

PG Forsta

# MY 2024 CAHPS® MEDICAID ADULT 5.1H SURVEY

Central California Alliance for Health



# Overview

Press Ganey (PG), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by Central California Alliance for Health to conduct its MY 2024 CAHPS® 5.1H Medicaid Adult Survey.

## Survey Objective

The overall objective of the CAHPS® study is to capture accurate and complete information about consumer-reported experiences with health care. Specifically, the survey aims to measure how well plans are meeting their members' expectations and goals; to determine which areas of service have the greatest effect on members' overall satisfaction; and to identify areas of opportunity for improvement, which can aid plans in increasing the quality of provided care.

## NCQA Updates

- NCQA made no significant changes to the survey or program this year.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA). CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

# Methodology

First questionnaire mailed  
**3/21/2025**

Second questionnaire mailed  
**4/25/2025**

Third questionnaire mailed  
**5/20/2025**

Initiate follow-up calls to non-responders  
**3/21/2025 -**

Last day to accept completed surveys  
**6/13/2025**

## QUALIFIED RESPONDENTS

Included beneficiaries who were...

- 18 years and older (as of December 31 of the measurement year)
- Continuously enrolled in the plan for at least five of the last six months of the measurement year

## RESPONSE RATE CALCULATION

$$\frac{245 \text{ (Completed)}}{2,012 \text{ (Sample)} - 7 \text{ (Ineligible)}} = \frac{245}{2,005} = \textcolor{orange}{12.2\%}$$

## COMPLETES - MODALITY BY LANGUAGE

	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	78	18	39	31	0	8	135
Spanish	87	4	19	15	0	4	110
<b>Total</b>	<b>165</b>	<b>22</b>	<b>58</b>	<b>46</b>	<b>0</b>	<b>12</b>	<b>245</b>

Total Number of Undeliverables: 176

Note: Respondents were given the option of completing the survey in Spanish. In place of the English survey, a Spanish survey was mailed to members who were identified by the plan as Spanish-speaking. A telephone number was also provided on the survey cover letter for all members to call if they would like to complete the survey in Spanish.

## RESPONSE RATE TRENDING

		2023	2024	2025
<b>Completed</b>	<b>SUBTOTAL</b>	<b>443</b>	<b>257</b>	<b>245</b>
	Does not Meet Eligibility Criteria (01)	26	7	5
	Language Barrier (03)	2	0	0
<b>Ineligible</b>	Mentally/Physically Incapacitated (04)	6	5	0
	Deceased (05)	2	0	2
	<b>SUBTOTAL</b>	<b>36</b>	<b>12</b>	<b>7</b>
<b>Non-response</b>	Break-off/Incomplete (02)	19	10	6
	Refusal (06)	21	3	1
	Maximum Attempts Made (07)	1,493	1,730	1,753
	Added to DNC List (08)	0	0	0
	<b>SUBTOTAL</b>	<b>1,533</b>	<b>1,743</b>	<b>1,760</b>
	<b>Total Sample</b>	<b>2,012</b>	<b>2,012</b>	<b>2,012</b>
	<b>Oversampling</b>	<b>49.0%</b>	<b>49.0%</b>	<b>49.0%</b>
	<b>Response Rate</b>	<b>22.4%</b>	<b>12.9%</b>	<b>12.2%</b>
	<b>PG Response Rate</b>	<b>11.5%</b>	<b>11.1%</b>	<b>11.7%</b>

# Overview of Terms

**Summary Rates (SRS)** are defined by NCQA in its HEDIS MY 2024 CAHPS® 5.1H guidelines and generally represent the most favorable response percentages.

**Percentile Rankings** Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by Press Ganey using information derived from the NCQA 1-100 Benchmark.

Percentile Bands

<10 <sup>th</sup>	10 <sup>th</sup> - 32 <sup>nd</sup>	33 <sup>rd</sup> - 66 <sup>th</sup>	67 <sup>th</sup> - 89 <sup>th</sup>	≥90 <sup>th</sup>
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**PG Benchmark Information** The source for data contained within the PG Book of Business is all submitting plans that contracted with PG for MY 2024. Submission occurred on May 23<sup>rd</sup>, 2025.

