

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



Anthem Blue Cross (CA) (Child 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 Child Medicaid Average		2024 CSS Child 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)	72.90%	(±6.24)	(195)	75.63%	[-2.73]	75.14%	[-2.24]	83.37%	[-10.47] ✓	82.31%	[-9.40] ✓	82.71%	[-9.81] ✓	★★★★★
Ease of Getting Needed Care	80.42%	(±4.60)	(286)	84.59%	[-4.17]	80.78%	[-0.36]	89.62%	[-9.20] ✓	88.37%	[-7.95] ✓	88.17%	[-7.75] ✓	Not reported in HPR
Ease of Seeing a Specialist	65.38%	(±9.14)	(104)	66.67%	[-1.28]	69.50%	[-4.12]	77.12%	[-11.73] ✓	76.24%	[-10.86] ✓	78.10%	[-12.72] ✓	
Getting Care Quickly (% A+U)	77.99%	(±5.67)	(205)	80.19%	[-2.20]	77.40%	[+0.59]	87.82%	[-9.83] ✓	85.91%	[-7.92] ✓	85.46%	[-7.47] ✓	★★★★★
Ease of Getting Urgent Care	84.75%	(±6.49)	(118)	84.13%	[+0.62]	80.92%	[+3.83]	91.59%	[-6.85] ✓	89.47%	[-4.72]	89.61%	[-4.86]	Not reported in HPR
Ease of Getting Routine Care	71.23%	(±5.19)	(292)	76.25%	[-5.01]	73.88%	[-2.65]	84.04%	[-12.81] ✓	82.35%	[-11.12] ✓	81.66%	[-10.43] ✓	
Satisfaction With Plan Physicians													★★★★★	
Rating of Doctor (% 9+10)	68.06%	(±4.53)	(407)	74.84%	[-6.78] ✓	72.01%	[-3.96]	75.35%	[-7.29] ✓	75.52%	[-7.46] ✓	75.63%	[-7.57] ✓	★★★★★
Satisfaction With Plan and Plan Services													★★★★★	
Rating of Health Plan (% 9+10)	62.38%	(±4.16)	(521)	64.27%	[-1.89]	61.88%	[+0.50]	69.67%	[-7.29] ✓	70.52%	[-8.14] ✓	70.87%	[-8.49] ✓	★★★★★
Rating of Health Care (% 9+10)	61.11%	(±5.63)	(288)	65.03%	[-3.92]	62.69%	[-1.58]	69.18%	[-8.07] ✓	69.70%	[-8.59] ✓	68.33%	[-7.22] ✓	★★★★★
ADDITIONAL MEASURES AND RATES														
Coordination of Care (% A+U)	89.19%	(±5.78)	(111)	86.36%	[+2.83]	80.75%	[+8.44]	83.67%	[+5.52]	83.09%	[+6.10]	83.81%	[+5.38]	Not reported in HPR
Doctor Communication (% A+U)	88.63%	(±3.76)	(273)	91.04%	[-2.41]	91.30%	[-2.66]	93.76%	[-5.13] ✓	92.86%	[-4.23] ✓	93.62%	[-4.99] ✓	
Doctor Explained Things	87.59%	(±3.90)	(274)	90.80%	[-3.21]	91.28%	[-3.69]	94.36%	[-6.76] ✓	93.27%	[-5.68] ✓	93.85%	[-6.26] ✓	
Doctor Listened Carefully	93.07%	(±3.01)	(274)	93.88%	[-0.82]	93.99%	[-0.92]	95.20%	[-2.14]	94.58%	[-1.51]	95.11%	[-2.04]	
Doctor Showed Respect	93.80%	(±2.86)	(274)	94.48%	[-0.68]	95.34%	[-1.55]	96.48%	[-2.69] ✓	96.37%	[-2.57] ✓	96.45%	[-2.65] ✓	
Doctor Spent Enough Time	80.07%	(±4.76)	(271)	85.00%	[-4.93]	84.57%	[-4.50]	89.01%	[-8.94] ✓	87.24%	[-7.17] ✓	89.09%	[-9.02] ✓	
Customer Service (% A+U)	83.78%	(±5.71)	(160)	86.77%	[-3.00]	84.83%	[-1.05]	88.63%	[-4.86]	87.56%	[-3.78]	87.64%	[-3.86]	
Customer Service Provided Info/Help	79.50%	(±6.24)	(161)	82.58%	[-3.08]	80.77%	[-1.27]	83.56%	[-4.06]	81.32%	[-1.81]	81.79%	[-2.29]	
Customer Service Courteous/Respectful	88.05%	(±5.04)	(159)	90.96%	[-2.91]	88.89%	[-0.84]	93.71%	[-5.66] ✓	93.80%	[-5.75] ✓	93.49%	[-5.44] ✓	
Rating of Health Care (% 8+9+10)	81.25%	(±4.51)	(288)	83.24%	[-1.99]	85.75%	[-4.50]	86.58%	[-5.33] ✓	86.54%	[-5.29] ✓	86.16%	[-4.91] ✓	
Rating of Doctor (% 8+9+10)	85.50%	(±3.42)	(407)	91.04%	[-5.54] ✓	88.43%	[-2.93]	89.56%	[-4.06] ✓	89.36%	[-3.86] ✓	89.33%	[-3.83] ✓	
Rating of Specialist (% 8+9+10)	86.05%	(±7.32)	(86)	85.59%	[+0.46]	86.15%	[-0.11]	84.82%	[+1.23]	85.66%	[+0.39]	85.63%	[+0.42]	
Rating of Specialist (% 9+10)	70.93%	(±9.60)	(86)	64.86%	[+6.07]	69.23%	[+1.70]	70.23%	[+0.70]	71.26%	[-0.33]	71.07%	[-0.14]	
Rating of Health Plan (% 8+9+10)	77.35%	(±3.59)	(521)	83.25%	[-5.90] ✓	79.97%	[-2.62]	84.97%	[-7.62] ✓	86.20%	[-8.85] ✓	86.21%	[-8.86] ✓	

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.