

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



NALC High Option (Adult Commercial Survey)

Abbreviated Measure Name and Reported Rate	Your Organization						Benchmark Comparisons				Your Organization's Estimated 2024 NCQA Health Plan Rating (HPR)	
	2024			2023		2022		2024 CSS FEHB Average		2023 (MY 2022) NCQA Quality Compass National Average (All LOBs)		
	Rate	95% CI	(n)	Rate	Change	Rate	Change	Rate	Difference	Rate		Difference
PATIENT EXPERIENCE											★★★★★	
Getting Care											★★★★☆	
Getting Needed Care (% A+U)	82.55%	(±4.68)	(253)	87.14%	[-4.59]	85.43%	[-2.88]	84.31%	[-1.76]	82.49%	[+0.06]	★★★★☆
Ease of Getting Needed Care	89.45%	(±3.63)	(275)	89.26%	[+0.20]	87.67%	[+1.79]	88.26%	[+1.19]	85.98%	[+3.47]	Not reported in HPR
Ease of Seeing a Specialist	75.65%	(±5.55)	(230)	85.02%	[-9.37] ✓	83.19%	[-7.54] ✓	80.36%	[-4.71]	79.10%	[-3.45]	Not reported in HPR
Getting Care Quickly (% A+U)	84.48%	(±5.03)	(199)	86.41%	[-1.93]	84.71%	[-0.23]	85.52%	[-1.04]	81.21%	[+3.27]	★★★★☆
Ease of Getting Urgent Care	87.32%	(±5.47)	(142)	90.20%	[-2.87]	86.34%	[+0.99]	88.57%	[-1.25]	83.38%	[+3.94]	Not reported in HPR
Ease of Getting Routine Care	81.64%	(±4.74)	(256)	82.63%	[-0.98]	83.09%	[-1.45]	82.47%	[-0.83]	78.78%	[+2.86]	Not reported in HPR
Satisfaction With Plan Physicians											★★★★☆	
Rating of Doctor (% 9+10)	71.13%	(±5.27)	(284)	63.73%	[+7.39]	70.57%	[+0.56]	69.29%	[+1.84]	67.93%	[+3.20]	★★★★☆
Rating of Specialist (% 9+10)	62.39%	(±6.32)	(226)	62.78%	[-0.39]	67.81%	[-5.42]	65.47%	[-3.08]	66.58%	[-4.19]	★★★★☆
Coordination of Care (% A+U)	84.97%	(±5.04)	(193)	82.98%	[+2.00]	80.09%	[+4.88]	80.95%	[+4.02]	83.23%	[+1.74]	★★★★☆
Satisfaction With Plan and Plan Services											★★★★☆	
Rating of Health Plan (% 9+10)	58.51%	(±5.28)	(335)	58.73%	[-0.23]	60.11%	[-1.60]	54.86%	[+3.65]	43.26%	[+15.25] ✓	★★★★★
Rating of Health Care (% 9+10)	52.35%	(±5.88)	(277)	50.55%	[+1.79]	57.48%	[-5.13]	52.90%	[-0.56]	49.58%	[+2.77]	★★★★☆
ADDITIONAL MEASURES AND RATES												
Doctor Communication (% A+U)	94.96%	(±2.67)	(258)	96.62%	[-1.66]	95.09%	[-0.13]	95.44%	[-0.48]	95.19%	[-0.23]	Not reported in HPR
Doctor Explained Things	96.51%	(±2.24)	(258)	97.23%	[-0.72]	96.14%	[+0.37]	96.66%	[-0.15]	95.89%	[+0.62]	
Doctor Listened Carefully	94.57%	(±2.76)	(258)	98.02%	[-3.44] ✓	95.09%	[-0.51]	95.21%	[-0.64]	95.06%	[-0.49]	
Doctor Showed Respect	96.12%	(±2.36)	(258)	96.83%	[-0.70]	96.49%	[-0.37]	96.13%	[-0.01]	96.52%	[-0.40]	
Doctor Spent Enough Time	92.64%	(±3.19)	(258)	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)	(153)	80.88%	[+2.78]	87.42%	[-3.76]	84.29%	[-0.63]	82.10%	[+1.56]	
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)	(165)	89.20%	[-1.31]	90.93%	[-3.03]	89.20%	[-1.30]	88.79%	[-0.90]	
Plan Handled Claims Quickly	85.54%	(±5.35)	(166)	87.50%	[-1.96]	89.42%	[-3.88]	86.99%	[-1.44]	87.43%	[-1.89]	
Plan Handled Claims Correctly	90.24%	(±4.54)	(164)	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)	(277)	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)	(226)	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)	(335)	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)	(62)	75.00%	[+0.81]	81.03%	[-5.23]	76.32%	[-0.51]	no data		Not reported in HPR
Discussing Cessation Meds (% A+U+S)	46.77%	(±12.42)	(62)	44.23%	[+2.54]	58.62%	[-11.85]	46.26%	[+0.52]	no data		
Discussing Cessation Strategies (% A+U+S)	48.39%	(±12.44)	(62)	40.38%	[+8.00]	53.45%	[-5.06]	46.46%	[+1.93]	no data		

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 (✓) 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.