

State and national benchmarks for MA & PDP CAHPS survey, 2022 - Final

MA state and national benchmarks

State Name	Care Coordination		Customer Service		Getting Appointments and Care Quickly		Getting Needed Care		Annual Flu Vaccine		Getting Needed Prescription Drugs		Rating of Drug Plan		Rating of Health Care Quality		Rating of Health Plan	
	State mean, original scale	State mean, 0-100 scale	State mean, original scale	State mean, 0-100 scale	State mean, original scale	State mean, 0-100 scale	State mean, original scale	State mean, 0-100 scale	State mean, original scale	State mean, 0-100 scale	State mean, original scale	State mean, 0-100 scale	State mean, original scale	State mean, 0-100 scale	State mean, original scale	State mean, 0-100 scale	State mean, original scale	State mean, 0-100 scale
MA																		
National	3.596	86	3.707	90	3.331	78	3.452	82	0.750	75	3.720	91	8.738	87	8.675	87	8.784	88
MA by state																		
*MA_AK	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
MA_AL	3.686	89	3.784	93	3.326	78	3.572	86	0.710	71	3.751	92	8.837	88	8.769	88	8.892	89
MA_AR	3.640	87	3.681	89	3.290	76	3.451	82	0.712	71	3.733	91	8.797	88	8.663	87	8.739	87
MA_AZ	3.441	80	3.651	88	3.225	74	3.321	77	0.672	67	3.625	87	8.451	85	8.258	83	8.539	85
MA_CA	3.518	83	3.676	89	3.310	77	3.394	80	0.812	81	3.756	92	8.960	90	8.601	86	8.813	88
MA_CO	3.631	87	3.755	92	3.424	81	3.432	81	0.818	82	3.768	92	8.830	88	8.658	87	8.765	88
MA_CT	3.551	84	3.657	89	3.382	79	3.488	83	0.793	79	3.688	90	8.658	87	8.719	87	8.757	88
*MA_DC	3.520	83	3.768	92	3.035	68	3.480	83	0.705	71	3.742	91	9.284	93	8.398	84	8.915	89
MA_DE	3.607	86	3.668	89	3.340	78	3.393	80	0.773	77	3.679	89	8.499	85	8.637	86	8.512	85
MA_FL	3.569	85	3.709	90	3.296	77	3.427	81	0.681	68	3.698	90	8.728	87	8.645	86	8.811	88
MA_GA	3.628	87	3.707	90	3.346	78	3.485	83	0.671	67	3.723	91	8.691	87	8.787	88	8.755	88
MA_HI	3.559	84	3.658	89	3.280	76	3.369	79	0.729	73	3.726	91	8.658	87	8.635	86	8.657	87
MA_IA	3.713	90	3.703	90	3.535	84	3.606	87	0.773	77	3.772	92	8.766	88	8.687	87	8.783	88
MA_ID	3.579	85	3.681	89	3.359	79	3.433	81	0.700	70	3.685	89	8.553	86	8.627	86	8.717	87
MA_IL	3.652	88	3.731	91	3.390	80	3.503	83	0.748	75	3.736	91	8.760	88	8.838	88	8.891	89
MA_IN	3.605	86	3.700	90	3.393	80	3.472	82	0.740	74	3.696	90	8.707	87	8.812	88	8.713	87
MA_KS	3.620	86	3.689	90	3.355	79	3.451	82	0.725	73	3.709	90	8.465	85	8.667	87	8.610	86
MA_KY	3.707	90	3.728	91	3.395	80	3.523	84	0.701	70	3.745	91	8.645	86	8.742	87	8.693	87
MA_LA	3.690	89	3.776	93	3.381	79	3.527	84	0.703	70	3.708	90	8.786	88	8.835	88	9.012	90
MA_MA	3.608	86	3.710	90	3.325	77	3.422	81	0.826	83	3.694	90	8.571	86	8.659	87	8.745	87
MA_MD	3.562	84	3.710	90	3.282	76	3.435	81	0.803	80	3.751	92	8.806	88	8.543	85	8.532	85
MA_ME	3.639	87	3.709	90	3.416	81	3.393	80	0.770	77	3.698	90	8.507	85	8.551	86	8.686	87
MA_MI	3.629	87	3.698	90	3.361	79	3.494	83	0.784	78	3.724	91	8.527	85	8.731	87	8.761	88
MA_MN	3.659	88	3.800	93	3.454	82	3.536	85	0.816	82	3.764	92	8.581	86	8.869	89	8.754	88
MA_MO	3.665	88	3.760	92	3.384	79	3.542	85	0.774	77	3.775	92	8.766	88	8.840	88	8.841	88
MA_MS	3.675	88	3.786	93	3.305	77	3.546	85	0.677	68	3.753	92	8.966	90	8.789	88	8.871	89
MA_MT	3.697	89	3.695	90	3.394	80	3.509	84	0.764	76	3.729	91	8.437	84	8.606	86	8.484	85
MA_NC	3.648	87	3.776	93	3.363	79	3.499	83	0.767	77	3.715	91	8.725	87	8.801	88	8.804	88
MA_ND	3.628	87	3.573	86	3.405	80	3.429	81	0.722	72	3.690	90	8.763	88	8.571	86	8.627	86
MA_NE	3.614	86	3.739	91	3.458	82	3.530	84	0.815	81	3.708	90	8.671	87	8.734	87	8.649	86
MA_NH	3.633	87	3.778	93	3.458	82	3.492	83	0.783	78	3.698	90	8.405	84	8.572	86	8.537	85
MA_NJ	3.553	84	3.690	90	3.228	74	3.431	81	0.765	77	3.631	88	8.390	84	8.419	84	8.592	86
MA_NM	3.504	82	3.668	89	3.218	74	3.313	77	0.765	77	3.665	89	8.496	85	8.480	85	8.521	85
MA_NV	3.520	83	3.609	87	3.247	75	3.340	78	0.695	69	3.673	89	8.678	87	8.514	85	8.697	87
MA_NY	3.566	84	3.676	89	3.273	76	3.396	80	0.765	77	3.692	90	8.547	85	8.518	85	8.607	86
MA_OH	3.625	87	3.715	90	3.438	81	3.507	84	0.719	72	3.739	91	8.614	86	8.766	88	8.784	88

