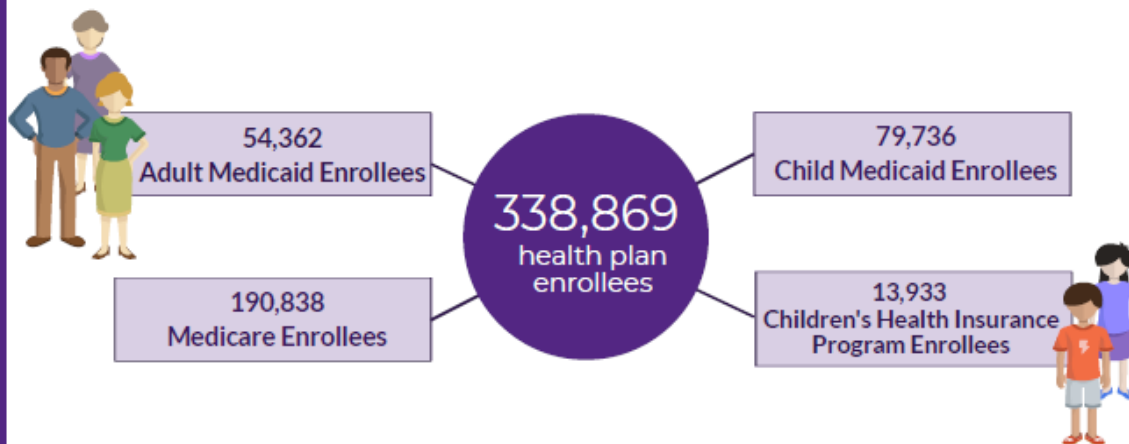


cahps[®] 2018 Health Plan Survey Database Results

EXECUTIVE SUMMARY

This overview of results summarizes how health plan enrollees across all populations rate their health plan based on the 2018 Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]) Health Plan Survey Database.



For all four populations...



How Well Doctors Communicate, which measures how often doctors communicate well with consumers, was the highest scoring composite



Getting Needed Care, which measures how easily consumers got various aspects of needed care, was the lowest scoring composite

To view the full 2018 Chartbook:

<https://cahpsdatabase.ahrq.gov/files/2018CAHPSHealthPlanChartbook.pdf>

For more information on the CAHPS Health Plan Survey Database:

<https://cahpsdatabase.ahrq.gov/HPSurveyGuidance.aspx>

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