

## MA & PDP CAHPS RESPONSE RATES

### Medicare Advantage Response Rates

The tables below provide current and historic information on the response rates achieved by Medicare Advantage (MA) contracts (with and without a prescription drug benefit) participating in the MA CAHPS Surveys. The most current response rate information is for 2022 surveys, and the historic information is for prior years back to 2007. Note that the MA CAHPS Surveys were not administered in 2020. CMS uses mixed-mode data collection to increase the likelihood of survey participation. Contracts can promote participation in the survey by providing their vendor with up-to-date telephone numbers and/or addresses for all contract members. The annual response rate tables combine all survey types sent to MA enrollees (MA-only, MA-PD, MA PPO, as applicable). Data are restricted to contracts with at least 300 sampled cases.

Each annual table shows the percentiles of the overall response rate, the mail response rate, and the telephone response rate for MA contracts. The percentiles of overall response rate appear in the second column. In 2022, for example, 10% of MA contracts had overall response rates of 23.9% or lower, and 90% of MA contracts had overall response rates of 45.3% or lower. The median (50<sup>th</sup> percentile) 2022 MA contract overall response rate was 34.0%. Similarly, in 2021 10% of MA contracts had overall response rates of 25.9% or lower, and 90% of MA contracts had overall response rates of 46.3% or lower. The median (50<sup>th</sup> percentile) 2021 MA contract overall response rate was 35.3%.

The third and fourth columns of each annual table show the percentiles of the mail and telephone response rates. In 2022 the middle 80% of MA contracts (those between the 10<sup>th</sup> and 90<sup>th</sup> percentiles of mail response rate) had mail response rates of 20.2-43.3%. Similarly, in 2021 the middle 80% of MA contracts (those between the 10<sup>th</sup> and 90<sup>th</sup> percentiles of mail response rate) had mail response rates of 20.3-43.9%. In 2022 the middle 80% of MA contracts (those between the 10<sup>th</sup> and 90<sup>th</sup> percentiles of telephone response rate) had telephone response rates of 1.4-5.3%. Similarly, in 2021 the middle 80% of MA contracts (those between the 10<sup>th</sup> and 90<sup>th</sup> percentiles of telephone response rate) had telephone response rates of 1.5-6.6%. Note that the percentiles for the overall, mail, and telephone response rates are defined independently of one another, so it is not the case that within a given row the mail and telephone response rates should sum to the overall response rate. The denominator for both mail and telephone response rates is all eligible sampled cases.

## MA & PDP CAHPS RESPONSE RATES

### 2022 MA Contract Response Rates

Percentile	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate
10 <sup>th</sup>	23.9%	20.2%	1.4%
25 <sup>th</sup>	28.6%	24.5%	1.9%
50 <sup>th</sup>	34.0%	30.6%	2.9%
75 <sup>th</sup>	40.4%	37.9%	4.0%
90 <sup>th</sup>	45.3%	43.3%	5.3%

### 2021 MA Contract Response Rates

Percentile	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate
10 <sup>th</sup>	25.9%	20.3%	1.5%
25 <sup>th</sup>	30.1%	25.2%	2.2%
50 <sup>th</sup>	35.3%	31.2%	3.4%
75 <sup>th</sup>	40.9%	37.9%	5.0%
90 <sup>th</sup>	46.3%	43.9%	6.6%

### 2019 MA Contract Response Rates

Percentile	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate
10 <sup>th</sup>	28.8%	21.3%	3.2%
25 <sup>th</sup>	33.6%	25.5%	4.2%
50 <sup>th</sup>	38.8%	31.2%	5.8%
75 <sup>th</sup>	43.4%	37.5%	8.3%
90 <sup>th</sup>	47.7%	43.1%	12.1%

### 2018 MA Contract Response Rates

Percentile	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate
10 <sup>th</sup>	31.0%	21.6%	3.9%
25 <sup>th</sup>	36.3%	26.4%	5.2%
50 <sup>th</sup>	41.5%	33.7%	7.0%
75 <sup>th</sup>	46.2%	39.1%	9.4%
90 <sup>th</sup>	50.4%	44.4%	12.8%

## MA & PDP CAHPS RESPONSE RATES

### 2017 MA Contract Response Rates

Percentile	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate
10 <sup>th</sup>	31.9%	23.2%	3.8%
25 <sup>th</sup>	37.7%	28.3%	4.9%
50 <sup>th</sup>	43.0%	36.3%	6.5%
75 <sup>th</sup>	48.4%	41.0%	8.8%
90 <sup>th</sup>	52.3%	46.9%	12.2%

### 2016 MA Contract Response Rates

Percentile	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate
10 <sup>th</sup>	29.4%	22.0%	2.5%
25 <sup>th</sup>	37.2%	28.3%	4.2%
50 <sup>th</sup>	43.4%	35.7%	6.6%
75 <sup>th</sup>	48.6%	41.9%	9.5%
90 <sup>th</sup>	52.2%	46.8%	12.1%