**NCQA Benchmark Information** The source for data contained in this publication is Quality Compass® All Plans 2025. It is used with the permission of NCQA. Any analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass® is a registered trademark of NCQA.

**Small Denominator Threshold** NCQA will assign a measure result of NA to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100.

**Technical Notes** Please refer to the Technical Notes for more information.

**Significance Testing** All significance testing is performed at the 95% confidence level using a t-test for mean scores and z-test for percentages. The following notation is used to highlight significant differences.

Comparisons to previous year (↑/↓)

Comparisons over 2 years (⬆/⬇)

Comparisons to benchmarks (▲/▼)

# Health Equity

## Medicaid Adult

Group is performing...

Above the plan score by 5 or more points

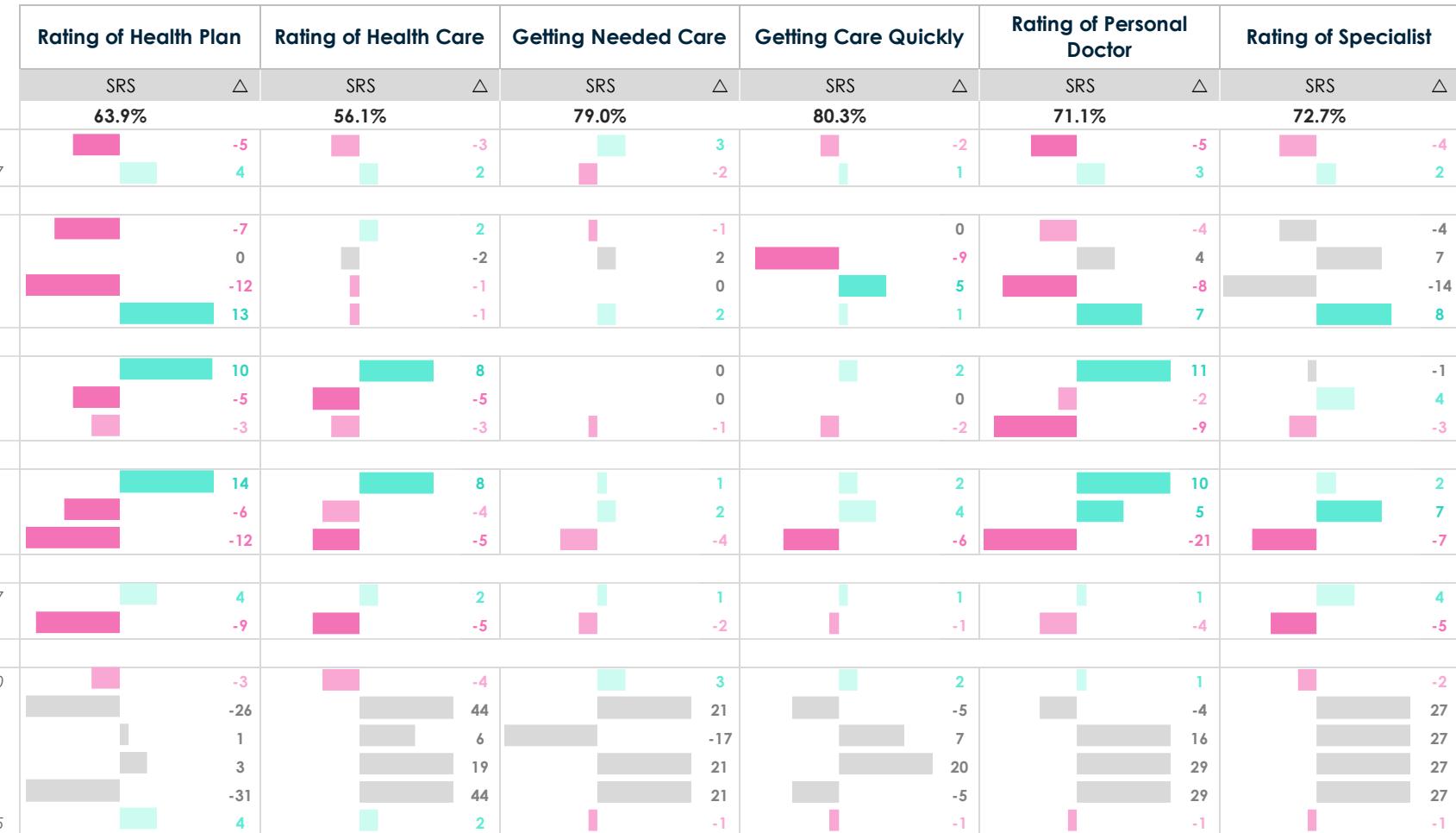
Above the plan score

Below the plan score

Below the plan score by 5 or more points

Above/below plan score but has low base (<30)

The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity.



# Health Equity

## Medicaid Adult

Group is performing...

- Above the plan score by 5 or more points
- Above the plan score
- Below the plan score
- Below the plan score by 5 or more points
- Above/below plan score but has low base (<30)



### Gender



### Age



### Overall Health



### Mental Health



### Education



### Race Ethnicity

The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity.





