

## MA & PDP CAHPS RESPONSE RATES

### Medicare Advantage and Prescription Drug Plan Response Rates

The tables below provide current and historical information regarding the response rates achieved by Medicare Advantage (MA) contracts (combining all survey types sent to MA enrollees [MA-only, MA-PD, MA PPO, as applicable]) and Prescription Drug Plans (PDPs) participating in the MA and PDP CAHPS Surveys. The most current response rate information is from 2023 surveys, and the historical information dates back to 2007 for MA Surveys and 2011 for PDP Surveys<sup>1</sup>. Note that the MA and PDP CAHPS Surveys were not administered in 2020. CMS uses mixed-mode data collection to increase the likelihood of survey participation. Contracts can promote survey participation by providing their vendor with up-to-date telephone numbers and 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 separately for MA and PDP contracts. The overall response rate percentiles appear in the first column for each contract type. In 2023 for example, the median (50<sup>th</sup> percentile) MA contract overall response rate was 35.0%, and the middle 80% of MA contracts (those between the 10<sup>th</sup> and 90<sup>th</sup> percentile of overall response rate) had an overall response rate of 26.0-44.7%. Similarly in 2022, the median MA contract overall response rate was 34.0%, and the middle 80% of MA contracts had an overall response rate of 23.9-45.3%. In 2023, the median PDP contract overall response rate was 38.0%, and the middle 80% of PDP contracts had an overall response rate of 31.4-48.1%. Similarly, in 2022, the median PDP contract overall response rate was 38.9%, and the middle 80% of PDP contracts had an overall response rate of 30.7-50.6%.

The second and third columns for each contract type show the percentiles of the mail and telephone response rates. In 2023, the median MA contract mail response rate was 31.3%, and the middle 80% of MA contracts (those between the 10<sup>th</sup> and 90<sup>th</sup> percentiles) had mail response rates of 21.1-41.7%. Similarly, in 2022 the median MA contract mail response rate was 30.6%, and the middle 80% of MA contracts had mail response rates of 20.2-43.3%. In 2023, the median MA contract telephone response rate was 3.3%, and 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 1.6-6.5%. In 2022, the median MA contract telephone response rate was 2.9%, and the middle 80% of MA contracts had telephone response rates of 1.4-5.3%. In 2023, the median PDP contract mail response rate was 36.7%, and the middle 80% of PDPs had mail response rates of 29.0-45.9%. In 2022, the median PDP contract mail response rate was 37.3%, and the middle 80% of PDPs had mail response rates of 28.8-49.3%. In 2023, the median PDP contract telephone response rate was 2.0%, and the middle 80% of PDPs had telephone response rates of 1.3-3.3%. In 2022, the median PDP contract telephone response rate was 1.7%, and the middle 80% of PDPs had telephone response rates of 1.2-3.0%. 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 and contract type the mail and telephone response rates should sum to the overall response

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<sup>1</sup> The PDP Survey was first administered in 2011.

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rate. The denominator for both mail and telephone response rates is all eligible sampled cases.

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2023 MA and PDP Contract Response Rates

Percentile	MA			PDP		
	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate
10 <sup>th</sup>	26.0%	21.1%	1.6%	31.4%	29.0%	1.3%
25 <sup>th</sup>	30.2%	25.6%	2.2%	34.2%	32.3%	1.5%
50 <sup>th</sup>	35.0%	31.1%	3.3%	38.0%	36.7%	2.0%
75 <sup>th</sup>	40.3%	37.1%	4.9%	43.4%	41.3%	2.3%
90 <sup>th</sup>	44.7%	41.7%	6.5%	48.1%	45.9%	3.3%

2022 MA and PDP Contract Response Rates

Percentile	MA			PDP		
	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate
10 <sup>th</sup>	23.9%	20.2%	1.4%	30.7%	28.8%	1.2%
25 <sup>th</sup>	28.6%	24.5%	1.9%	34.9%	32.6%	1.5%
50 <sup>th</sup>	34.0%	30.6%	2.9%	38.9%	37.3%	1.7%
75 <sup>th</sup>	40.4%	37.9%	4.0%	43.7%	41.9%	2.2%
90 <sup>th</sup>	45.3%	43.3%	5.3%	50.6%	49.3%	3.0%

2021 MA and PDP Contract Response Rates

Percentile	MA			PDP		
	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate
10 <sup>th</sup>	25.9%	20.3%	1.5%	27.8%	25.4%	1.3%
25 <sup>th</sup>	30.1%	25.2%	2.2%	33.0%	31.0%	1.6%
50 <sup>th</sup>	35.3%	31.2%	3.4%	39.7%	37.4%	2.1%
75 <sup>th</sup>	40.9%	37.9%	5.0%	42.4%	40.7%	2.4%
90 <sup>th</sup>	46.3%	43.9%	6.6%	51.0%	48.7%	3.2%

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2019 MA and PDP Contract Response Rates

