



## *DHMP CAHPS Survey Results based on Measurement Year 2023*

### DHMP CAHPS SURVEYS

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 <sup>+</sup>		MEDICAID		COMMERCIAL		EXCHANGE		CHP+	
	2022	2023*	2022	2023	2022	2023	2022	2023*	2022	2023
<b>Composite Measures</b>										
Getting Appointments and Care Quickly	73.3%	75.5%↑	71.3%=	71.3%=	72.1%	61.3%↓	59.8%	54.3%↓	77.2%	78.5%↑
How Well Doctors Communicate	90.1%	91.2%↑	92.1%	91.7%↓	96.0%	96.5%↑	87.6%	92.9%↑	93.8%	94.5%↑
Getting Needed Care	75.2%	69.8%↓	71.7%	72.0%↑	70.4%	60.7%↓	57.8%	47.8%↓	68.2%	78.8%↑
Health Plan Customer Service	88.3%	88.9%↑	87.9%	88.9%↑	81.4%	82.1%↑	NR	NR	82.4%	82.7%↑
Care Coordination	85.0%	83.2%↓	81.9%	86.0%↑	83.5%	80.6%↓	79.4%	87.2%↑	86.4%	81.6%↑
Getting Prescription Drugs	88.4%	86.9%↓	---	---	---	---	---	---	---	---
Claims Processing	---	---	---	---	72.0%	66.9%	---	---	---	---
<b>Overall Measures</b>										
Rating of Health Care Quality	84.9%	83.1%↓	74.1%	73.0%↓	72.5%	72.1%↓	55.7%	62.2%↑	66.1%	66.9%↑
Rating of Personal Doctor	91.1%	91.8%↑	80.8%	77.6%↓	85.2%	86.3%↑	77.3%	83.8%↑	78.4%	76.1%↓
Rating of Specialist	88.0%	89.2%↑	80.7%	74.0%↓	84.5%	79.8%↓	72.0%	69.8%↓	66.7%	73.3%↑
Rating of Health Plan	85.9%	85.1%↓	72.0%	75.0%↑	64.3%	61.7%↓	43.1%	43.3%↑	65.8%	61.5%↓
Rating of Drug Plan	87.7%	87.0%↓	---	---	---	---	---	---	---	---