November 2016

For Health Plan Member Satisfaction

From: Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey

All health maintenance organizations (HMO) and preferred provider organizations (PPO) seeking accreditation from the National Committee for Quality Assurance (NCQA) are required to annually survey their members about the service and care provided. Furthermore, all HMO and PPO plans are required to use the same survey – NCQA’s CAHPS 5.0. NCQA uses the information from the CAHPS survey, along with other information, to determine a health plan’s accreditation status. NCQA accreditation takes into account scores from the CAHPS measures in the graph below. For your convenience, we have shown the CAHPS scores for Kaiser Permanente compared to the statewide average.

CAHPS 2016 Commercial Service Performance
Kaiser Permanente Northern California (KPNC)
Compared to the Statewide Average
Source: NCQA 2016 CAHPS 5.0 Adult Commercial Survey

- Rating of Health Care**: 55% (KPNC) vs 48% (Statewide Average)
- Rating of Health Plan**: 52% (KPNC) vs 40% (Statewide Average)
- Rating of Personal Doctor**: 64% (KPNC) vs 63% (Statewide Average)
- Rating of Specialist**: 68% (KPNC) vs 63% (Statewide Average)
- Ability to Get Needed Care*: 88% (KPNC) vs 82% (Statewide Average)
- Ability to Get Care Quickly*: 87% (KPNC) vs 79% (Statewide Average)
- How Well Doctors Communicate*: 92% (KPNC) vs 93% (Statewide Average)
- Customer Service*: 89% (KPNC) vs 85% (Statewide Average)
The following results are from the 2016 Medicare Advantage Consumer Assessment of Health Plan Study conducted by the Center for Medicare and Medicaid Services (CMS). This annual survey measures the experiences of Medicare beneficiaries enrolled in Medicare Advantage plans (formerly known as Medicare managed care organizations). For your convenience, we have shown the CAHPS scores for Kaiser Permanente compared to the statewide average.

CAHPS 2016 Medicare Service Performance
Kaiser Permanente California
Compared to Other California Medicare Advantage with Part D Plans
Source: CMS 2016 CAHPS Medicare Survey

* = % Usually or Always
** = % 9 or 10
*** = % Always

Notes:
1) Data on the four global ratings (**) (Rating of Health Care, Rating of Health Plan, Rating of Personal Doctor, Rating of Specialist) represent percentage of respondents answering 9 or 10 on a 0-10 scale. The remaining ratings represent percentage of respondents answering either "usually" or "always," (*) or "always" (***), from a choice of "never," "sometimes," "usually," or "always."

2) On the Commercial graph, the "Statewide Average" represents the mean of results for Commercial plans in the state of California including PPO, HMO, and POS plans (provided by NCQA). On the Medicare graph, the "Statewide Average" represents the mean of results for Medicare Advantage plans in the state of California (provided by CMS).

For an overview of health plan surveys access the CAHPS Web site: [http://www.ahrq.gov/cahps/index.html](http://www.ahrq.gov/cahps/index.html)
For more information about the 2016 CAHPS Medicare Survey, access the CMS Web site: [http://www.madpcahps.org/](http://www.madpcahps.org/)

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