



## Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey

As an NCQA Accredited plan, CalOptima Health is required to field the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey annually to our members. This survey measures a member’s experience with their doctors, care and CalOptima Health as a health plan and is used to design health equity and quality improvement activities. The survey is sent to adult and pediatric members. For measurement year (MY) 2023 CalOptima Health chose to be formally scored utilizing the adult CAHPS results for NCQA accreditation.

### MY 2023 Child CAHPS Results: Member Experience

Measure Name	Plan Performance
<b>Getting Care</b>	
Getting Needed Care (Usually + Always)	75.18%
Getting Care Quickly (Usually + Always)	77.81%
<b>Satisfaction With Plan Physicians</b>	
Rating of Personal Doctor (9+ 10)	67.34%
Rating of Specialist Seen Most Often (9+ 10)	NA*
Coordination of Care (Usually + Always)	77.97%
<b>Satisfaction with Plan and Plan Services</b>	
Rating of Health Plan (9+ 10)	63.61%
Rating of all Health Care (9+ 10)	67.94%

\*NA: In NCQA score calculation the denominator must meet the minimum threshold of 100.

### MY 2023 Adult CAHPS Results: Member Experience

Measure Name	Plan Performance
<b>Getting Care</b>	
Getting Needed Care (Usually + Always)	76.26%
Getting Care Quickly (Usually + Always)	75.34%
<b>Satisfaction With Plan Physicians</b>	
Rating of Personal Doctor (9+ 10)	69.88%
Rating of Specialist Seen Most Often (9+ 10)	63.7%
Coordination of Care (Usually + Always)	79.53%
<b>Satisfaction with Plan and Plan Services</b>	
Rating of Health Plan (9+ 10)	57.22%
Rating of all Health Care (9+ 10)	55.67%