

CAHPS Survey National Response Rates

The table below provides overall current and historic national response rates¹ achieved for Medicare Advantage (MA), Fee-for-Service (FFS), and Prescription Drug Plans (PDPs). All surveys are administered using a mixed mode survey administration protocol in which mail is the initial mode and phone is the secondary mode.

Year	Medicare Advantage Surveys ²	Fee-for-Service Surveys	Prescription Drug Plan Surveys
2000	N/A	63.9%	N/A
2001	83.9%	68.0%	N/A
2002	83.0%	70.6%	N/A
2003	80.6%	69.3%	N/A
2004	79.7%	66.9%	N/A
2005	69.0%	N/A	N/A
2006	N/A	N/A	N/A
2007	50.7%	47.8%	N/A
2008	64.9%	55.5%	N/A
2009	64.8%	57.9%	N/A
2010	61.7%	57.1%	N/A
2011	46.5%	49.8%	40.0%
2012	47.8%	43.2%	44.0%
2013	46.0%	42.2%	42.6%
2014	44.7%	35.2%	39.8%
2015	42.1%	34.8%	40.1%
2016	42.2%	35.9%	40.2%
2017	42.3%	35.1%	44.4%
2018	41.0%	34.8%	41.3%
2019	38.4%	32.0%	38.9%

Note: N/A indicates no CAHPS survey administration

¹The national response rates reported above were calculated using the formula = number of surveys with any evaluative responses/total eligible sample.

²MA (MA-Only, MA-PD, and MA-PPO) surveys