



2025 Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey Summary

As an NCQA Accredited plan, CalOptima Health is required to field the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey annually to our members. This survey measures members' experience with their doctors, care and CalOptima as a health plan and is used to design health equity and quality improvement activities. The survey is sent to adult and pediatric members. For measurement year (MY) 2024 CalOptima Health chose to be formally scored utilizing the adult CAHPS results for NCQA accreditation.

Child CAHPS Results: Member Experience

Measure Name	MY 2024 Plan Performance	MY 2023 Plan Performance	% Change from MY 2024 to MY 2023
Getting Care			
Getting Needed Care (Usually + Always)	75.08%	75.18%	-.1%
Getting Care Quickly (Usually + Always)	79.65%	77.81%	+1.84%
Satisfaction With Plan Physicians			
Rating of Personal Doctor (9+ 10)	69.97%	67.34%	+2.63%
Rating of Specialist Seen Most Often (9+ 10)	71.43%	NA*	NA
Coordination of Care (Usually + Always)	75.68%	77.97	-2.29%
How Well Doctors Communicate (Usually + Always)	92.97%	91.34%	+1.63%
Satisfaction with Plan and Plan Services			
Rating of Health Plan (9+ 10)	66.01%	63.61%	+2.4%
Rating of all Health Care (9+ 10)	68.67%	67.94%	+.73%
Customer Service (Usually + Always)	88.76%	85.17%	+3.59%

*NA: In NCQA score calculation the denominator must meet the minimum threshold of 100.

Adult CAHPS Results: Member Experience

Measure Name	MY 2024 Plan Performance	MY 2023 Plan Performance	% Change from MY 2024 to MY 2023
Getting Care			
Getting Needed Care (Usually + Always)	81.39%	76.26%	+5.13%
Getting Care Quickly (Usually + Always)	77.93%	75.34%	+2.59%
Satisfaction With Plan Physicians			
Rating of Personal Doctor (9+ 10)	66.30%	69.88%	-3.58%
Rating of Specialist Seen Most Often (9+ 10)	69.97%	63.7%	+6.27%
Coordination of Care (Usually + Always)	NA*	79.53%	NA
How Well Doctors Communicate (Usually + Always)	91.09%	90.80%	+.29%
Satisfaction with Plan and Plan Services			
Rating of Health Plan (9+ 10)	60.22%	57.22%	+3%
Rating of all Health Care (9+ 10)	55.21%	55.67%	-.46%
Customer Service (Usually + Always)	82.38%	87.89%	-5.51%

*NA: In NCQA score calculation the denominator must meet the minimum threshold of 100.