# Summary of Trend and Benchmark



# Summary Rate Scores

Medicaid Adult

	2025 Valid n	2023	2024	2025	2025 Press Ganey BOB	2025 Quality Compass
<b>Rating Questions (% 9 or 10)</b>						
Q28. Rating of Health Plan	241	59.3%	63.8%	<b>63.9%</b>	63.8%	61.7%
Q8. Rating of Health Care	155	48.7%	60.5%	<b>56.1%</b>	58.0%	57.7%
Q18. Rating of Personal Doctor	166	68.1%	72.2%	<b>71.1%</b>	71.4%	70.7%
Q22. Rating of Specialist	99 <sup>▲</sup>	64.0%	73.3%	<b>72.7%</b>	68.9%	68.2%
<b>Rating Questions (% 8, 9 or 10)</b>						
Q28. Rating of Health Plan	241	77.1%	78.5%	<b>76.8%</b>	79.1%	77.6%
Q8. Rating of Health Care	155	72.7%	78.2%	<b>78.1%</b>	76.7%	76.5%
Q18. Rating of Personal Doctor	166	80.4%	86.4%	<b>85.5%</b>	84.9%	84.6%
Q22. Rating of Specialist	99 <sup>▲</sup>	81.5%	84.2%	<b>83.8%</b>	83.5%	83.1%
<b>Getting Needed Care (% Usually or Always)</b>						
Q9. Getting care, tests, or treatment	155	82.6%	84.1%	<b>81.9%</b>	85.5%	85.2%
Q20. Getting specialist appointment	109	75.3%	77.3%	<b>76.1%</b>	79.4%	78.9%
<b>Getting Care Quickly (% Usually or Always)</b>						
Q4. Getting urgent care	91 <sup>▲</sup>	82.4%	88.8%	<b>82.4%</b>	83.9%	83.7%
Q6. Getting routine care	170	69.4%	76.0%	<b>78.2% ‡</b>	80.1%	79.2%
<b>Effectiveness of Care (% Sometimes, Usually, or Always)</b>						
Q32. Advised to Quit Smoking: 2YR	48 <sup>▲</sup>	69.1%	69.8%	<b>70.8%</b>	74.4%	73.4%
Q33. Discussing Cessation Meds: 2YR	47 <sup>▲</sup>	53.5%	51.7%	<b>55.3%</b>	55.1%	53.2%
Q34. Discussing Cessation Strategies: 2YR	47 <sup>▲</sup>	42.1%	43.0%	<b>40.4%</b>	48.5%	47.2%

