

PG Forsta
2025 CAHPS®
MEDICAID ADULT &
CHILD
5.1H SURVEY
RESULTS

Kaiser Permanente Northern California



Overview

Press Ganey (PG), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by Kaiser Permanente to conduct its CAHPS® 5.1H Medicaid Adult & Child Surveys.

Survey Objective

The overall objective of the CAHPS® survey is to capture accurate and complete information about consumer-reported experiences with their health care.

Specifically, the survey aims to measure how well plans are meeting their members' expectations and goals; to determine which areas of service have the greatest effect on members' overall satisfaction; and to identify areas of opportunity for improvement, which can aid plans in increasing the quality of provided care.

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Medicaid Child Summary Rate Scores



Summary Rate Scores

Medicaid Child

		2025
Rating Questions (% 9 or 10)		
Q31. Rating of Health Plan		75.4%
Q8. Rating of Health Care		64.3%
Q21. Rating of Personal Doctor		84.3%
Q25. Rating of Specialist		79.4%
Rating Questions (% 8, 9 or 10)		
Q31. Rating of Health Plan		93.1%
Q8. Rating of Health Care		78.6%
Q21. Rating of Personal Doctor		95.0%
Q25. Rating of Specialist		97.1%
Getting Needed Care (% Usually or Always)		89.5%
Q9. Getting care, tests, or treatment		95.2%
Q23. Getting specialist appointment		83.8%
Getting Care Quickly (% Usually or Always)		82.3%
Q4. Getting urgent care		87.5%
Q6. Getting routine care		77.1%
Q20. Coordination of Care		94.6%
Customer Service (% Usually or Always)		91.9%
Q27. Provided information or help		88.4%
Q28. Treated with courtesy and respect		95.3%

Summary Rate Scores

Medicaid Child

	2025
How Well Doctors Communicate (% Usually or Always)	94.0%
Q12. Dr. explained things	95.1%
Q13. Dr. listened carefully	96.4%
Q14. Dr. showed respect	97.6%
Q17. Dr. spent enough time	86.7%
Q30. Ease of Filling Out Forms (% Usually or Always)	98.4%

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Medicaid Adult Summary Rate Scores



Summary Rate Scores

Medicaid Adult

		2025
Rating Questions (% 9 or 10)		
Q28. Rating of Health Plan		63.7%
Q8. Rating of Health Care		58.2%
Q18. Rating of Personal Doctor		64.7%
Q22. Rating of Specialist		72.0%
Rating Questions (% 8, 9 or 10)		
Q28. Rating of Health Plan		83.3%
Q8. Rating of Health Care		80.0%
Q18. Rating of Personal Doctor		83.3%
Q22. Rating of Specialist		88.0%
Getting Needed Care (% Usually or Always)		82.3%
Q9. Getting care, tests, or treatment		86.4%
Q20. Getting specialist appointment		78.2%
Getting Care Quickly (% Usually or Always)		76.9%
Q4. Getting urgent care		83.0%
Q6. Getting routine care		70.8%
Effectiveness of Care (% Sometimes, Usually, or Always)		
Q32. Advised to Quit Smoking: 2YR		77.4%
Q33. Discussing Cessation Meds: 2YR		56.7%
Q34. Discussing Cessation Strategies: 2YR		61.3%

Summary Rate Scores

Medicaid Adult

	2025
Customer Service (% Usually or Always)	90.5%
Q24. Provided information or help	87.0%
Q25. Treated with courtesy and respect	94.1%
How Well Doctors Communicate (% Usually or Always)	91.3%
Q12. Dr. explained things	91.7%
Q13. Dr. listened carefully	91.8%
Q14. Dr. showed respect	93.6%
Q15. Dr. spent enough time	88.2%
Q17. Coordination of Care	76.1%
Q27. Ease of Filling Out Forms (% Usually or Always)	96.3%