

2024 (MY 2023) CAHPS® 5.1H Survey Results at a Glance



Anthem Blue Cross (CA) (Adult Medicaid Survey)

Abbreviated Measure Name and Reported Rate	Your Organization						Benchmark Comparisons						Your Organization's Estimated 2024 NCQA Health Plan Rating (HPR)	
	2024			2023		2022		2024 Elevance Health National Adult Medicaid Average		2024 CSS Adult Medicaid Average		2023 (MY 2022) NCQA Quality Compass National Average (All LOBs)		
	Rate	95% CI	(n)	Rate	Change	Rate	Change	Rate	Difference	Rate	Difference	Rate	Difference	
PATIENT EXPERIENCE													★★★★★	
Getting Care													★★★★★	
Getting Needed Care (% A+U)	75.30%	(±7.11)	(142)	71.43%	[+3.87]	66.28%	[+9.02]	81.36%	[-6.06]	80.58%	[-5.28]	80.99%	[-5.69]	★★★★★
Ease of Getting Needed Care	75.14%	(±6.44)	(173)	75.58%	[-0.44]	74.07%	[+1.07]	84.18%	[-9.03] ✓	84.02%	[-8.87] ✓	84.15%	[-9.01] ✓	Not reported in HPR
Ease of Seeing a Specialist	75.45%	(±8.04)	(110)	67.27%	[+8.18]	58.49%	[+16.96] ✓	78.55%	[-3.09]	77.14%	[-1.69]	78.29%	[-2.84]	★★★★★
Getting Care Quickly (% A+U)	70.49%	(±7.86)	(130)	67.79%	[+2.69]	61.22%	[+9.27]	80.25%	[-9.76] ✓	79.24%	[-8.75] ✓	80.36%	[-9.87] ✓	★★★★★
Ease of Getting Urgent Care	71.28%	(±9.15)	(94)	68.09%	[+3.19]	60.53%	[+10.75]	81.90%	[-10.62] ✓	80.63%	[-9.35] ✓	81.96%	[-10.68] ✓	Not reported in HPR
Ease of Getting Routine Care	69.70%	(±7.01)	(165)	67.50%	[+2.20]	61.90%	[+7.79]	78.60%	[-8.90] ✓	77.85%	[-8.15] ✓	79.17%	[-9.47] ✓	★★★★★
Satisfaction With Plan Physicians													★★★★★	
Rating of Doctor (% 9+10)	60.95%	(±6.60)	(210)	54.63%	[+6.32]	52.27%	[+8.68]	68.20%	[-7.25] ✓	68.41%	[-7.46] ✓	67.88%	[-6.93] ✓	★★★★★
Satisfaction With Plan and Plan Services													★★★★★	
Rating of Health Plan (% 9+10)	50.94%	(±5.49)	(318)	51.77%	[-0.83]	48.23%	[+2.72]	58.01%	[-7.07] ✓	59.15%	[-8.20] ✓	61.24%	[-10.30] ✓	★★★★★
Rating of Health Care (% 9+10)	54.39%	(±7.47)	(171)	43.02%	[+11.36]	45.12%	[+9.26]	55.91%	[-1.53]	56.78%	[-2.39]	55.65%	[-1.26]	★★★★★
ADDITIONAL MEASURES AND RATES														
Coordination of Care (% A+U)	77.91%	(±8.77)	(86)	80.00%	[-2.09]	62.16%	[+15.74]	83.29%	[-5.39]	83.58%	[-5.67]	84.61%	[-6.70]	Not reported in HPR
Doctor Communication (% A+U)	87.51%	(±5.18)	(156)	87.39%	[+0.13]	77.73%	[+9.78]	93.22%	[-5.71] ✓	92.65%	[-5.14] ✓	92.49%	[-4.98] ✓	
Doctor Explained Things	86.45%	(±5.39)	(155)	90.24%	[-3.79]	78.13%	[+8.33]	93.04%	[-6.59] ✓	92.45%	[-6.00] ✓	92.60%	[-6.15] ✓	
