



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

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% |