Percentile	MA			PDP		
	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate
10 <sup>th</sup>	28.8%	21.3%	3.2%	30.6%	24.3%	2.1%
25 <sup>th</sup>	33.6%	25.5%	4.2%	34.1%	30.2%	3.0%
50 <sup>th</sup>	38.8%	31.2%	5.8%	39.2%	35.0%	3.7%
75 <sup>th</sup>	43.4%	37.5%	8.3%	43.3%	40.2%	4.8%
90 <sup>th</sup>	47.7%	43.1%	12.1%	53.7%	49.3%	5.8%

2018 MA and PDP Contract Response Rates

Percentile	MA			PDP		
	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate
10 <sup>th</sup>	31.0%	21.6%	3.9%	29.8%	26.6%	2.0%
25 <sup>th</sup>	36.3%	26.4%	5.2%	36.9%	33.6%	2.7%
50 <sup>th</sup>	41.5%	33.7%	7.0%	41.3%	37.5%	3.5%
75 <sup>th</sup>	46.2%	39.1%	9.4%	48.4%	44.6%	5.1%
90 <sup>th</sup>	50.4%	44.4%	12.8%	54.0%	52.0%	5.7%

2017 MA and PDP Contract Response Rates

Percentile	MA			PDP		
	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate
10 <sup>th</sup>	31.9%	23.2%	3.8%	34.8%	27.8%	3.1%
25 <sup>th</sup>	37.7%	28.3%	4.9%	39.7%	35.0%	3.8%
50 <sup>th</sup>	43.0%	36.3%	6.5%	44.9%	39.5%	5.0%
75 <sup>th</sup>	48.4%	41.0%	8.8%	53.4%	47.5%	6.1%
90 <sup>th</sup>	52.3%	46.9%	12.2%	59.1%	53.6%	8.0%

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2016 MA and PDP Contract Response Rates

	MA			PDP		
Percentile	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate
10 <sup>th</sup>	29.4%	22.0%	2.5%	25.3%	20.4%	2.7%
25 <sup>th</sup>	37.2%	28.3%	4.2%	35.5%	31.2%	3.6%
50 <sup>th</sup>	43.4%	35.7%	6.6%	40.4%	35.2%	4.1%
75 <sup>th</sup>	48.6%	41.9%	9.5%	47.2%	42.1%	5.7%
90 <sup>th</sup>	52.2%	46.8%	12.1%	52.3%	49.5%	6.8%

2015 MA and PDP Contract Response Rates

	MA			PDP		
Percentile	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate
10 <sup>th</sup>	30.2%	23.0%	2.9%	28.7%	20.6%	3.5%
25 <sup>th</sup>	36.1%	28.4%	4.2%	32.6%	27.8%	4.3%
50 <sup>th</sup>	42.2%	35.1%	6.2%	39.2%	33.5%	5.6%
75 <sup>th</sup>	48.4%	41.8%	8.5%	47.1%	40.4%	6.7%
90 <sup>th</sup>	52.9%	46.9%	11.4%	53.9%	49.4%	7.7%

2014 MA and PDP Contract Response Rates

	MA			PDP		
Percentile	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate
10 <sup>th</sup>	34.3%	26.2%	4.0%	26.2%	19.4%	3.9%
25 <sup>th</sup>	38.7%	29.9%	5.6%	32.4%	25.6%	5.0%
50 <sup>th</sup>	45.0%	36.7%	7.5%	39.4%	32.7%	6.2%
75 <sup>th</sup>	50.3%	43.3%	9.5%	48.2%	40.4%	7.8%
90 <sup>th</sup>	55.2%	48.6%	12.3%	56.9%	49.0%	9.8%

MA & PDP CAHPS RESPONSE RATES

2013 MA and PDP Contract Response Rates

Percentile	MA			PDP		
	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate
10th	34.3%	27.0%	4.1%	31.2%	24.5%	4.5%
25th	39.6%	31.5%	5.4%	35.7%	30.4%	5.7%
50th	46.5%	38.6%	6.9%	41.9%	35.1%	7.0%
75th	51.7%	45.0%	9.0%	49.6%	42.1%	8.9%
90th	57.3%	49.5%	11.4%	62.1%	51.1%	9.9%

2012 MA and PDP Contract Response Rates

Percentile	MA			PDP		
	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate
10th	36.4%	28.2%	4.8%	33.3%	24.4%	5.1%
25th	42.2%	33.0%	5.8%	38.4%	30.7%	6.0%
50th	48.0%	40.0%	7.3%	43.4%	35.2%	7.7%
75th	53.3%	46.2%	9.2%	51.6%	43.1%	9.0%
90th	58.1%	51.5%	12.3%	60.5%	51.6%	11.3%

2011 MA and PDP Contract Response Rates

Percentile	MA			PDP		
	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate
10th	32.6%	29.1%	2.4%	28.7%	24.8%	2.4%
25th	40.0%	35.1%	3.5%	33.8%	29.1%	3.5%
50th	47.0%	41.9%	4.7%	39.2%	36.3%	4.5%
75th	53.7%	47.8%	6.1%	46.3%	41.8%	5.5%
90th	58.5%	53.1%	7.5%	52.2%	46.1%	6.4%

MA & PDP CAHPS RESPONSE RATES

2010 MA Contract Response Rates

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

2009 MA Contract Response Rates

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

2008 MA Contract Response Rates

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

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2007 MA Contract Response Rates

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