



## QHP Enrollee Survey MY2024 Results

Measures	MY2024 Weighted Unadjusted Score	MY2024 Weighted Adjusted Score	Percentile	Measure Benchmark >66.67th	Benchmark Met
Rating of Health Care	80.7	78.8	33.33 <sup>rd</sup>	81.6	*NS
Rating of Personal Doctor	83.8	83.1	<10 <sup>th</sup>	89.3	*NS
Rating of Specialist	80.9	79.6	<10 <sup>th</sup>	86.7	*NS
Rating of Health Plan	76.4	73.6	50 <sup>th</sup>	74.0	No
<b>Composite Question Ratings</b>					
Access to Care	66.2	66.2	33.33 <sup>rd</sup>	72.9	No
Care Coordination	73.0	72.5	<10 <sup>th</sup>	85.1	*NS
Access to Information	61.0	58.8	75 <sup>th</sup>	54.7	Yes
Plan Administration	81.1	78.3	90 <sup>th</sup>	72.9	Yes
<b>HEDIS Survey Measure</b>					
Medical Assistance with Smoking and Tobacco Use Cessation	60.0	60.0	66.67 <sup>th</sup>	57.6	*NS

\*NS = Not Scorable, Minimum Denominator Criteria not met. CAHPS-based Survey Measure n=100, Clinical Measures n=30