

State and national benchmarks for MA & PDP CAHPS survey, 2018 -final

Note: Data are weighted to reflect state enrollment of each contract. States are omitted if the effective sample size for estimation of a state mean is less than 350. Estimates on the 0-100 scale are rounded to the nearest point

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	3.602	86	3.711	90	3.35	78	3.512	84	0.745	75	3.716	91	8.545	85	8.639	86	8.668	87
FFS National	3.602	86	3.603	87	3.313	77	3.514	84	0.737	74	NA	NA	NA	NA	8.526	85	*8.308	83
AL	3.609	86	3.71	90	3.248	75	3.576	86	0.689	69	3.75	92	8.561	86	8.654	87	8.794	88
AR	3.57	85	3.748	92	3.267	76	3.484	83	0.67	67	3.711	90	8.498	85	8.498	85	8.406	84
AZ	3.57	85	3.712	90	3.292	76	3.452	82	0.695	70	3.684	89	8.381	84	8.507	85	8.539	85
CA	3.559	84	3.696	90	3.373	79	3.507	84	0.779	78	3.762	92	8.816	88	8.78	88	8.862	89
CO	3.618	86	3.76	92	3.461	82	3.527	84	0.778	78	3.776	93	8.542	85	8.755	88	8.61	86
CT	3.61	86	3.686	90	3.443	81	3.516	84	0.776	78	3.688	90	8.156	82	8.738	87	8.418	84
FL	3.6	86	3.713	90	3.313	77	3.52	84	0.663	66	3.701	90	8.594	86	8.651	87	8.693	87
GA	3.596	86	3.744	91	3.252	75	3.518	84	0.695	69	3.678	89	8.46	85	8.461	85	8.695	87
HI	3.51	83	3.653	88	3.355	78	3.452	82	0.764	76	3.721	91	8.552	86	8.743	87	8.576	86
IA	3.671	88	3.737	91	3.464	82	3.558	85	0.755	75	3.747	92	8.565	86	8.756	88	8.79	88
ID	3.632	87	3.774	92	3.452	82	3.591	86	0.731	73	3.748	92	8.482	85	8.623	86	8.566	86
IL	3.643	87	3.723	91	3.394	80	3.571	86	0.743	74	3.719	91	8.372	84	8.67	87	8.647	86
IN	3.65	87	3.711	90	3.415	81	3.536	85	0.741	74	3.756	92	8.67	87	8.716	87	8.732	87
KS	3.632	87	3.704	90	3.356	79	3.529	84	0.728	73	3.694	90	8.301	83	8.613	86	8.471	85
KY	3.667	88	3.762	92	3.4	80	3.577	86	0.718	72	3.683	89	8.251	83	8.745	87	8.492	85
LA	3.654	88	3.751	92	3.284	76	3.534	84	0.714	71	3.7	90	8.679	87	8.747	87	8.815	88
MA	3.633	87	3.725	91	3.421	81	3.574	86	0.818	82	3.724	91	8.438	84	8.828	88	8.758	88

State and national benchmarks for MA & PDP CAHPS survey, 2018 -final

Note: Data are weighted to reflect state enrollment of each contract. States are omitted if the effective sample size for estimation of a state mean is less than 350. Estimates on the 0-100 scale are rounded to the nearest point

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
MD	3.553	84	3.681	89	3.318	77	3.494	83	0.771	77	3.673	89	8.526	85	8.505	85	8.471	85
ME	3.668	88	3.793	93	3.478	83	3.581	86	0.783	78	3.785	93	8.605	86	8.78	88	8.839	88
MI	3.613	86	3.67	89	3.373	79	3.529	84	0.751	75	3.738	91	8.35	84	8.65	86	8.431	84
MN	3.693	89	3.74	91	3.531	84	3.608	87	0.78	78	3.724	91	8.209	82	8.91	89	8.814	88
MO	3.669	88	3.73	91	3.39	80	3.579	86	0.771	77	3.728	91	8.47	85	8.788	88	8.634	86
MS	3.593	85	3.717	91	3.258	75	3.504	83	0.617	62	3.715	91	8.626	86	8.404	84	8.497	85
NC	3.686	89	3.771	92	3.403	80	3.555	85	0.791	79	3.74	91	8.619	86	8.717	87	8.688	87
NE	3.637	87	3.685	89	3.427	81	3.524	84	0.771	77	3.659	89	8.348	83	8.756	88	8.537	85
NH	3.695	89	N	N	3.488	83	3.606	87	0.726	73	3.713	90	8.322	83	8.729	87	8.566	86
NJ	3.572	85	3.705	90	3.312	77	3.521	84	0.726	73	3.628	88	8.114	81	8.608	86	8.462	85
NM	3.499	82	3.707	90	3.252	75	3.281	76	0.763	76	3.65	88	8.009	80	8.277	83	8.319	83
NV	3.501	82	3.679	89	3.146	72	3.304	77	0.663	66	3.685	90	8.454	85	8.276	83	8.567	86
NY	3.558	84	3.677	89	3.297	77	3.472	82	0.754	75	3.695	90	8.322	83	8.425	84	8.44	84
OH	3.644	87	3.69	90	3.409	80	3.554	85	0.734	73	3.713	90	8.424	84	8.78	88	8.603	86
OK	3.615	86	3.723	91	3.395	80	3.533	84	0.76	76	3.716	91	8.375	84	8.662	87	8.581	86
OR	3.616	86	3.722	91	3.435	81	3.503	83	0.797	80	3.741	91	8.47	85	8.7	87	8.651	87
PA	3.649	87	3.752	92	3.415	80	3.567	86	0.777	78	3.75	92	8.494	85	8.771	88	8.713	87
PR	3.578	85	3.703	90	3.158	72	3.512	84	0.416	42	3.762	92	9.323	93	8.866	89	9.351	94
RI	3.593	85	3.752	92	3.347	78	3.525	84	0.791	79	3.695	90	8.203	82	8.717	87	8.356	84
TN	3.662	88	3.757	92	3.386	80	3.602	87	0.748	75	3.767	92	8.627	86	8.827	88	8.819	88
TX	3.566	85	3.709	90	3.281	76	3.483	83	0.745	75	3.691	90	8.611	86	8.571	86	8.677	87
UT	3.621	86	3.72	91	3.409	80	3.557	85	0.768	77	3.727	91	8.276	83	8.573	86	8.601	86

State and national benchmarks for MA & PDP CAHPS survey, 2018 -final

Note: Data are weighted to reflect state enrollment of each contract. States are omitted if the effective sample size for estimation of a state mean is less than 350. Estimates on the 0-100 scale are rounded to the nearest point

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
VA	3.583	85	3.7	90	3.322	77	3.497	83	0.741	74	3.695	90	8.629	86	8.64	86	8.562	86
WA	3.635	87	3.721	91	3.429	81	3.49	83	0.77	77	3.719	91	8.334	83	8.679	87	8.479	85
WI	3.679	89	3.729	91	3.532	84	3.599	87	0.738	74	3.741	91	8.4	84	8.797	88	8.767	88
WV	3.655	88	3.757	92	3.391	80	3.575	86	0.699	70	3.79	93	8.419	84	8.616	86	8.509	85

*Benchmarks for the “Rate Plan” item in FFS are not comparable to MA because the item is different (rating of Medicare rather than of an MA contract).