

MY 2021 (RY 2022) Adult CAHPS Rate Chart

Adult CAHPS		Health Plan									
Measure	Aetna Better Health	AmeriHealth Caritas Pennsylvania ¹	Geisinger Health Plan	Health Partners Plans	Highmark Wholecare ²	Keystone First	United Healthcare	UPMC For You	MY 2021 HC Average	MY 2020 HC Average	MY 2019 HC Average
Survey Section: Your Health Care in the Last Six Months											
Needed Care Right Away (Usually or Always)	91.23%	92.39%	81.61%	89.47%	89.29%	79.57%	83.08%	90.41%	86.72%	87.11%	86.45%
Appointment for Routine Care When Needed (Getting an Appointment With Your Doctor) (Usually or Always)	79.00%	87.06%	84.25%	83.52%	76.92%	76.22%	81.90%	82.76%	81.79%	82.26%	81.80%
Satisfaction with Health Care (Rating of 8 to 10)	68.38%	81.44%	76.22%	69.09%	78.13%	80.63%	80.83%	79.31%	77.33%	79.53%	78.18%
Getting Care You Need (Usually or Always)	87.83%	90.21%	85.21%	88.18%	86.46%	86.16%	86.99%	87.67%	87.47%	86.86%	86.89%
In the last 6 months, did you get care from a dentist's office or dental clinic? Yes	30.22%	42.86%	34.55%	38.93%	35.00%	41.77%	30.81%	36.74%	36.76%	31.49%	33.90%
In the last 6 months, did you get care from a dentist's office or dental clinic? No	69.78%	57.14%	65.45%	61.07%	65.00%	58.23%	69.19%	63.26%	63.24%	68.51%	66.10%
In the last 6 months, how many times did you go to a dentist's office or dental clinic? 1	50.91%	49.07%	51.52%	41.38%	51.02%	40.40%	55.74%	54.43%	48.87%	55.13%	51.82%
In the last 6 months, how many times did you go to a dentist's office or dental clinic? 2	20.00%	25.93%	22.73%	22.41%	28.57%	27.27%	18.03%	31.65%	25.04%	21.96%	22.10%
In the last 6 months, how many times did you go to a dentist's office or dental clinic? 3	16.36%	12.96%	13.64%	15.52%	6.12%	8.08%	14.75%	7.59%	11.65%	8.69%	9.61%
In the last 6 months, how many times did you go to a dentist's office or dental clinic? 4	7.27%	8.33%	4.55%	6.90%	6.12%	8.08%	3.28%	2.53%	6.09%	7.11%	5.41%
In the last 6 months, how many times did you go to a dentist's office or dental clinic? 5 to 9	0.00%	1.85%	3.03%	10.34%	4.08%	6.06%	4.92%	2.53%	4.00%	5.21%	5.08%
In the last 6 months, how many times did you go to a dentist's office or dental clinic? 10 or more	0.00%	1.85%	1.52%	3.45%	2.04%	5.05%	1.64%	1.27%	2.26%	0.32%	1.10%
Satisfaction with Your Dental Care (0 Worst dental care possible)	3.85%	2.83%	4.69%	5.36%	0.00%	2.15%	1.67%	2.63%	2.89%	3.88%	1.78%
Satisfaction with Your Dental Care (1 out of 10 Rating)	0.00%	3.77%	1.56%	0.00%	2.13%	1.08%	3.33%	1.32%	1.81%	1.29%	1.30%
Satisfaction with Your Dental Care (2 out of 10 Rating)	1.92%	1.89%	1.56%	3.57%	2.13%	0.00%	0.00%	1.32%	1.44%	2.10%	1.54%
Satisfaction with Your Dental Care (3 out of 10 Rating)	0.00%	0.94%	0.00%	1.79%	2.13%	2.15%	1.67%	2.63%	1.44%	1.94%	1.78%
Satisfaction with Your Dental Care (4 out of 10 Rating)	1.92%	1.89%	3.13%	3.57%	2.13%	1.08%	3.33%	0.00%	1.99%	1.78%	1.54%
Satisfaction with Your Dental Care (5 out of 10 Rating)	3.85%	6.60%	4.69%	5.36%	4.26%	6.45%	13.33%	9.21%	6.86%	6.30%	4.86%
Satisfaction with Your Dental Care (6 out of 10 Rating)	1.92%	2.83%	9.38%	5.36%	6.38%	4.30%	8.33%	7.89%	5.60%	3.88%	3.79%