### 2015 MA Contract Response Rates

Percentile	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate
10 <sup>th</sup>	30.2%	23.0%	2.9%
25 <sup>th</sup>	36.1%	28.4%	4.2%
50 <sup>th</sup>	42.2%	35.1%	6.2%
75 <sup>th</sup>	48.4%	41.8%	8.5%
90 <sup>th</sup>	52.9%	46.9%	11.4%

### 2014 MA Contract Response Rates

Percentile	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate
10 <sup>th</sup>	34.3%	26.2%	4.0%
25 <sup>th</sup>	38.7%	29.9%	5.6%
50 <sup>th</sup>	45.0%	36.7%	7.5%
75 <sup>th</sup>	50.3%	43.3%	9.5%
90 <sup>th</sup>	55.2%	48.6%	12.3%

## MA & PDP CAHPS RESPONSE RATES

### 2013 MA Contract Response Rates

Percentile	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate
10 <sup>th</sup>	34.3%	27.0%	4.1%
25 <sup>th</sup>	39.6%	31.5%	5.4%
50 <sup>th</sup>	46.5%	38.6%	6.9%
75 <sup>th</sup>	51.7%	45.0%	9.0%
90 <sup>th</sup>	57.3%	49.5%	11.4%

### 2012 MA Contract Response Rates

Percentile	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate
10 <sup>th</sup>	36.4%	28.2%	4.8%
25 <sup>th</sup>	42.2%	33.0%	5.8%
50 <sup>th</sup>	48.0%	40.0%	7.3%
75 <sup>th</sup>	53.3%	46.2%	9.2%
90 <sup>th</sup>	58.1%	51.5%	12.3%

### 2011 MA Contract Response Rates

Percentile	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate
10 <sup>th</sup>	32.6%	29.1%	2.4%
25 <sup>th</sup>	40.0%	35.1%	3.5%
50 <sup>th</sup>	47.0%	41.9%	4.7%
75 <sup>th</sup>	53.7%	47.8%	6.1%
90 <sup>th</sup>	58.5%	53.1%	7.5%

### 2010 MA Contract Response Rates

Percentile	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate
10 <sup>th</sup>	49.1%	37.4%	7.5%
25 <sup>th</sup>	57.7%	44.3%	9.0%
50 <sup>th</sup>	64.3%	52.7%	10.8%
75 <sup>th</sup>	69.1%	59.1%	13.1%
90 <sup>th</sup>	73.2%	63.3%	15.4%

## MA & PDP CAHPS RESPONSE RATES

2009 MA Contract Response Rates

Percentile	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate
10 <sup>th</sup>	52.5%	37.3%	9.2%
25 <sup>th</sup>	60.1%	44.2%	11.3%
50 <sup>th</sup>	66.5%	53.2%	13.5%
75 <sup>th</sup>	71.9%	59.1%	16.1%
90 <sup>th</sup>	75.3%	63.8%	18.8%

2008 MA Contract Response Rates

Percentile	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate
10 <sup>th</sup>	50.8%	36.7%	8.9%
25 <sup>th</sup>	59.7%	44.3%	10.8%
50 <sup>th</sup>	67.4%	53.7%	12.8%
75 <sup>th</sup>	72.7%	60.4%	15.7%
90 <sup>th</sup>	76.3%	65.7%	18.0%

2007 MA Contract Response Rates

Percentile	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate
10 <sup>th</sup>	35.6%	21.0%	9.8%
25 <sup>th</sup>	43.7%	28.7%	12.0%
50 <sup>th</sup>	52.3%	38.6%	13.7%
75 <sup>th</sup>	58.9%	44.5%	15.6%
90 <sup>th</sup>	63.4%	50.5%	18.5%

## MA & PDP CAHPS RESPONSE RATES

### Prescription Drug Plan Response Rates

The tables below provide current and historic information on the response rates achieved by Medicare Prescription Drug Plans (PDPs) participating in the PDP CAHPS Surveys. The most current response rate information is for 2022 surveys, and the historic information is for prior years back to 2011. Note that the PDP CAHPS Surveys were not administered in 2020. CMS uses mixed-mode data collection to increase the likelihood of survey participation. Contracts can promote participation in the survey by providing their vendor with up-to-date telephone numbers and/or addresses for all contract members. Data are restricted to contracts with at least 300 sampled cases.

Each annual table shows the percentiles of the overall response rate, the mail response rate, and the telephone response rate for PDP contracts. The percentiles of overall response rate appear in the second column. In 2022, for example, 10% of PDPs had overall response rates of 30.7% or lower, and 90% of PDPs had overall response rates of 50.6% or lower. The median (50th percentile) 2022 PDP overall response rate was 38.9%. Similarly, in 2021, 10% of PDPs had overall response rates of 27.8% or lower, and 90% of PDPs had overall response rates of 51.0% or lower. The median (50th percentile) 2021 PDP overall response rate was 39.7%.

