

Trends in Member Satisfaction - Healthy Indiana Plan 2.0

The Consumer Assessment of Healthcare Providers and Systems, or CAHPS, survey is administered to a sample of members each year.

The survey is conducted by an independent research firm hired by each MCE that is certified by the National Committee for Quality Assurance (NCQA).

What is asked on the survey?

What was the member's feedback about the MCE on these questions?

Anthem				CareSource				MDwise				MHS			
CY 2019	CY 2020	CY 2021	CY 2022	CY 2019	CY 2020	CY 2021	CY 2022	CY 2019	CY 2020	CY 2021	CY 2022	CY 2019	CY 2020	CY 2021	CY 2022

Members are asked to give a rating of 1 to 10 on the survey (10 is best).

The percentages shown are the percent of members who gave the MCE a score of 8, 9 or 10.

Composite Ratings

	Survey of Adults															
Rating of the MCE	82.42%	85.94%	84.57%	79.17%	78.9%	78.6%	82.7%	74.8%	77.6%	77.1%	85.0%	80.1%	82.2%	81.1%	83.5%	82.9%
Rating of their own health care	82.55%	83.43%	74.81%	76.19%	83.2%	80.0%	76.3%	78.3%	77.1%	79.5%	74.5%	74.6%	75.1%	78.1%	77.2%	76.4%
Rating of their personal doctor	81.58%	83.33%	84.81%	80.73%	83.4%	83.0%	85.6%	83.6%	81.2%	86.4%	83.2%	81.5%	84.5%	79.2%	86.0%	79.8%
Rating of specialist seen most often	85.87%	84.00%	85.71%	82.88%	85.5%	86.0%	81.0%	77.3%	83.8%	78.2%	81.6%	83.0%	83.7%	84.0%	87.5%	79.4%

Composite Scores on Key Measures

For each question, members can answer "Always", "Usually", "Sometimes" or "Never".

The percentages below are when members responded "Always" or "Usually".

	Survey of Adults															
MCE Customer Service	95.97%	97.32%	89.83%	83.04%	87.1%	92.3%	92.3%	90.1%	91.7%	84.7%	90.3%	93.5%	90.8%	91.2%	87.8%	90.9%
Getting Needed Care	86.48%	90.57%	81.28%	83.35%	81.8%	86.4%	81.7%	83.5%	88.2%	85.8%	84.8%	81.1%	87.3%	84.4%	83.5%	85.5%
Getting Care Quickly	85.09%	88.31%	84.37%	81.68%	79.7%	84.3%	77.4%	81.0%	80.3%	82.5%	83.5%	83.4%	83.8%	84.9%	79.9%	86.6%
How Well Doctors Communicate	95.55%	95.63%	94.86%	93.49%	92.6%	95.4%	91.9%	94.4%	90.4%	93.1%	93.6%	95.6%	93.7%	92.4%	95.6%	90.8%