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Satisfaction with Your Dental Care (7 out of 10 Rating)	15.38%	7.55%	4.69%	10.71%	10.64%	11.83%	5.00%	9.21%	9.21%	6.46%	8.29%
Satisfaction with Your Dental Care (8 out of 10 Rating)	13.46%	17.92%	12.50%	8.93%	12.77%	15.05%	18.33%	6.58%	13.54%	17.29%	14.81%
Satisfaction with Your Dental Care (9 out of 10 Rating)	21.15%	13.21%	9.38%	7.14%	25.53%	15.05%	18.33%	13.16%	14.80%	15.83%	16.00%
Satisfaction with Your Dental Care (10 Best dental care possible)	36.54%	40.57%	48.44%	48.21%	31.91%	40.86%	26.67%	46.05%	40.43%	39.26%	44.31%
Survey Section: Your Personal Doctor											
Clear Explanations (Usually or Always)	94.00%	94.25%	91.73%	89.01%	91.84%	88.97%	92.13%	94.56%	92.22%	92.80%	94.39%
Personal Doctor Listens Carefully (Usually or Always)	96.00%	94.25%	93.23%	91.21%	89.80%	92.41%	94.44%	92.52%	93.10%	92.95%	94.18%
Respect from Providers (Usually or Always)	97.00%	98.27%	95.49%	93.41%	92.86%	93.10%	95.31%	96.55%	95.46%	94.93%	94.76%
Doctor Spends Enough Time With You (Appointment Length) (Usually or Always)	92.00%	94.83%	92.48%	88.89%	92.78%	88.97%	92.13%	89.73%	91.60%	91.56%	91.87%
Doctor Informed and Up to Date on Your Care (Usually or Always)	81.82%	89.52%	90.43%	90.20%	88.33%	88.78%	90.91%	87.37%	88.65%	87.64%	86.91%
Satisfaction With Personal Doctor (Rating of 8 to 10)	86.43%	87.78%	81.76%	80.65%	83.87%	80.49%	85.47%	84.82%	84.04%	83.06%	83.01%
In the last 6 months, how often was it hard to find a personal doctor who speaks your language? (Never) ³	68.75%	69.09%	63.49%	64.06%	80.33%	65.49%	75.00%	87.50%	70.67%	68.12%	
In the last 6 months, how often was it hard to find a personal doctor who knows your culture? (Never) ³	67.44%	66.33%	61.82%	63.49%	80.36%	64.49%	75.38%	86.05%	69.43%	68.14%	
Survey Section: Getting Health Care from Specialists											
Getting Appointment With Specialist (Usually or Always)	74.07%	82.96%	82.69%	86.11%	80.60%	77.19%	73.96%	87.83%	80.87%	82.78%	79.69%
Satisfaction with Specialist (Rating of 8 to 10)	84.00%	83.21%	80.21%	81.25%	76.92%	85.00%	77.78%	83.64%	81.81%	83.56%	85.70%
Survey Section: Your Health Plan											
Getting Needed Information (Usually or Always)	85.71%	83.95%	91.84%	88.06%	73.13%	77.88%	82.54%	87.34%	83.15%	84.68%	85.33%
Courteous Treatment by Staff (Usually or Always)	92.86%	95.06%	97.96%	94.03%	94.03%	96.08%	96.83%	94.87%	95.26%	95.17%	94.23%
Health Plan Forms Easy to Fill Out (Usually or Always)	96.84%	94.21%	97.37%	96.69%	97.28%	95.28%	93.17%	96.23%	95.73%	96.32%	95.80%
Satisfaction with Health Plan (Rating of 8 to 10)	68.06%	78.05%	75.38%	85.26%	78.62%	82.64%	80.29%	82.65%	78.90%	81.40%	81.71%
Survey Section: About You - Overall Health											
Overall Health (Very Good or Excellent)	41.97%	29.25%	28.06%	30.63%	29.53%	35.42%	32.55%	27.73%	31.92%	32.69%	33.52%
Overall Mental or Emotional Health (Very Good or Excellent)	47.15%	34.51%	35.86%	39.87%	31.51%	39.17%	41.71%	35.16%	38.15%	35.70%	38.45%