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MA National	3.596	86	3.707	90	3.331	78	3.452	82	0.750	75	3.720	91	8.738	87	8.675	87	8.784	88
MA by state																		
MA_OK	3.564	84	3.749	92	3.329	78	3.556	85	0.756	76	3.718	91	8.707	87	8.786	88	8.772	88
MA_OR	3.567	85	3.697	90	3.338	78	3.381	79	0.781	78	3.664	89	8.370	84	8.549	85	8.594	86
MA_PA	3.649	87	3.733	91	3.375	79	3.482	83	0.772	77	3.735	91	8.696	87	8.738	87	8.873	89
MA_PR	3.559	84	3.744	91	3.080	69	3.377	79	0.572	57	3.774	92	9.362	94	8.949	89	9.386	94
MA_RI	3.585	85	3.736	91	3.362	79	3.486	83	0.808	81	3.719	91	8.732	87	8.744	87	8.878	89
MA_SC	3.585	85	3.747	92	3.371	79	3.531	84	0.731	73	3.748	92	8.732	87	8.730	87	8.839	88
*MA_SD	3.703	89	3.793	93	3.346	78	3.647	88	0.833	83	3.884	96	7.983	80	8.837	88	8.757	88
MA_TN	3.650	88	3.758	92	3.398	80	3.565	85	0.706	71	3.775	92	8.822	88	8.845	88	8.954	90
MA_TX	3.584	85	3.682	89	3.310	77	3.486	83	0.746	75	3.683	89	8.642	86	8.754	88	8.733	87
MA_UT	3.674	88	3.723	91	3.393	80	3.477	83	0.790	79	3.719	91	8.699	87	8.889	89	8.908	89
MA_VA	3.635	87	3.766	92	3.366	79	3.480	83	0.742	74	3.719	91	8.781	88	8.703	87	8.751	88
MA_VT	3.622	87	3.728	91	3.432	81	3.378	79	0.804	80	3.741	91	8.320	83	8.471	85	8.408	84
MA_WA	3.590	85	3.663	89	3.292	76	3.356	79	0.765	77	3.727	91	8.634	86	8.439	84	8.503	85
MA_WI	3.681	89	3.736	91	3.463	82	3.532	84	0.794	79	3.763	92	8.729	87	8.867	89	8.882	89
MA_WV	3.643	87	3.821	94	3.280	76	3.468	82	0.752	75	3.676	89	8.613	86	8.430	84	8.737	87
*MA_WY	3.648	87	3.745	92	3.556	85	3.626	88	0.449	45	3.754	92	8.448	84	8.265	83	7.870	79

* Low precision estimates (sample size < 350)