# Summary Rate Scores

**Medicaid Adult**

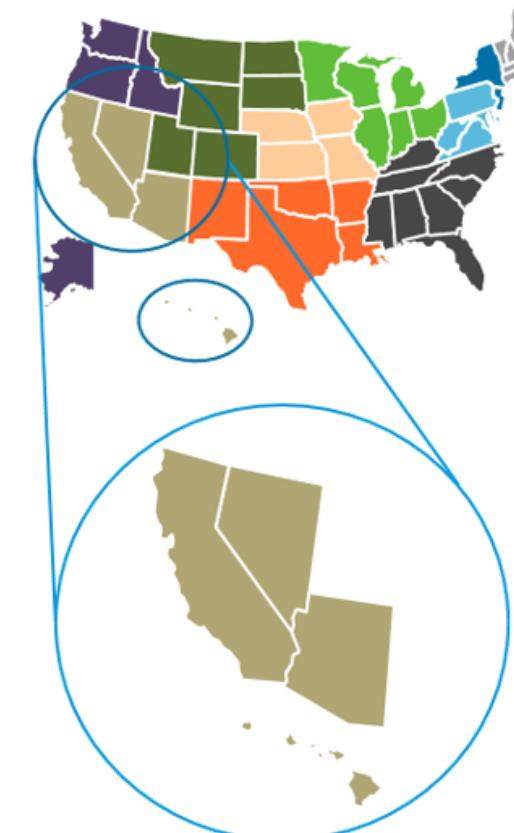
	2025 Valid n	2023	2024	2025	2025 Press Ganey BOB	2025 Quality Compass
<b>Customer Service (% Usually or Always)</b>	89^	87.5%	87.8%	87.6%	89.9%	89.3%
Q24. Provided information or help	89^	80.3%	80.8%	80.9%	84.7%	83.8%
Q25. Treated with courtesy and respect	89^	94.7%	94.8%	94.4%	95.0%	94.7%
<b>How Well Doctors Communicate (% Usually or Always)</b>	139	91.6%	91.8%	91.2%	93.6%	93.4%
Q12. Dr. explained things	140	92.2%	92.6%	92.9%	93.5%	93.2%
Q13. Dr. listened carefully	140	92.3%	93.3%	90.0%	93.8% ▼	93.7% ▼
Q14. Dr. showed respect	138	94.3%	94.8%	94.9%	95.3%	95.1%
Q15. Dr. spent enough time	138	87.8%	86.6%	87.0%	91.8% ▼	91.4% ▼
<b>Q17. Coordination of Care</b>	92^	79.6%	82.8%	83.7%	86.3%	85.9%
<b>Q27. Ease of Filling Out Forms (% Usually or Always)</b>	234	95.6%	93.6%	94.9%	95.0%	95.0%

# Regional Performance

## Medicaid Adult

	2025	2025 PG BOB Region
<b>Rating Questions (% 9 or 10)</b>		
Q28. Rating of Health Plan	<b>63.9%</b>	62.1%
Q8. Rating of Health Care	<b>56.1%</b>	55.2%
Q18. Rating of Personal Doctor	<b>71.1%</b>	68.4%
Q22. Rating of Specialist	<b>72.7%</b>	66.9%
<b>Rating Questions (% 8, 9 or 10)</b>		
Q28. Rating of Health Plan	<b>76.8%</b>	78.0%
Q8. Rating of Health Care	<b>78.1%</b>	74.5%
Q18. Rating of Personal Doctor	<b>85.5%</b>	82.8%
Q22. Rating of Specialist	<b>83.8%</b>	82.1%
<b>Getting Needed Care (% Usually or Always)</b>		
Q9. Getting care, tests, or treatment	<b>81.9%</b>	81.0%
Q20. Getting specialist appointment	<b>76.1%</b>	74.5%
<b>Getting Care Quickly (% Usually or Always)</b>		
Q4. Getting urgent care	<b>82.4%</b>	79.2%
Q6. Getting routine care	<b>78.2%</b>	73.3%
<b>Effectiveness of Care (% Sometimes, Usually, or Always)</b>		
Q32. Advised to Quit Smoking: 2YR	<b>70.8%</b>	69.4%
Q33. Discussing Cessation Meds: 2YR	<b>55.3%</b>	47.4%
Q34. Discussing Cessation Strategies: 2YR	<b>40.4%</b>	42.4%

