%	[-3.45] [+3.27] [+3.94]	HPR
Getting Care Quickly (% A+U)84.48%Ease of Getting Urgent Care87.32%Ease of Getting Routine Care81.64%Satisfaction With Plan Physicians71.13%Rating of Doctor (% 9+10)71.13%Rating of Specialist (% 9+10)62.39%Coordination of Care (% A+U)84.97%Satisfaction With Plan and Plan Services81.61%Rating of Health Plan (% 9+10)58.51%Rating of Health Care (% 9+10)52.35%ADDITIONAL MEASURES AND RATES94.96%Doctor Communication (% A+U)94.96%Doctor Listened Carefully94.57%Doctor Showed Respect96.12%	(±5.03) (199 (±5.47) (143 (±4.74) (256 (±5.27) (284 (±6.32) (224 (±5.04) (193	86.41%           90.20%           82.63%           63.73%           62.78%	[-1.93] [-2.87] [-0.98] [+7.39] [-0.39]	84.71% 86.34% 83.09% 70.57% 67.81%	[-0.23] [+0.99] [-1.45] [+0.56]	85.52% 88.57% 82.47%	[-1.04] [-1.25] [-0.83]	81.21% 83.38%	[+3.27] [+3.94]	
Ease of Getting Urgent Care Ease of Getting Routine Care87.32% 81.64%Satisfaction With Plan Physicians81.64%Rating of Doctor (% 9+10)71.13% 62.39% Coordination of Care (% A+U)Satisfaction With Plan and Plan ServicesRating of Health Plan (% 9+10)58.51% 52.35%AdDITIONAL MEASURES AND RATESDoctor Communication (% A+U)94.96% 96.51% Doctor Listened Carefully Doctor Showed Respect96.51%96.12%	(±5.47) (14: (±4.74) (25) (±5.27) (28: (±6.32) (22) (±5.04) (19)	90.20%           82.63%           63.73%           62.78%	[-2.87] [-0.98] [+7.39] [-0.39]	86.34% 83.09% 70.57% 67.81%	[+0.99] [-1.45] [+0.56]	88.57% 82.47%	[-1.25] [-0.83]	83.38%	[+3.94]	
Ease of Getting Routine Care81.64%Satisfaction With Plan PhysiciansRating of Doctor (% 9+10)71.13%Rating of Specialist (% 9+10)62.39%Coordination of Care (% A+U)84.97%Satisfaction With Plan and Plan Services84.97%Rating of Health Plan (% 9+10)58.51%Rating of Health Care (% 9+10)52.35%ADDITIONAL MEASURES AND RATES94.96%Doctor Communication (% A+U)94.96%Doctor Listened Carefully94.57%Doctor Showed Respect96.12%	(±4.74) (25) (±5.27) (28) (±6.32) (22) (±5.04) (19)	82.63%           4)         63.73%           5)         62.78%	[-0.98] [+7.39] [-0.39]	83.09% 70.57% 67.81%	[-1.45]	82.47%	[-0.83]			
Satisfaction With Plan PhysiciansRating of Doctor (% 9+10)71.13%Rating of Specialist (% 9+10)62.39%Coordination of Care (% A+U)84.97%Satisfaction With Plan and Plan ServicesRating of Health Plan (% 9+10)58.51%Rating of Health Care (% 9+10)52.35%ADDITIONAL MEASURES AND RATESDoctor Communication (% A+U)94.96%Doctor Explained Things96.51%Doctor Listened Carefully94.57%Doctor Showed Respect96.12%	(±5.27) (284 (±6.32) (224 (±5.04) (193	<b>i)</b> 63.73% <b>i)</b> 62.78%	[+7.39] [-0.39]	70.57% 67.81%	[+0.56]			78.78%	[+2 86]	Not reported in