MY 2021 (RY 2022) Adult CAHPS Rate Chart

Had a Flu Shot (yes)	28.49%	39.26%	44.04%	52.05%	35.92%	44.07%	40.61%	42.18%	40.76%	38.58%	42.26%
Survey Section: About You - Smoking Cessation											
Frequency of Smoking (Some Days or Everyday)	35.57%	29.96%	35.20%	37.66%	40.41%	26.75%	30.66%	39.91%	33.89%	36.27%	36.44%
Advised to Quit Smoking (Usually or Always)	50.72%	57.89%	49.28%	56.14%	54.24%	41.94%	47.69%	58.62%	52.39%	51.03%	55.79%
Discussed Smoking Cessation Medications (Usually or Always)	28.99%	34.25%	22.06%	43.10%	40.35%	20.63%	21.54%	33.33%	30.35%	31.32%	34.40%
Discussed Smoking Cessation Methods and Strategies (Usually or Always)	28.99%	28.38%	19.40%	37.93%	36.84%	20.31%	17.46%	29.89%	27.27%	27.39%	28.87%
Survey Section: About You - Demographics											
Age	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖
Gender (Male)	48.44%	37.50%	40.91%	46.20%	41.10%	44.90%	47.17%	43.44%	43.55%	42.62%	42.76%
Education Level	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖
Hispanic or Latino Origin or Descent (Distribution of Hispanics)	7.81%	21.74%	7.25%	24.16%	9.93%	9.17%	9.62%	2.38%	11.43%	13.51%	12.17%
Racial Distribution	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖

*Rates in red font are less than the HC Average for the measure and may appear equal to HC Averages due to rounding.

**The symbol ⊖ indicates that the measure cannot be reported as a single rate.

¹Effective 01/01/2021, AmeriHealth Caritas Pennsylvania and AmeriHealth Caritas Northeast merged and is now produces one rate as AmeriHealth Caritas Pennsylvania. MY 2019 HC weighted averages are AmeriHealth Caritas Pennsylvania before the merged rate. Trending should be done with caution.

²Effective 01/01/2022, this information is issued on behalf of Highmark Wholecare, coverage by Gateway Health Plan, which is an independent licensee of the Blue Cross Blue Shield Association. Highmark Wholecare serves a Medicaid plan to Blue Shield members in 13 counties in central Pennsylvania, as well as, to Blue Cross Blue Shield members in 27 counties in western Pennsylvania.

³First year measure for MY 2020.