**HHS Regions:** The regions used align with the U.S. Department of Health and Human Services regions.



### Region 9: San Francisco

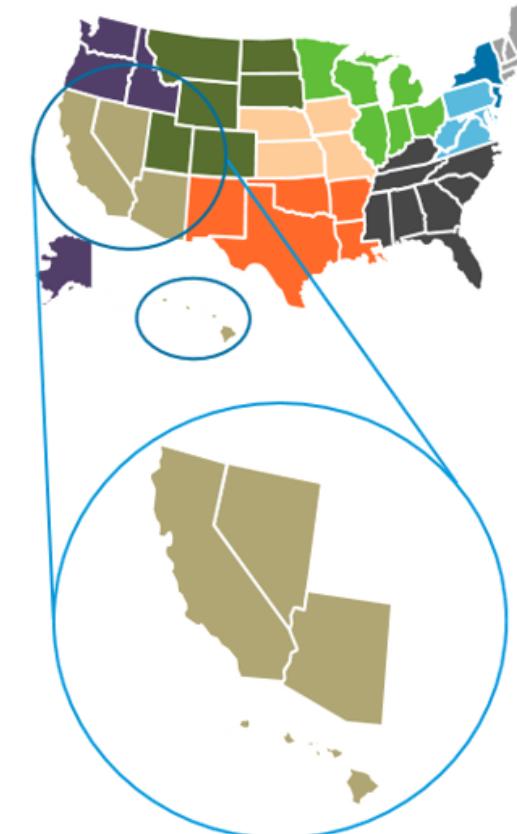
- American Samoa (not shown)
- California
- Hawaii
- Arizona
- Guam (not shown)
- Nevada

# Regional Performance

## Medicaid Adult

	2025	2025 PG BOB Region
<b>Customer Service (% Usually or Always)</b>	<b>87.6%</b>	88.1%
Q24. Provided information or help	<b>80.9%</b>	82.7%
Q25. Treated with courtesy and respect	<b>94.4%</b>	93.4%
<b>How Well Doctors Communicate (% Usually or Always)</b>	<b>91.2%</b>	91.4%
Q12. Dr. explained things	<b>92.9%</b>	91.2%
Q13. Dr. listened carefully	<b>90.0%</b>	92.3%
Q14. Dr. showed respect	<b>94.9%</b>	94.0%
Q15. Dr. spent enough time	<b>87.0%</b>	88.3%
<b>Q17. Coordination of Care</b>	<b>83.7%</b>	82.2%
<b>Q27. Ease of Filling Out Forms (% Usually or Always)</b>	<b>94.9%</b>	94.0%

**HHS Regions:** The regions used align with the U.S. Department of Health and Human Services regions.



### Region 9: San Francisco

- American Samoa (not shown)
- California
- Hawaii
- Arizona
- Guam (not shown)
- Nevada

