

BUCKEYE HEALTH PLAN

MYCARE

CAHPS RESULTS

2021-2023

CAHPS®

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey is one of the primary tools used to monitor access and member satisfaction. Buckeye Health Plan conducted a CAHPS® 5.1H MyCare Satisfaction Survey to assess the experience of the membership. The survey was administered by SPH Analytics an external NCQA certified survey vendor using the NCQA survey protocol. Buckeye Health Plan analyzed the survey results to help understand member experience:

MyCare CAHPS® Survey Composite or Question	2021	2022	2023
Getting Needed Care	82.0%	78.8%	76.0%
Getting Appointments & Care Quickly	79.1%	74.7%	75.1%
Customer Service	89.4%	88.9%	90.5%
Care Coordination	86.1%	79.9%	78.2%
Flu	67.4%	63.9%	68.0%
Rating of Health Plan	88.9%	83.0%	83.4%
Rating of Health Care Quality	84.3%	82.1%	81.5%
Getting Needed Prescription Drugs	92.7%	87.0%	88.0%