



DHMP CAHPS Survey Results based on Measurement Year 2022

Each year, Denver Health Medical Plan (DHMP) conducts Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys to evaluate the health care experiences of our members. Surveys are administered to a randomly selected sample of members in each line of business. The following table outlines the results, comparing DHMP's percentile ranking to other health plans nationally.

	MEDICARE†		MEDICAID		COMMERCIAL		EXCHANGE		CHP+	
	2021	2022*	2021	2022	2021	2022	2021	2022*	2021	2022
Composite Measures										
Getting Appointments and Care Quickly	75.8%	73.3%↓	79.9%	71.3%↓	80.0%	72.1%↓	75.4%	59.8%↓	86.2%	77.2%↓
How Well Doctors Communicate	90.7%	90.1%↓	94.2%	92.1% ↓	96.7%	96.0%↓	94.1%	87.6% ↓	94.9%	93.8%↓
Getting Needed Care	76.0%	75.2%↓	84.1%	71.7% ↓	74.6%	70.4%↓	69.6%	57.8%↓	83.4%	68.2%↓
Health Plan Customer Service	88.3%	88.3%	91.5%	87.9% ↓	74.1%	81.4%↑	NR	NR	87.0%	82.4%↓
Care Coordination	88.2%	85.0%↓	87.5%	81.9%↓	82.9%	83.5%↑	83.3%	79.4%↓	90.9%	86.4%↓
Getting Prescription Drugs	87.4%	88.4%↑	---	---	---	---	---	---	---	---
Claims Processing	---	---	---	---	65.9%	72.0%↑	---	---	---	---
Overall Measures										
Rating of Health Care Quality	83.9%	84.9%↑	75.8%	74.1%↓	77.3%	72.5%↓	68.1%	55.7%↓	76.5%	66.1% ↓
Rating of Personal Doctor	93.2%	91.1%↓	86.2%	80.8%↓	83.7%	85.2%↑	83.1%	77.3%↓	82.8%	78.4%↓
Rating of Specialist	87.8%	88.0%↑	84.0%	80.7%↓	82.8%	84.5%↑	77.2%	72.0%↓	71.2%	66.7%↓
Rating of Health Plan	84.5%	85.9%↑	72.4%	72.0%↓	65.9%	64.3%↓	46.6%	43.1%↓	70.9%	65.8%↓
Rating of Drug Plan	88.0%	87.7%↓	---	---	---	---	---	---	---	---