



Member Experience Performance Rating

2025 CAHPS Results

Quality and Performance Improvement

CAHPS Survey Results CY 2025

Medicaid Survey

SURVEY QUESTIONS	2025 SCORE	PREVIOUS YEAR	2024 SCORE
Rating of Personal Doctor	61.7%	↑	60.0%
Rating of Specialist	59.6%	↓	66.3%
Getting Care, Tests or Treatments	76.7%	↓	81.0%
Getting Specialist Appointment	74.8%	↓	78.8%
Provided Information or Help	82.5%	↑	81.9%
Treated with Courtesy and Respect	90.7%	↓	95.0%
Doctor Explained Things	93.4%	↓	95.7%
Doctor Listened Carefully	91.7%	↓	94.7%
Doctor Showed Respect	93.4%	↓	95.8%
Doctor Spent Enough Time	87.6%	↓	92.7%
Advised to Quit Smoking	63.4%	↑	53.8%
Discussing Cessation Medications	42.6%	↑	36.7%
Discussing Cessation Strategies	35.0%	↑	30.8%

Ambetter Survey

SURVEY QUESTIONS	2024 SCORE	SURVEY QUESTIONS	2025 SCORE
Rating of Personal Doctor	85.6%	Rating of Personal Doctor	88.4%
Rating of Specialist	83.7%	Rating of Specialist	83.5%
Getting Care, Test, or Treatment	69.5%	Rating of Healthcare	78.7%
Getting Specialist Appointment	56.5%	Rating of Health Plan	76.4%
Provided Information or Help	73.6%	Access to Care	71.8%
Discussed Prescription Medicines	77.6%	Access to Information	53.6%
Doctor Explained Things	85.8%	Care Coordination	83.3%
Doctor Listened Carefully	82.4%	Plan Administration	69.3%
Doctor Showed Respect	88.4%		
Doctor Spent Enough Time	79.6%		
Advised to Quit Smoking	81.3%	Advised to Quit Smoking	84.0%
Discussing Cessation Medications	50.0%	Discussing Cessation Medications	44.0%
Discussing Cessation Strategies	31.3%	Discussing Cessation Strategies	48.0%

Outpatient Mental Health Survey

The Agency for Healthcare Research and Quality (AHRQ) has recently updated the Behavioral Health (BH) survey, transitioning it to the **Outpatient Mental Health Survey (OPMHS)**.

- *This survey monitors patient's experience with mental health care provided in outpatient settings*

BH ECHO Domains and Measures	OPMHS Domains and Measures:
<p>Getting Treatment Quickly</p> <p>How Well Clinician Communicate</p> <p>Informed About Treatment Options</p> <p>Access to Treatment and Information from Health Plan</p> <p>Office Wait Time</p> <p>Informed about Medication Side Effects</p> <p>Received Information about Managing Condition</p> <p>Informed about Patient Rights</p> <p>Ability to Refuse Medication and Treatment</p> <p>Rating of Counselling or Treatment</p>	<p>Getting Appointments for Prescription Medicines (Q3)</p> <p>Getting Mental Health Counseling (Q10, Q12)</p> <p>Communication with Mental Health Counselor (Q13, Q14)</p> <p>Goal Setting (Q16)</p> <p>Getting Help Between Appointments (Q21)</p> <p>Rating of Mental Health Counselor (Q22)</p> <p>Unmet Need for Mental Health Services (Q23)</p> <p>Financial Barriers to Mental Health Services (Q25)</p>

Medicaid Adult Survey

BH ECHO Survey Questions	2024 SCORE	OPMH Survey Questions	2025 SCORE
Rating of Counseling or Treatment	62.7%	Getting Mental Health Counseling	57.8%
How Well Clinicians Communicate	82.8%	Rating Mental Health Counselor	73.4%
Informed About Treatment Options	52.2%	Goal Setting	86.0%
Office Wait Time	73.1%	Getting Help Between Appointments	72.7%
Informed About Medication Side Effects	72.7%	Communication with Mental Health Counselor	93.2%
Received Information about Managing Condition	68.6%	Financial Barriers to Mental Health Services	20.8%
Informed about Patient Rights	82.4%	Unmet Need for Mental Health Services	67.8%
Ability to Refuse Medication and Treatment	78.8%	Getting Appointments for Prescription Medicines	64.7%

Ambetter Adult Survey

BH ECHO Survey Questions	2024 SCORE	OPMH Survey Questions	2025 SCORE
Rating of Counseling or Treatment	75.0%	Getting Mental Health Counseling	58.4%
How Well Clinicians Communicate	89.3%	Rating Mental Health Counselor	66.7%
Informed About Treatment Options	50.0%	Goal Setting	85.2%
Office Wait Time	85.7%	Getting Help Between Appointments	66.5%
Informed About Medication Side Effects	88.0%	Communication with Mental Health Counselor	85.6%
Received Information about Managing Condition	85.7%	Financial Barriers to Mental Health Services	26.4%
Informed about Patient Rights	82.1%	Unmet Need for Mental Health Services	73.8%
Ability to Refuse Medication and Treatment	92.9%	Getting Appointments for Prescription Medicines	64.7%