The third and fourth columns of each annual table show the percentiles of the mail and telephone response rates. In 2022 the middle 80% of PDPs (those between the 10<sup>th</sup> and 90<sup>th</sup> percentiles of mail response rate) had mail response rates of 28.8-49.3% and telephone response rates of 1.2-3.0%. Similarly, in 2021 the middle 80% of PDPs (those between the 10<sup>th</sup> and 90<sup>th</sup> percentiles of mail response rate) had mail response rates of 25.4-48.7% and telephone response rates of 1.3-3.2%. Note that the percentiles for the overall, mail, and telephone response rates are defined independently of one another, so it is not the case that within a given row the mail and telephone response rates should sum to the overall response rate. The denominator for both mail and telephone response rates is all eligible sampled cases.

MA & PDP CAHPS RESPONSE RATES

2022 PDP Contract Response Rates

Percentile	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate
10 <sup>th</sup>	30.7%	28.8%	1.2%
25 <sup>th</sup>	34.9%	32.6%	1.5%
50 <sup>th</sup>	38.9%	37.3%	1.7%
75 <sup>th</sup>	43.7%	41.9%	2.2%
90 <sup>th</sup>	50.6%	49.3%	3.0%

2021 PDP Contract Response Rates

Percentile	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate
10 <sup>th</sup>	27.8%	25.4%	1.3%
25 <sup>th</sup>	33.0%	31.0%	1.6%
50 <sup>th</sup>	39.7%	37.4%	2.1%
75 <sup>th</sup>	42.4%	40.7%	2.4%
90 <sup>th</sup>	51.0%	48.7%	3.2%

2019 PDP Contract Response Rates

Percentile	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate
10 <sup>th</sup>	30.6%	24.3%	2.1%
25 <sup>th</sup>	34.1%	30.2%	3.0%
50 <sup>th</sup>	39.2%	35.0%	3.7%
75 <sup>th</sup>	43.3%	40.2%	4.8%
90 <sup>th</sup>	53.7%	49.3%	5.8%

## MA & PDP CAHPS RESPONSE RATES

### 2018 PDP Contract Response Rates

Percentile	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate
10 <sup>th</sup>	29.8%	26.6%	2.0%
25 <sup>th</sup>	36.9%	33.6%	2.7%
50 <sup>th</sup>	41.3%	37.5%	3.5%
75 <sup>th</sup>	48.4%	44.6%	5.1%
90 <sup>th</sup>	54.0%	52.0%	5.7%

### 2017 PDP Contract Response Rates

Percentile	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate
10 <sup>th</sup>	34.8%	27.8%	3.1%
25 <sup>th</sup>	39.7%	35.0%	3.8%
50 <sup>th</sup>	44.9%	39.5%	5.0%
75 <sup>th</sup>	53.4%	47.5%	6.1%
90 <sup>th</sup>	59.1%	53.6%	8.0%

### 2016 PDP Contract Response Rates

Percentile	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate
10 <sup>th</sup>	25.3%	20.4%	2.7%
25 <sup>th</sup>	35.5%	31.2%	3.6%
50 <sup>th</sup>	40.4%	35.2%	4.1%
75 <sup>th</sup>	47.2%	42.1%	5.7%
90 <sup>th</sup>	52.3%	49.5%	6.8%

### 2015 PDP Contract Response Rates

Percentile	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate
10 <sup>th</sup>	28.7%	20.6%	3.5%
25 <sup>th</sup>	32.6%	27.8%	4.3%
50 <sup>th</sup>	39.2%	33.5%	5.6%
75 <sup>th</sup>	47.1%	40.4%	6.7%
90 <sup>th</sup>	53.9%	49.4%	7.7%



## MA & PDP CAHPS RESPONSE RATES

### 2014 PDP Contract Response Rates

Percentile	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate
10 <sup>th</sup>	26.2%	19.4%	3.9%
25 <sup>th</sup>	32.4%	25.6%	5.0%
50 <sup>th</sup>	39.4%	32.7%	6.2%
75 <sup>th</sup>	48.2%	40.4%	7.8%
90 <sup>th</sup>	56.9%	49.0%	9.8%

### 2013 PDP Contract Response Rates

Percentile	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate
10 <sup>th</sup>	31.2%	24.5%	4.5%
25 <sup>th</sup>	35.7%	30.4%	5.7%
50 <sup>th</sup>	41.9%	35.1%	7.0%
75 <sup>th</sup>	49.6%	42.1%	8.9%
90 <sup>th</sup>	62.1%	51.1%	9.9%

### 2012 PDP Contract Response Rates

Percentile	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate
10 <sup>th</sup>	33.3%	24.4%	5.1%
25 <sup>th</sup>	38.4%	30.7%	6.0%
50 <sup>th</sup>	43.4%	35.2%	7.7%
75 <sup>th</sup>	51.6%	43.1%	9.0%
90 <sup>th</sup>	60.5%	51.6%	11.3%

### 2011 PDP Contract Response Rates

Percentile	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate
10 <sup>th</sup>	28.7%	24.8%	2.4%
25 <sup>th</sup>	33.8%	29.1%	3.5%
50 <sup>th</sup>	39.2%	36.3%	4.5%
75 <sup>th</sup>	46.3%	41.8%	5.5%
90 <sup>th</sup>	52.2%	46.1%	6.4%