



Medicare CAHPS MY2022-2024 Results Comparison

| Measures | CAHPS MY2022 | CAHPS MY2023 | CAHPS MY2024 | MY2024 STAR Rating | MY2024 Goal | CMS STAR Measure |
|--|-----------------|-----------------|-----------------|--------------------------|----------------|---------------------|
| Rating of All Health Care (9+10) | * | 83.2% | 83.8% | 2↓ ★★ | 87% | X |
| Rating of Health Plan (9+10) | * | 89.5% | 90.9% | 5↑ ★★★★★ | 87% | X |
| Annual Flu Vaccine (Yes/No) | * | 67.1% | 60.0% | 2↓ ★★ | 68% | X |
| Rating of Personal Doctor (9+10) | * | 89.4% | 89.7% | | | |
| Rating of Specialist (9+10) | * | 86.6% | 87.6% | | | |
| Rating of Drug Plan (9+10) | * | 90.3% | 91.4% | 4↔ ★★★★ | 88% | X |
| Composites and Individual Items | | | | | | |
| Getting Care Quickly (Always + Usually) | * | 79.9% | 77.3% | 1↓ ★ | 84% | X |
| Obtaining care right away | * | 79.4% | 81.9% | | | |
| Obtaining care when not needed right away | * | 80.5% | 72.8% | | | |
| Getting Needed Care (Always + Usually) | * | 76.7% | 76.6% | 2↓ ★★ | 82% | X |
| Getting care necessary | * | 77.5% | 77.5% | | | |
| Getting specialist appt. | * | 76.0% | 75.7% | | | |
| Customer Service | * | 90.1% | 89.1% | 3↓ ★★★ | 91% | X |
| Getting information/help | * | 86.8% | 83.1% | | | |
| Treated with courtesy & respect | * | 94.0% | 93.7% | | | |
| Forms easy to fill out | * | 89.5% | 90.4% | | | |
| Care Coordination | * | 82.2% | 81.6% | 1↔ ★ | 88% | X |
| Doctor had medical records | * | 91.2% | 90.0% | | | |
| Doctor's office followed up to give test results | * | 75.7% | 74.7% | | | |
| Got test results as soon as you needed | * | 80.9% | 82.6% | | | |
| Getting test results - combined item | * | 78.3% | 78.5% | | | |
| Doctor talked about Rx | * | 79.7% | 80.0% | | | |
| Got help managing care | * | 87.7% | 83.9% | | | |
| Doctor informed about specialty care | * | 75.8% | 76.1% | | | |
| Getting Needed Prescription Drugs | * | 85.8% | 86.7% | 2↔ ★★ | 90% | X |
| Ease of using drug plan to get Rx | * | 85.7% | 87.0% | | | |
| Ease of filling Rx at pharmacy & by mail | * | 85.9% | 86.3% | | | |
| Ease of filling Rx at pharmacy | * | 87.9% | 89.0% | | | |
| Ease of filling Rx by mail | * | 68.6% | 67.3% | | | |
| Doctors Who Communicate Well | * | 87.9% | 88.7% | | | |
| Explained things | * | 86.6% | 87.9% | | | |

| | | | | |
|---------------------------|---|-------|-------|--|
| <i>Listened carefully</i> | * | 88.0% | 89.6% | |
| <i>Showed respect</i> | * | 91.0% | 91.9% | |
| <i>Spent enough time</i> | * | 86.0% | 85.6% | |

* Medicare CAHPS not fielded for MY2022 due to IEHP transition to D-SNP.

↑ STAR Rating Increased

↓ STAR Rating Decreased

↔ STAR Rating Remained the Same