

**PG Forsta**

**2025 CAHPS®  
MEDICAID ADULT &  
CHILD  
5.1H SURVEY  
RESULTS**

Kaiser Permanente Southern 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

	<b>2025</b>
<b>Rating Questions (% 9 or 10)</b>	
Q31. Rating of Health Plan	<b>73.2%</b>
Q8. Rating of Health Care	<b>63.6%</b>
Q21. Rating of Personal Doctor	<b>79.2%</b>
Q25. Rating of Specialist	<b>73.8%</b>
<b>Rating Questions (% 8, 9 or 10)</b>	
Q31. Rating of Health Plan	<b>86.3%</b>
Q8. Rating of Health Care	<b>85.5%</b>
Q21. Rating of Personal Doctor	<b>90.0%</b>
Q25. Rating of Specialist	<b>83.3%</b>
<b>Getting Needed Care (% Usually or Always)</b>	
Q9. Getting care, tests, or treatment	<b>88.4%</b>
Q23. Getting specialist appointment	<b>79.5%</b>
<b>Getting Care Quickly (% Usually or Always)</b>	
Q4. Getting urgent care	<b>90.6%</b>
Q6. Getting routine care	<b>79.0%</b>
<b>Q20. Coordination of Care</b>	<b>90.9%</b>
<b>Customer Service (% Usually or Always)</b>	
Q27. Provided information or help	<b>79.1%</b>
Q28. Treated with courtesy and respect	<b>97.7%</b>

# Summary Rate Scores

## Medicaid Child

	2025
<b>How Well Doctors Communicate (% Usually or Always)</b>	<b>93.2%</b>
Q12. Dr. explained things	92.3%
Q13. Dr. listened carefully	94.6%
Q14. Dr. showed respect	94.6%
Q17. Dr. spent enough time	91.2%
<b>Q30. Ease of Filling Out Forms (% Usually or Always)</b>	<b>95.3%</b>



# Medicaid Adult Summary Rate Scores



# Summary Rate Scores

## Medicaid Adult

	<b>2025</b>
<b>Rating Questions (% 9 or 10)</b>	
Q28. Rating of Health Plan	<b>67.1%</b>
Q8. Rating of Health Care	<b>59.8%</b>
Q18. Rating of Personal Doctor	<b>74.5%</b>
Q22. Rating of Specialist	<b>73.5%</b>
<b>Rating Questions (% 8, 9 or 10)</b>	
Q28. Rating of Health Plan	<b>79.7%</b>
Q8. Rating of Health Care	<b>80.3%</b>
Q18. Rating of Personal Doctor	<b>84.4%</b>
Q22. Rating of Specialist	<b>85.5%</b>
<b>Getting Needed Care (% Usually or Always)</b>	
Q9. Getting care, tests, or treatment	<b>82.4%</b>
Q20. Getting specialist appointment	<b>77.9%</b>
<b>Getting Care Quickly (% Usually or Always)</b>	
Q4. Getting urgent care	<b>82.5%</b>
Q6. Getting routine care	<b>68.5%</b>
<b>Effectiveness of Care (% Sometimes, Usually, or Always)</b>	
Q32. Advised to Quit Smoking: 2YR	<b>73.7%</b>
Q33. Discussing Cessation Meds: 2YR	<b>66.7%</b>
Q34. Discussing Cessation Strategies: 2YR	<b>61.1%</b>

# Summary Rate Scores

## Medicaid Adult

	2025
<b>Customer Service (% Usually or Always)</b>	<b>86.8%</b>
Q24. Provided information or help	78.9%
Q25. Treated with courtesy and respect	94.7%
<b>How Well Doctors Communicate (% Usually or Always)</b>	<b>92.6%</b>
Q12. Dr. explained things	88.7%
Q13. Dr. listened carefully	94.3%
Q14. Dr. showed respect	96.2%
Q15. Dr. spent enough time	91.4%
<b>Q17. Coordination of Care</b>	<b>78.9%</b>
<b>Q27. Ease of Filling Out Forms (% Usually or Always)</b>	<b>95.4%</b>