MY 2021 (RY 2022) Child CAHPS Rate Chart

Child CAHPS		Health Plan									
Measure	Aetna Better Health	AmeriHealth Caritas Pennsylvania ¹	Geisinger Health Plan	Health Partners Plans	Highmark Wholecare ²	Keystone First	United Healthcare	UPMC For You	MY 2021 HC Average	MY 2020 HC Average	MY 2019 HC Average
Survey Section: Your Child's Health Care in the Last Six Months											
Urgent Care as Soon as Necessary (Usually or Always)	84.00%	95.06%	91.67%	81.58%	93.75%	76.67%	89.36%	86.76%	87.83%	91.63%	92.38%
Appointment for Routine Care (Getting an Appointment with Your Doctor) (Usually or Always)	80.90%	86.13%	82.98%	76.42%	82.64%	79.38%	87.90%	87.25%	82.96%	84.77%	89.87%
Doctor's Office or Clinic (One or More Visits)	68.36%	62.69%	68.04%	55.75%	66.06%	58.72%	62.19%	64.88%	63.49%	60.41%	74.69%
Satisfaction with Child's Health Care (Rating of 8 to 10)	84.86%	84.66%	89.80%	88.54%	92.25%	86.86%	86.29%	78.85%	86.28%	88.84%	88.52%
Necessary Care (Getting Care You Need) (Usually or Always)	86.56%	90.68%	89.86%	81.25%	82.52%	84.97%	90.24%	87.74%	86.92%	90.20%	90.58%
In the last 6 months, did your child get care from a dentist's office or dental clinic? Yes	62.27%	67.19%	65.71%	68.64%	66.50%	71.72%	65.82%	63.24%	66.38%	59.62%	66.64%
In the last 6 months, did your child get care from a dentist's office or dental clinic? No	37.73%	32.81%	34.29%	31.36%	33.50%	28.28%	34.18%	36.76%	33.62%	40.38%	33.36%
In the last 6 months, how many times did your child go to a dentist's office or dental clinic? 1	64.71%	63.95%	66.67%	55.17%	67.41%	66.35%	64.34%	68.75%	64.98%	64.62%	65.26%
In the last 6 months, how many times did your child go to a dentist's office or dental clinic? 2	24.71%	26.16%	21.01%	22.41%	20.00%	15.87%	24.81%	16.88%	21.25%	21.78%	20.76%
In the last 6 months, how many times did your child go to a dentist's office or dental clinic? 3	3.53%	3.49%	5.80%	9.48%	5.93%	8.65%	6.98%	6.25%	6.19%	6.44%	5.19%
In the last 6 months, how many times did your child go to a dentist's office or dental clinic? 4	1.18%	1.16%	3.62%	4.31%	2.96%	2.40%	0.78%	3.13%	2.36%	3.04%	2.32%
In the last 6 months, how many times did your child go to a dentist's office or dental clinic? 5 to 9	4.12%	2.33%	1.45%	3.45%	2.22%	2.88%	2.33%	1.88%	2.61%	1.52%	2.38%
In the last 6 months, how many times did your child go to a dentist's office or dental clinic? 10 or more	0.00%	0.00%	0.00%	0.86%	1.48%	1.44%	0.00%	0.00%	0.49%	0.36%	0.55%
Satisfaction with Child's Dental Care (0 Worst dental care possible)	2.45%	1.81%	0.00%	0.00%	2.26%	0.00%	0.00%	0.65%	0.93%	0.30%	0.51%
Satisfaction with Child's Dental Care (1 out of 10 Rating)	0.00%	1.20%	0.00%	0.00%	0.00%	1.00%	0.79%	0.65%	0.51%	0.37%	0.32%
Satisfaction with Child's Dental Care (2 out of 10 Rating)	2.45%	0.00%	0.00%	0.00%	1.50%	1.00%	0.00%	0.65%	0.76%	0.52%	0.64%
Satisfaction with Child's Dental Care (3 out of 10 Rating)	0.00%	0.60%	2.24%	0.00%	0.75%	0.50%	2.38%	1.96%	1.01%	0.22%	0.32%
Satisfaction with Child's Dental Care (4 out of 10 Rating)	1.23%	1.81%	1.49%	0.00%	1.50%	0.50%	1.59%	1.31%	1.18%	1.11%	1.15%
Satisfaction with Child's Dental Care (5 out of 10 Rating)	3.07%	2.41%	3.73%	2.78%	4.51%	4.98%	3.17%	4.58%	3.72%	3.25%	3.32%
Satisfaction with Child's Dental Care (6 out of 10 Rating)	2.45%	4.22%	4.48%	1.85%	0.75%	2.49%	2.38%	2.61%	2.70%	2.66%	2.42%