Rating of Doctor (% 9+10) <b>71.13%</b> Rating of Specialist (% 9+10) <b>62.39%</b> Coordination of Care (% A+U) <b>84.97%</b> Satisfaction With Plan and Plan ServicesRating of Health Plan (% 9+10) <b>58.51%</b> Rating of Health Care (% 9+10) <b>52.35%</b> ADDITIONAL MEASURES AND RATESDoctor Communication (% A+U) <b>94.96%</b> Doctor Explained Things <b>96.51%</b> Doctor Listened Carefully <b>94.57%</b> Doctor Showed Respect <b>96.12%</b>	(±6.32) (22 (±5.04) (19	62.78%	[-0.39]	67.81%		<u> </u>			[12.00]	HPR
Rating of Specialist (% 9+10)62.39%Coordination of Care (% A+U)84.97%Satisfaction With Plan and Plan ServicesRating of Health Plan (% 9+10)58.51%Rating of Health Care (% 9+10)52.35%ADDITIONAL MEASURES AND RATESDoctor Communication (% A+U)94.96%Doctor Explained Things96.51%Doctor Listened Carefully94.57%Doctor Showed Respect96.12%	(±6.32) (22 (±5.04) (19	62.78%	[-0.39]	67.81%		CO 2001				★★★☆☆
Coordination of Care (% A+U)84.97%Satisfaction With Plan and Plan ServicesRating of Health Plan (% 9+10)58.51%Rating of Health Care (% 9+10)52.35%ADDITIONAL MEASURES AND RATESDoctor Communication (% A+U)94.96%Doctor Explained Things96.51%Doctor Listened Carefully94.57%Doctor Showed Respect96.12%	(±5.04) <b>(19</b>					69.29%	[+1.84]	67.93%	[+3.20]	★★★☆☆
Satisfaction With Plan and Plan ServicesRating of Health Plan (% 9+10)58.51%Rating of Health Care (% 9+10)52.35%ADDITIONAL MEASURES AND RATESDoctor Communication (% A+U)94.96%Doctor Explained Things96.51%Doctor Listened Carefully94.57%Doctor Showed Respect96.12%	× / ×	8) 82.98%	[+2.00]		[-5.42]	65.47%	[-3.08]	66.58%	[-4.19]	★★☆☆☆
Rating of Health Plan (% 9+10)58.51%Rating of Health Care (% 9+10)52.35%ADDITIONAL MEASURES AND RATESDoctor Communication (% A+U)94.96%Doctor Explained Things96.51%Doctor Listened Carefully94.57%Doctor Showed Respect96.12%				80.09%	[+4.88]	80.95%	[+4.02]	83.23%	[+1.74]	★★★☆☆
Rating of Health Care (% 9+10)52.35%ADDITIONAL MEASURES AND RATESDoctor Communication (% A+U)94.96%Doctor Explained Things96.51%Doctor Listened Carefully94.57%Doctor Showed Respect96.12%										★★★☆☆
ADDITIONAL MEASURES AND RATES Doctor Communication (% A+U) Doctor Explained Things Doctor Listened Carefully Doctor Showed Respect 96.12%	(±5.28) (33	58.73%	[-0.23]	60.11%	[-1.60]	54.86%	[+3.65]	43.26%	[+15.25] 🗸	$\star \star \star \star \star$
Doctor Communication (% A+U)94.96%Doctor Explained Things96.51%Doctor Listened Carefully94.57%Doctor Showed Respect96.12%	(±5.88) (27	7) 50.55%	[+1.79]	57.48%	[-5.13]	52.90%	[-0.56]	49.58%	[+2.77]	★★★☆☆
Doctor Explained Things96.51%Doctor Listened Carefully94.57%Doctor Showed Respect96.12%										
