



# 2021 Health Plan Survey Database

This overview shows how Medicaid and Children's Health Insurance Program (CHIP) health plan enrollees assess their health plan based on the 2021 Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Health Plan Survey Database.

## HEALTH PLAN ENROLLEES

49,997 Adult Medicaid Enrollees

86,597 Child Medicaid Enrollees

17,615 CHIP Program Enrollees

154,209  
total health plan enrollees



## AMONG THE THREE ENROLLEE POPULATIONS...

### Highest Scoring Measure



#### How Well Doctors Communicate

82 percent of CHIP respondents indicated that the child's doctor communicated well.

### Lowest Scoring Measure



#### Getting Needed Care

56 percent of Adult Medicaid respondents indicated that they could always get needed care.

### Overall Rating Items



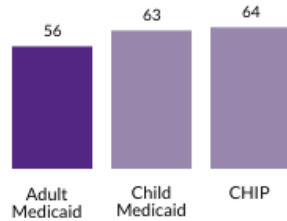
#### Personal Doctors

Enrollees in each population rated their **Personal Doctors** more highly than their **Specialists, Health Care** or **Health Plans**.

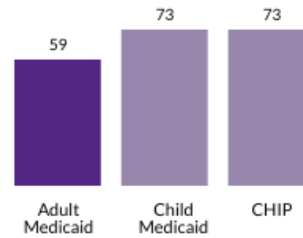
## Health Plan Composite Measure Results by Enrollee Population

Child Medicaid and CHIP enrollees reported having better access to care and communication with doctors than reported by Adult Medicaid enrollees.

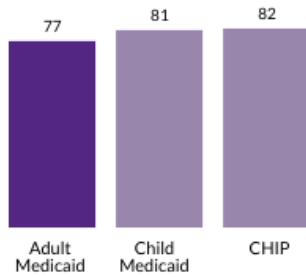
**Getting Needed Care**



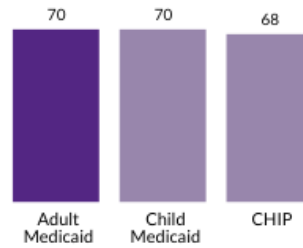
**Getting Care Quickly**



**How Well Doctors Communicate**

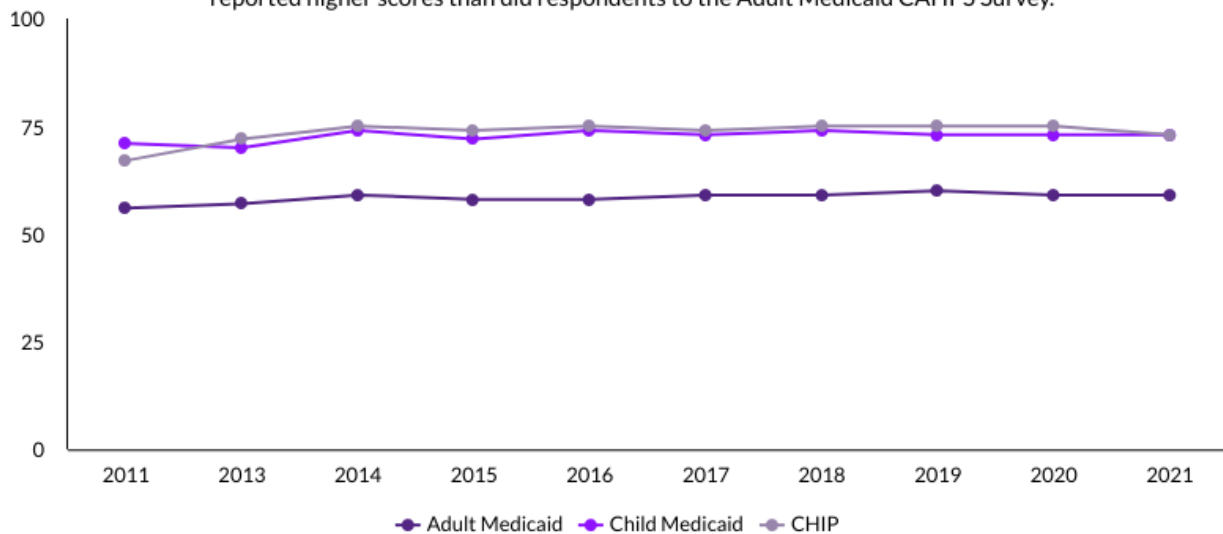


**Health Plan Information and Customer Service**



## "Getting Care Quickly" Composite Measure Scores Remain Unchanged

The Adult Medicaid, Child Medicaid and CHIP "Getting Care Quickly" Composite Measure showed no improvements in the 10-year period of 2011-2021. Respondents to the Child Medicaid and CHIP CAHPS Surveys consistently reported higher scores than did respondents to the Adult Medicaid CAHPS Survey.



\*Results are not available for 2012

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