

MA & PDP CAHPS
2019 Between-Contract Variances for Reported Measures

Single Items

Annual Flu Vaccine	65.429
Pneumonia Vaccine	128.392
Rating of Health Care Quality	3.318
Rating of Drug Plan	7.561
Rating of Health Plan	8.088

Composites

Getting Appointments and Care Quickly	10.879
Getting Needed Care	5.695
Customer Service	3.138
Care Coordination	4.722
Doctors Who Communicate Well	1.488
Getting Needed Prescription Drugs	2.850