Doctor Explained Things96.51%Doctor Listened Carefully94.57%Doctor Showed Respect96.12%	(±2.67) (25	<b>3)</b> 96.62%	[-1.66]	95.09%	[-0.13]	95.44%	[-0.48]	95.19%	[-0.23]	
Doctor Showed Respect 96.12%	(±2.24) (25	<b>3)</b> 97.23%	[-0.72]	96.14%	[+0.37]	96.66%	[-0.15]	95.89%	[+0.62]	
	(±2.76) (25	<b>3)</b> 98.02%	[-3.44] 🗸	95.09%	[-0.51]	95.21%	[-0.64]	95.06%	[-0.49]	
	(±2.36) (25		[-0.70]	96.49%	[-0.37]	96.13%	[-0.01]	96.52%	[-0.40]	
	(±3.19) (25	94.42%	[-1.79]	92.63%	[+0.00]	93.76%	[-1.12]	93.28%	[-0.64]	
Customer Service (% A+U) 90.21%	(±4.70) (154	88.60%	[+1.60]	91.06%	[-0.85]	89.83%	[+0.38]	88.68%	[+1.53]	
Customer Service Provided Info/Help 83.66%	(±5.86) (15	80.88%	[+2.78]	87.42%	[-3.76]	84.29%	[-0.63]	82.10%	[+1.56]	Not reported in
Customer Service Courteous/Respectful 96.75%	(±2.80) (154	96.32%	[+0.43]	94.70%	[+2.05]	95.36%	[+1.39]	95.36%	[+1.39]	•
Claims Processing (% A+U) 87.89%	(±4.98) (16	89.20%	[-1.31]	90.93%	[-3.03]	89.20%	[-1.30]	88.79%	[-0.90]	HPR
Plan Handled Claims Quickly 85.54%	(±5.35) (16	<b>87.50%</b>	[-1.96]	89.42%	[-3.88]	86.99%	[-1.44]	87.43%	[-1.89]	
Plan Handled Claims Correctly 90.24%	(±4.54) (16	90.91%	[-0.67]	92.43%	[-2.19]	91.41%	[-1.17]	90.18%	[+0.06]	
Rating of Health Care (% 8+9+10) 79.42%	(±4.76) (27	75.65%	[+3.78]	78.74%	[+0.68]	77.61%	[+1.81]	75.18%	[+4.24]	
Rating of Doctor (% 8+9+10) 87.32%	(±3.87) (284	87.32%	[0.00]	87.66%	[-0.33]	85.09%	[+2.24]	84.93%	[+2.39]	
Rating of Specialist (% 8+9+10) 81.42%	(±5.07) (22	<b>5)</b> 83.41%	[-1.99]	82.40%	[-0.99]	82.88%	[-1.46]	84.12%	[-2.70]	
Rating of Health Plan (% 8+9+10) 77.91%	(±4.44) (33	<b>5)</b> 77.11%	[+0.80]	81.16%	[-3.25]	76.12%	[+1.79]	65.55%	[+12.36] 🗸	
MEDICAL ASSISTANCE WITH SMOKING CESSATION										
Advising Smokers to Quit (% A+U+S) 75.81%	(±10.66) <b>(6</b>	2) 75.00%	[+0.81]	81.03%	[-5.23]	76.32%	[-0.51]	no data		Net an entre 11
<b>o i i i i</b>	(±12.42) (6		[+2.54]	58.62%	[-11.85]	46.26%	[+0.52]	no data		Not reported in
Discussing Cessation Strategies (% A+U+S) 48.39%		40.38%	[+8.00]	53.45%	[-5.06]	46.46%	[+1.93]	no data		HPR

The 95% confidence interval (CI) and the number of valid responses (*n*, or measure denominator) are provided for the current-year measure rate only. Statistically significant differences

between the current-year rate and the comparison rate are marked with a checkmark ( $\checkmark$ ) symbol.

Unofficial Health Plan Ratings were estimated by CSS based on the prior-year (2023, or MY 2022) NCQA Quality Compass national benchmarks. The official 2024 Health Plan Ratings, based on the current-year (2024, or MY 2023) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2024.

"No data" indicates that the survey was not conducted or the result is not available for comparison.