

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 2019 surveys, and the historic information is for prior years back to 2007. 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 beneficiaries (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 2019, for example, 10% of MA contracts had overall response rates of 28.8% or lower, and 90% of MA contracts had overall response rates of 47.7% or lower. The median (50th percentile) 2019 MA contract overall response rate was 38.8%. Similarly, in 2018 10% of MA contracts had overall response rates of 31.0% or lower, and 90% of MA contracts had overall response rates of 50.4% or lower. The median (50th percentile) 2018 MA contract overall response rate was 41.5%.

The third and fourth columns of each annual table show the percentiles of the mail and telephone response rates. In 2019 the middle 80% of MA contracts (those between the 10th and 90th percentiles of mail response rate) had mail response rates of 21.3-43.1%. Similarly, in 2018 the middle 80% of MA contracts (those between the 10th and 90th percentiles of mail response rate) had mail response rates of 21.6-44.4%. In 2019 the middle 80% of MA contracts (those between the 10th and 90th percentiles of telephone response rate) had telephone response rates of 3.2-12.1%. Similarly, in 2018 the middle 80% of MA contracts (those between the 10th and 90th percentiles of telephone response rate) had telephone response rates of 3.9-12.8%. 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

2019 MA Contract Response Rates

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

2018 MA Contract Response Rates

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

2017 MA Contract Response Rates

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

MA & PDP CAHPS RESPONSE RATES

2016 MA Contract Response Rates

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

2015 MA Contract Response Rates

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

2014 MA Contract Response Rates

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

2013 MA Contract Response Rates

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

MA & PDP CAHPS RESPONSE RATES

2012 MA Contract Response Rates

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

2011 MA Contract Response Rates

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

2010 MA Contract Response Rates

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

2009 MA Contract Response Rates

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

MA & PDP CAHPS RESPONSE RATES

2008 MA Contract Response Rates

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

2007 MA Contract Response Rates

Percentile	Overall Response Rate	Mail Survey Response Rate	Telephone Interview Response Rate
10 th	35.6%	21.0%	9.8%
25 th	43.7%	28.7%	12.0%
50 th	52.3%	38.6%	13.7%
75 th	58.9%	44.5%	15.6%
90 th	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 2019 surveys, and the historic information is for prior years back to 2011. 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 2019, for example, 10% of PDPs had overall response rates of 30.6% or lower, and 90% of PDPs had overall response rates of 53.7% or lower. The median (50th percentile) 2019 PDP overall response rate was 39.2%. Similarly, in 2018, 10% of PDPs had overall response rates of 29.8% or lower, and 90% of PDPs had overall response rates of 54.0% or lower. The median (50th percentile) 2018 PDP overall response rate was 41.3%.

The third and fourth columns of each annual table show the percentiles of the mail and telephone response rates. In 2019 the middle 80% of PDPs (those between the 10th and 90th percentiles of mail response rate) had mail response rates of 24.3-49.3% and telephone response rates of 2.1-5.8%. Similarly, in 2018 the middle 80% of PDPs (those between the 10th and 90th percentiles of mail response rate) had mail response rates of 26.6-52.0% and telephone response rates of 2.0-5.7%. 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

2019 PDP Contract Response Rates

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

2018 PDP Contract Response Rates

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

2017 PDP Contract Response Rates

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

2016 PDP Contract Response Rates

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

MA & PDP CAHPS RESPONSE RATES

2015 PDP Contract Response Rates

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

2014 PDP Contract Response Rates

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

2013 PDP Contract Response Rates

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

2012 PDP Contract Response Rates

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

MA & PDP CAHPS RESPONSE RATES

2011 PDP Contract Response Rates

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