

Table 1. Case-mix Coefficients for Part C CAHPS Measures

Predictor	C23: Getting Needed Care (Comp)	C24: Getting Appointments and Care Quickly (Comp)	C25: Customer Service (Comp)	C26: Rating of Health Care Quality	C27: Rating of Health Plan	C28: Care Coordination (Comp)
Age: 64 or under	-0.038	-0.033	-0.019	-0.204	-0.221	-0.021
Age: 65 - 69	-0.004	-0.004	0.005	-0.064	-0.093	0.011
Age: 75 - 79	0.004	0.001	-0.004	0.017	0.061	-0.012
Age: 80 - 84	0.015	0.025	0.018	0.067	0.159	-0.01
Age: 85 and older	0.014	-0.002	0.034	0.086	0.171	-0.04
Less than an 8th grade education	-0.033	-0.002	-0.027	-0.012	0.15	-0.004
Some high school	0.005	-0.049	-0.005	-0.043	0.143	0.007
Some college	-0.046	-0.01	-0.042	-0.083	-0.18	-0.037
College graduate	-0.049	0	-0.065	-0.155	-0.291	-0.044
More than a bachelor's degree	-0.109	-0.022	-0.091	-0.217	-0.351	-0.064
General health rating: excellent	0.093	0.08	0.031	0.387	0.317	0.034
General health rating: very good	0.041	0.046	0.047	0.216	0.189	0.023
General health rating: fair	-0.067	-0.046	-0.034	-0.235	-0.13	-0.04
General health rating: poor	-0.105	-0.04	-0.091	-0.436	-0.246	-0.048
Mental health rating: excellent	0.164	0.142	0.119	0.48	0.399	0.125
Mental health rating: very good	0.066	0.065	0.051	0.23	0.179	0.061
Mental health rating: fair	-0.056	0.003	0.014	-0.161	-0.076	-0.033
Mental health rating: poor	-0.167	-0.059	-0.057	-0.424	-0.359	-0.11
Proxy helped	-0.014	-0.044	-0.039	-0.169	-0.163	0.018
Proxy answered	0.003	-0.022	-0.039	-0.006	-0.135	-0.016
Medicaid dual eligible	-0.022	-0.017	0.027	-0.045	0.301	-0.01
Low-income subsidy (LIS)	-0.032	-0.028	0.029	-0.071	0.065	-0.007
Chinese language survey	-0.127	-0.072	-0.331	0.175	-0.424	0.013

Source: Medicare 2015 Part C & D Star Rating Technical Notes

Table 2. Case-mix Coefficients for Part D CAHPS Measures

Predictor	MA-PD		PDP	
	D06: Rating of Drug Plan	D07: Getting Needed Prescription Drugs (Comp)	D06: Rating of Drug Plan	D07: Getting Needed Prescription Drugs (Comp)
Age: 64 or under	-0.228	-0.034	-0.174	-0.056
Age: 65 - 69	-0.127	-0.011	-0.107	-0.017
Age: 75 - 79	0.125	0.023	0.32	0.028
Age: 80 - 84	0.267	0.033	0.404	0.032
Age: 85 and older	0.389	0.032	0.431	0.032
Less than an 8th grade education	0.077	-0.045	0.1	-0.041
Some high school	0.086	0	0.136	-0.017
Some college	-0.207	-0.011	-0.271	-0.064
College graduate	-0.339	-0.027	-0.33	-0.069
More than a bachelor's degree	-0.45	-0.055	-0.551	-0.072
General health rating: excellent	0.287	0.009	0.108	-0.049
General health rating: very good	0.214	0.027	0.155	-0.009
General health rating: fair	-0.151	-0.044	-0.113	-0.044
General health rating: poor	-0.339	-0.082	-0.366	-0.053
Mental health rating: excellent	0.356	0.1	0.228	0.102
Mental health rating: very good	0.128	0.048	0.162	0.062
Mental health rating: fair	-0.044	-0.018	-0.069	-0.018
Mental health rating: poor	-0.278	-0.066	-0.189	-0.063
Proxy helped	-0.219	-0.004	-0.311	-0.028
Proxy answered	-0.179	0.001	-0.2	-0.01
Medicaid dual eligible	0.583	0.037	0.764	0.038
Low-income subsidy (LIS)	0.462	0.037	0.572	0.055
Chinese language survey	-0.453	-0.046	N/A	N/A

Source: Medicare 2015 Part C & D Star Rating Technical Notes