MY 2021 (RY 2022) Child CAHPS Rate Chart

Satisfaction with Child's Dental Care (7 out of 10 Rating)	4.91%	4.82%	11.19%	4.63%	5.26%	9.95%	9.52%	7.84%	7.35%	5.39%	5.61%
Satisfaction with Child's Dental Care (8 out of 10 Rating)	15.95%	10.84%	15.67%	14.81%	18.80%	13.43%	11.11%	13.73%	14.19%	15.44%	12.69%
Satisfaction with Child's Dental Care (9 out of 10 Rating)	15.34%	16.27%	18.66%	15.74%	15.04%	18.41%	18.25%	18.30%	17.06%	15.66%	15.82%
Satisfaction with Child's Dental Care (10 Best dental care possible)	52.15%	56.02%	42.54%	60.19%	49.62%	47.76%	50.79%	47.71%	50.59%	55.10%	57.21%
Which of the following would help your child see the dentist more often? Choose all that apply (Help with transportation to the dentist)	13.02%	7.83%	6.72%	13.13%	6.82%	16.25%	17.65%	5.60%	11.10%	13.91%	14.08%
Which of the following would help your child see the dentist more often? Choose all that apply (Reminders to visit the dentist)	42.60%	31.93%	15.97%	40.40%	20.45%	33.75%	36.13%	21.60%	31.20%	39.01%	33.82%
Which of the following would help your child see the dentist more often? Choose all that apply (More dentists to choose from)	54.44%	40.36%	56.30%	25.25%	48.86%	32.50%	38.66%	48.00%	43.25%	44.94%	40.17%
Which of the following would help your child see the dentist more often? Choose all that apply (More convenient office hours)	41.42%	20.48%	17.65%	27.27%	17.05%	26.88%	26.05%	22.40%	25.74%	27.16%	23.11%
Which of the following would help your child see the dentist more often? Choose all that apply (Dentists that speak my language)	19.53%	20.48%	8.40%	18.18%	7.95%	21.88%	15.13%	5.60%	15.50%	19.42%	17.21%
Which of the following would help your child see the dentist more often? Choose all that apply (Help in finding a dentist)	35.50%	18.07%	16.81%	16.16%	20.45%	21.25%	26.05%	20.80%	22.49%	24.86%	19.82%
Which of the following would help your child see the dentist more often? Choose all that apply (Better communication about benefits from my child's health plan)	31.36%	11.45%	13.45%	20.20%	11.36%	18.13%	21.01%	17.60%	18.56%	22.47%	20.28%
Which of the following would help your child see the dentist more often? Choose all that apply (Education about good dental care)	23.67%	10.84%	5.88%	11.11%	9.09%	16.88%	21.85%	9.60%	14.26%	18.19%	16.99%
Which of the following would help your child see the dentist more often? Choose all that apply (None of the above. My child sees the dentist as often as I like)	59.92%	31.97%	40.20%	36.13%	51.91%	40.74%	34.97%	47.03%	43.26%	45.16%	43.60%
Which of the following would help your child see the dentist more often? Choose all that apply (Other (write in))	15.98%	18.07%	20.17%	9.09%	19.32%	16.88%	16.81%	20.80%	17.22%	21.89%	19.13%
Survey Section: Your Child's Personal Doctor											
Clear Explanations Given To Survey Respondent (Usually or Always)	95.11%	95.24%	94.78%	95.79%	95.04%	93.75%	95.97%	94.74%	94.97%	94.14%	96.25%
Attentiveness of Providers (Usually or Always)	92.97%	95.83%	94.07%	94.79%	95.68%	96.02%	97.58%	96.05%	95.32%	95.34%	96.83%
Respect from Providers (Usually or Always)	95.08%	95.83%	95.56%	95.79%	97.16%	96.59%	98.39%	97.33%	96.42%	96.31%	97.00%
Clear Explanations Given To Child (Usually or Always)	91.60%	94.59%	96.30%	98.65%	94.44%	93.39%	93.51%	94.92%	94.44%	92.76%	94.93%
Appointment Length (Usually or Always)	86.41%	92.26%	93.28%	87.50%	90.85%	89.66%	91.87%	91.45%	90.37%	91.30%	91.85%
Feeling, Growing and Behaving (Yes)	89.73%	92.22%	91.11%	86.17%	90.85%	90.91%	90.24%	90.79%	90.46%	92.56%	92.17%
Doctor Informed and Up to Date on Your Child's Care (Usually or Always)	85.23%	86.08%	86.57%	63.89%	83.08%	85.56%	89.86%	84.15%	84.38%	83.53%	85.80%
Satisfaction with Current Personal Doctor (Rating of 8 to 10)	88.54%	89.58%	89.90%	86.18%	89.47%	88.76%	89.71%	87.50%	88.76%	90.39%	90.51%

