

Mean CAHPS Measure Scores and Standard Errors (SE) for MA Contracts by Reporting Year, 0-100 scale

Reporting Year CAHPS Measure	2017		2018		2019		2021		2022	
	Mean	SE	Mean	SE	Mean	SE	Mean	SE	Mean	SE
Care Coordination	85.91	0.11	85.78	0.11	86.02	0.13	85.54	0.13	85.56	0.12
Customer Service	90.22	0.11	90.38	0.11	90.30	0.14	90.61	0.13	90.24	0.12
Getting Appointments and Care Quickly	78.20	0.12	78.35	0.12	78.18	0.15	78.97	0.15	77.69	0.14
Getting Needed Care	84.04	0.12	83.73	0.12	83.69	0.14	83.12	0.14	81.73	0.14
Annual Flu Vaccine	73.15	0.23	74.55	0.25	75.34	0.28	75.62	0.27	75.02	0.26
Getting Needed Prescription Drugs (MA-PD)	90.49	0.09	90.55	0.09	90.41	0.11	91.35	0.10	90.68	0.10
Rating of Drug Plan (MA-PD)	85.32	0.09	85.45	0.09	86.09	0.11	87.46	0.11	87.38	0.10
Rating of Health Care Quality	86.45	0.09	86.39	0.09	86.59	0.11	87.24	0.11	86.75	0.10
Rating of Health Plan	86.48	0.09	86.68	0.09	87.26	0.10	88.15	0.10	87.84	0.09

MA CAHPS data were not collected for reporting year 2020 due to the COVID-19 pandemic