



DHMP CAHPS Survey Results based on Measurement Year 2024

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 ⁺ | | MEDICAID | | COMMERCIAL | | EXCHANGE | | CHP+ | |
|---------------------------------------|-----------------------|------|----------|---------|------------|------|----------|---------|-------|--------|
| | 2023 | 2024 | 2023 | 2024 | 2023 | 2024 | 2023 | 2024 | 2023 | 2024 |
| Composite Measures | | | | | | | | | | |
| Getting Appointments and Care Quickly | 77% | 80%↑ | 71.5% | 85.3% ↑ | 66.0% | N/A | 60.7% | 66.8% ↑ | 80.1% | 84.6%↑ |
| How Well Doctors Communicate | --- | --- | 93.5% | 94.6%↑ | 94.7% | N/A | 90.6% | 88.2%↓ | 93.0% | 94.9%↑ |
| Getting Needed Care | 79% | 76%↓ | 75.2% | 79.0%↑ | 66.4% | N/A | 57.8% | 64.4%↑ | 73.6% | 78.4%↑ |
| Health Plan Customer Service | 90% | 90%= | 90.2% | 87.8%↓ | 77.6% | N/A | NR | NR | 74.0% | 85.4%↑ |
| Care Coordination | 88% | 87%↓ | 90.2% | 90.7%↑ | 88.8% | N/A | 81.1% | 82.7%↑ | 89.3% | 86.3%↓ |
| Getting Prescription Drugs | 91% | 88%↓ | --- | --- | --- | N/A | --- | --- | --- | --- |
| Claims Processing | --- | --- | --- | --- | 67.5% | N/A | --- | --- | --- | --- |
| Overall Measures | | | | | | | | | | |
| Rating of Health Care Quality | 87% | 88%↑ | 51.7% | 64.9%↑ | 53.5% | N/A | 77.2% | 81.0%↑ | 74.3% | 78.0%↑ |
| Rating of Personal Doctor | --- | --- | 73.1% | 76.7%↑ | 72.2% | N/A | 87.7% | 87.7%= | 81.1% | 82.7%↑ |
| Rating of Specialist | ---- | --- | 63.1% | 75.6%↑ | 62.1% | N/A | 81.6% | 85.7%↑ | 67.9% | 82.8%↑ |
| Rating of Health Plan | 85% | 87%↑ | 56.6% | 65.9%↑ | 40.1% | N/A | 66.8% | 71.1%↑ | 66.5% | 64.6%↓ |
| Rating of Drug Plan | 89% | 90%↑ | --- | --- | --- | N/A | --- | --- | --- | --- |