# Percentile Rankings

## Medicaid Adult

	Plan Score	QC %tile	2025 Quality Compass - Percentile Ranks										2025 Press Ganey BOB - Percentile Ranks										
			5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>	PG %tile	5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>		
<b>Rating Questions (% 9 or 10)</b>																							
Q28. Rating of Health Plan	63.9%	62 <sup>nd</sup>	52.2	54.8	58.3	59.4	62.2	64.3	65.3	69.2	71.2	54 <sup>th</sup>	54.4	55.7	60.1	61.3	63.5	65.2	66.2	71.1	72.7		
Q8. Rating of Health Care	56.1%	38 <sup>th</sup>	50.6	52.2	54.7	55.4	57.4	59.7	60.5	63.6	66.0	36 <sup>th</sup>	50.5	52.1	54.9	55.8	57.6	59.8	60.9	64.3	66.7		
Q18. Rating of Personal Doctor	71.1%	52 <sup>nd</sup>	63.7	64.7	67.8	68.9	70.9	72.9	74.1	76.6	77.3	52 <sup>nd</sup>	63.8	64.7	68.2	69.6	71.0	73.4	74.4	77.1	78.4		
Q22. Rating of Specialist	72.7%	81 <sup>st</sup>	59.9	62.7	65.7	66.3	67.8	70.0	71.5	74.0	75.6	74 <sup>th</sup>	58.2	60.8	65.1	66.4	69.1	71.5	72.7	74.5	75.9		
<b>Rating Questions (% 8, 9 or 10)</b>																							
Q28. Rating of Health Plan	76.8%	40 <sup>th</sup>	69.4	71.5	75.0	76.1	78.1	80.0	81.0	83.0	84.2	29 <sup>th</sup>	70.8	72.1	76.2	77.2	79.3	81.0	81.9	83.8	84.8		
Q8. Rating of Health Care	78.1%	64 <sup>th</sup>	70.3	72.0	74.0	75.0	76.5	78.2	79.0	80.7	82.6	61 <sup>st</sup>	69.8	71.1	74.0	74.8	76.7	78.7	79.3	81.2	83.9		
Q18. Rating of Personal Doctor	85.5%	62 <sup>nd</sup>	79.4	80.9	82.6	83.0	84.7	85.9	86.7	88.4	89.4	61 <sup>st</sup>	79.0	80.7	82.6	83.0	84.9	86.1	86.9	88.9	89.7		
Q22. Rating of Specialist	83.8%	57 <sup>th</sup>	76.2	78.2	80.8	81.8	83.2	84.7	85.7	88.0	89.1	53 <sup>rd</sup>	75.2	77.3	80.7	82.2	83.4	85.4	86.0	88.7	89.3		
<b>Getting Needed Care (% U/A)</b>																							
Q9. Getting care, tests, or treatment	81.9%	17 <sup>th</sup>	77.9	79.2	83.0	84.0	85.8	87.1	87.8	89.9	90.7	20 <sup>th</sup>	77.4	78.9	82.5	84.0	85.9	87.4	88.3	90.1	91.3		
Q20. Getting specialist appointment	76.1%	28 <sup>th</sup>	71.2	72.4	75.4	77.4	79.2	81.5	82.8	84.7	85.5	29 <sup>th</sup>	69.3	71.8	75.0	77.2	79.2	82.1	82.9	84.8	85.9		
<b>Getting Care Quickly (% U/A)</b>																							
Q4. Getting urgent care	82.4%	38 <sup>th</sup>	75.2	77.1	80.6	82.0	84.0	86.2	86.7	89.6	91.9	35 <sup>th</sup>	74.4	77.0	80.6	82.0	83.8	86.3	87.1	90.2	92.3		
Q6. Getting routine care	78.2%	38 <sup>th</sup>	68.4	70.5	76.1	77.5	79.7	82.4	83.3	85.9	87.3	35 <sup>th</sup>	69.0	72.5	76.8	78.0	80.2	82.6	83.6	85.5	87.8		
<b>Effectiveness of Care (%\$/U/A)</b>																							
Q32. Advised to Quit Smoking: 2YR	70.8%	32 <sup>nd</sup>	63.7	66.5	70.1	71.0	73.5	75.7	76.8	80.2	82.4	35 <sup>th</sup>	56.4	62.6	68.4	70.1	73.8	76.7	77.8	82.4	84.8		
Q33. Discussing Cessation Meds: 2YR	55.3%	65 <sup>th</sup>	42.7	44.8	49.2	50.6	53.6	55.6	56.9	62.5	65.0	59 <sup>th</sup>	35.8	42.2	46.7	49.8	53.9	56.6	59.1	64.5	67.7		
Q34. Discussing Cessation Strategies: 2YR	40.4%	12 <sup>th</sup>	37.5	39.3	43.6	44.4	46.8	49.7	50.2	56.0	58.0	18 <sup>th</sup>	30.1	35.0	42.9	44.3	47.3	50.0	51.9	57.4	60.1		