Doctor Listened Carefully	89.17%	(±4.86)	(157)	90.24%	[-1.07]	79.69%	[+9.48]	93.14%	[-3.97]	93.06%	[-3.89]	92.64%	[-3.47]	
Doctor Showed Respect	90.45%	(±4.60)	(157)	87.80%	[+2.64]	81.25%	[+9.20]	95.36%	[-4.91] ✓	94.51%	[-4.06] ✓	94.38%	[-3.93] ✓	
Doctor Spent Enough Time	83.97%	(±5.76)	(156)	81.25%	[+2.72]	71.88%	[+12.10] ✓	91.36%	[-7.38] ✓	90.58%	[-6.60] ✓	90.30%	[-6.33] ✓	
Customer Service (% A+U)	85.05%	(±6.38)	(120)	86.79%	[-1.74]	89.53%	[-4.48]	88.38%	[-3.33]	88.84%	[-3.78]	89.18%	[-4.13]	
Customer Service Provided Info/Help	78.51%	(±7.32)	(121)	79.25%	[-0.73]	86.05%	[-7.53]	82.54%	[-4.03]	82.94%	[-4.43]	83.67%	[-5.16]	
Customer Service Courteous/Respectful	91.60%	(±4.98)	(119)	94.34%	[-2.74]	93.02%	[-1.43]	94.22%	[-2.63]	94.73%	[-3.13]	94.69%	[-3.09]	
Rating of Health Care (% 8+9+10)	74.27%	(±6.55)	(171)	65.12%	[+9.15]	67.07%	[+7.20]	76.26%	[-1.99]	75.79%	[-1.53]	74.55%	[-0.28]	
Rating of Doctor (% 8+9+10)	74.76%	(±5.88)	(210)	73.15%	[+1.61]	70.45%	[+4.31]	83.83%	[-9.07] ✓	83.01%	[-8.25] ✓	82.40%	[-7.64] ✓	Not reported in HPR
Rating of Specialist (% 8+9+10)	87.50%	(±6.36)	(104)	79.63%	[+7.87]	71.43%	[+16.07] ✓	82.71%	[+4.79]	82.52%	[+4.98]	81.40%	[+6.10]	
Rating of Specialist (% 9+10)	67.31%	(±9.02)	(104)	70.37%	[-3.06]	55.10%	[+12.21]	66.64%	[+0.67]	67.04%	[+0.27]	66.20%	[+1.11]	
Rating of Health Plan (% 8+9+10)	72.01%	(±4.93)	(318)	69.50%	[+2.51]	68.09%	[+3.93]	76.00%	[-3.99]	75.73%	[-3.72]	77.69%	[-5.68] ✓	
MEDICAL ASSISTANCE WITH SMOKING CESSATION														
Advising Smokers to Quit (% A+U+S)	64.20%	(±10.44)	(81)	61.40%	[+2.79]	59.65%	[+4.55]	71.31%	[-7.11]	73.19%	[-9.00]	72.78%	[-8.58]	★★★★★
Discussing Cessation Meds (% A+U+S)	47.50%	(±10.94)	(80)	41.07%	[+6.43]	42.11%	[+5.39]	47.11%	[+0.39]	48.87%	[-1.37]	51.16%	[-3.66]	Not reported in HPR
Discussing Cessation Strategies (% A+U+S)	38.75%	(±10.68)	(80)	30.36%	[+8.39]	33.93%	[+4.82]	43.32%	[-4.57]	44.48%	[-5.73]	45.43%	[-6.68]	Not reported in HPR

The 95% confidence interval (CI) and the number of valid responses (n, or measure denominator) are provided for the current-year measure rate only. Statistically significant differences between the current-year rate and the comparison rate are marked with a checkmark (✓) symbol.

Unofficial Health Plan Ratings were estimated by CSS based on the prior-year (2023, or MY 2022) NCQA Quality Compass national benchmarks. The official 2024 Health Plan Ratings, based on the current-year (2024, or MY 2023) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2024.