MY 2021 (RY 2022) Child CAHPS Rate Chart

In the last 6 months, how often was it hard to find a personal doctor who speaks your child's language? (Never) ³	60.42%	79.09%	80.00%	82.81%	81.58%	73.72%	74.70%	71.21%	76.02%	73.97%	
In the last 6 months, how often was it hard to find a personal doctor who knows your child's culture? (Never) ³	57.14%	75.21%	83.33%	65.15%	85.14%	73.10%	72.50%	72.46%	73.99%	74.70%	
Survey Section: Getting Health Care from Specialists											
Seeing a Specialist (Usually or Always)	72.97%	84.52%	76.92%	62.50%	84.21%	73.42%	86.67%	85.07%	78.42%	79.38%	82.17%
Satisfaction with Specialist (Rating of 8 to 10)	80.30%	85.71%	88.68%	81.82%	88.46%	88.73%	88.10%	80.00%	85.16%	87.10%	89.24%
Survey Section: Your Child's Health Plan											
Information or Help from Customer Service (Usually or Always)	84.06%	85.14%	91.30%	84.91%	77.78%	83.33%	84.62%	78.08%	83.40%	81.29%	85.26%
Courteous Treatment by Customer Service Staff (Usually or Always)	89.71%	89.33%	100.00%	98.11%	85.19%	84.52%	96.92%	95.89%	91.89%	93.08%	95.50%
Health Plan Forms Easy to Fill Out (Usually or Always)	96.32%	96.89%	95.79%	98.82%	95.89%	95.53%	95.36%	99.60%	96.73%	95.90%	84.22%
Satisfaction with Health Plan (Rating of 8 to 10) (Satisfaction with Child's Plan)	79.20%	89.45%	90.23%	86.93%	83.72%	87.84%	90.20%	89.02%	86.94%	88.71%	89.40%
Survey Section: About Your Child and You - Overall Health											
Overall Health (Very Good or Excellent)	77.98%	75.86%	74.30%	73.03%	77.48%	74.26%	75.00%	79.61%	76.07%	76.83%	75.62%
Overall Mental or Emotional Health (Very Good or Excellent)	66.79%	70.16%	62.62%	68.21%	62.05%	62.05%	59.61%	68.11%	65.01%	64.15%	64.08%
Survey Section: About Your Child and You - Demographics											
Child's Age	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖
Survey Respondent's Age	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖
Child's Gender (Male)	53.68%	51.74%	48.82%	53.98%	52.49%	52.96%	52.97%	57.25%	53.05%	53.78%	52.99%
Survey Respondent's Gender (Male)	14.23%	9.30%	12.21%	15.43%	12.33%	13.13%	16.42%	17.90%	13.78%	14.10%	13.03%
Survey Respondent's Education Level	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖
Hispanic of Latino Origin or Descent (Distribution of Hispanics)	18.28%	43.92%	19.23%	39.53%	20.74%	25.08%	16.08%	6.67%	23.38%	23.39%	20.62%
Racial Distribution	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖
Relation To Child	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖

*Rates in red font are less than the HC Average for the measure and may appear equal to HC Averages due to rounding.

**The symbol ⊖ indicates that the measure cannot be reported as a single rate.

¹Effective 01/01/2021, AmeriHealth Caritas Pennsylvania and AmeriHealth Caritas Northeast merged and is now produces one rate as AmeriHealth Caritas Pennsylvania. MY 2019 HC weighted averages are AmeriHealth Caritas Pennsylvania before the merged rate. Trending should be done with caution.

²Effective 01/01/2022, this information is issued on behalf of Highmark Wholecare, coverage by Gateway Health Plan, which is an independent licensee of the Blue Cross Blue Shield Association. Highmark Wholecare serves a Medicaid plan to Blue Shield members in 13 counties in central Pennsylvania, as well as, to Blue Cross Blue Shield members in 27 counties in western Pennsylvania.

³First year measure for MY 2020.