

## 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
<b>Composites and Individual Items</b>							
<b>Getting Care Quickly (Always + Usually)</b>	*	79.9%	77.3%	1↓ ★	84%		X
<i>Obtaining care right away</i>	*	79.4%	81.9%				
<i>Obtaining care when not needed right away</i>	*	80.5%	72.8%				
<b>Getting Needed Care (Always + Usually)</b>	*	76.7%	76.6%	2↓ ★★	82%		X
<i>Getting care necessary</i>	*	77.5%	77.5%				
<i>Getting specialist appt.</i>	*	76.0%	75.7%				
<b>Customer Service</b>	*	90.1%	89.1%	3↓ ★★★	91%		X
<i>Getting information/help</i>	*	86.8%	83.1%				
<i>Treated with courtesy &amp; respect</i>	*	94.0%	93.7%				
<i>Forms easy to fill out</i>	*	89.5%	90.4%				
<b>Care Coordination</b>	*	82.2%	81.6%	1↔ ★	88%		X
<i>Doctor had medical records</i>	*	91.2%	90.0%				
<i>Doctor's office followed up to give test results</i>	*	75.7%	74.7%				
<i>Got test results as soon as you needed</i>	*	80.9%	82.6%				
<i>Getting test results - combined item</i>	*	78.3%	78.5%				
<i>Doctor talked about Rx</i>	*	79.7%	80.0%				
<i>Got help managing care</i>	*	87.7%	83.9%				
<i>Doctor informed about specialty care</i>	*	75.8%	76.1%				
<b>Getting Needed Prescription Drugs</b>	*	85.8%	86.7%	2↔ ★★	90%		X
<i>Ease of using drug plan to get Rx</i>	*	85.7%	87.0%				
<i>Ease of filling Rx at pharmacy &amp; by mail</i>	*	85.9%	86.3%				
<i>Ease of filling Rx at pharmacy</i>	*	87.9%	89.0%				
<i>Ease of filling Rx by mail</i>	*	68.6%	67.3%				
<b>Doctors Who Communicate Well</b>	*	87.9%	88.7%				
<i>Explained things</i>	*	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