# Percentile Rankings

Medicaid Adult

	Plan Score	QC %tile	2025 Quality Compass - Percentile Ranks									2025 Press Ganey BOB - Percentile Ranks									
			5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>	PG %tile	5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>
<b>Customer Service (% U/A)</b>	<b>87.6%</b>	31 <sup>st</sup>	84.6	86.0	87.2	87.9	89.5	90.5	91.4	92.8	94.0	23 <sup>rd</sup>	84.6	86.4	87.8	88.8	89.8	91.2	91.7	93.3	94.7
Q24. Provided information or help	80.9%	24 <sup>th</sup>	77.0	78.2	81.0	82.2	83.7	86.3	87.1	88.6	90.2	18 <sup>th</sup>	77.2	79.0	82.0	82.9	84.6	86.7	87.6	90.1	92.3
Q25. Treated with courtesy and respect	94.4%	40 <sup>th</sup>	90.7	91.9	93.7	94.2	95.0	95.5	96.1	97.3	97.4	37 <sup>th</sup>	90.7	91.7	93.8	94.2	95.2	96.2	96.7	98.0	98.5
<b>How Well Doctors Communicate (% U/A)</b>	<b>91.2%</b>	15 <sup>th</sup>	90.3	90.6	91.9	92.6	93.6	94.4	94.9	96.0	96.5	13 <sup>th</sup>	90.0	90.8	92.1	92.7	93.7	94.6	95.0	96.0	96.5
Q12. Dr. explained things	92.9%	43 <sup>rd</sup>	89.0	90.1	91.5	92.1	93.3	94.3	94.9	96.4	97.1	37 <sup>th</sup>	88.9	90.1	91.7	92.5	93.8	94.7	95.3	96.5	97.0
Q13. Dr. listened carefully	90.0%	6 <sup>th</sup>	89.5	90.7	92.4	92.9	93.9	94.8	95.3	96.2	97.0	5 <sup>th</sup>	89.5	91.1	92.3	92.9	94.1	94.8	95.4	96.5	97.2
Q14. Dr. showed respect	94.9%	43 <sup>rd</sup>	91.8	92.5	93.8	94.4	95.3	96.2	96.6	97.5	98.1	41 <sup>st</sup>	91.6	92.6	93.8	94.4	95.5	96.4	96.8	97.6	98.3
Q15. Dr. spent enough time	87.0%	5 <sup>th</sup>	86.3	87.7	89.7	90.2	91.6	92.9	93.4	95.0	95.6	6 <sup>th</sup>	86.1	87.5	89.5	90.1	91.8	93.1	93.9	95.1	95.8
<b>Q17. Coordination of Care</b>	<b>83.7%</b>	23 <sup>rd</sup>	80.3	80.9	84.1	84.8	85.8	87.5	88.6	90.3	91.1	29 <sup>th</sup>	77.4	79.6	83.0	84.3	86.0	88.2	89.4	91.1	92.4
<b>Q27. Ease of Filling Out Forms (% U/A)</b>	<b>94.9%</b>	45 <sup>th</sup>	91.9	92.9	93.8	94.2	95.1	96.0	96.3	97.3	97.9	43 <sup>rd</sup>	91.9	92.9	93.9	94.2	95.2	96.0	96.3	97.4	98.0

# Supplemental Questions

Medicaid Adult

	2023	2024	2025
<b>Q40. Treated unfairly at Dr.'s office due to language barrier</b>			
<b>Base (n)</b>	<b>413</b>	<b>247</b>	<b>238</b>
Never	95.2%	92.7%	95.0%
Sometimes	2.2%	4.9%	2.5%
Usually	0.7%	0.8%	0.8%
Always	1.9%	1.6%	1.7%
<b>Summary Rate Score (%Never or Sometimes)</b>	<b>97.3%</b>	<b>97.6%</b>	<b>97.5%</b>
<b>Q41. Treated unfairly at Dr.'s office due to cultural differences</b>			
<b>Base (n)</b>	<b>416</b>	<b>251</b>	<b>235</b>
Never	95.7%	92.4%	97.9%
Sometimes	1.9%	4.0%	0.9%
Usually	1.2%	2.0%	0.9%
Always	1.2%	1.6%	0.4%
<b>Summary Rate Score (%Never or Sometimes)</b>	<b>97.6%</b>	<b>96.4%</b>	<b>98.7%</b>
<b>Q42. Misunderstanding of culture by Dr./staff</b>			
<b>Base (n)</b>	<b>416</b>	<b>251</b>	<b>238</b>
Never	93.3%	92.8%	96.2%
Sometimes	4.8%	5.6%	2.9%
Usually	1.2%	0.4%	0.8%
Always	0.7%	1.2%	0.0%
<b>Summary Rate Score (%Never or Sometimes)</b>	<b>98.1%</b>	<b>98.4%</b>	<b>99.2%</b>