

Top Scoring Medicare-Medicaid Plans on Overall Rating of Health Plan: A Snapshot from the 2021 CAHPS Survey

Under the Medicare-Medicaid Financial Alignment Initiative, the Centers for Medicare & Medicaid Services (CMS) measures consumer experience in multiple ways, including through beneficiary surveys such as the Consumer Assessment of Healthcare Providers and Systems (CAHPS). Under the capitated financial alignment model, Medicare-Medicaid Plans (MMPs) are required to annually conduct the Medicare Advantage Prescription Drug (MA-PD) CAHPS survey, which measures important aspects of an individual’s health care experience including the accessibility to and quality of services.

In order to report MA-PD CAHPS in a given year, health plans, including MMPs, must have a minimum of 600 enrollees as of July 1st of the preceding calendar year. In early 2021, surveys were sent to a sample of MMP enrollees with at least six months of continuous enrollment. Enrollees were asked to evaluate their health care experience over the previous six months. As a result, 39 MMPs participating in nine capitated model demonstrations were able to report CAHPS during the 2021 reporting cycle.

As part of the MA-PD CAHPS survey, respondents are asked to rate their health plan on a scale from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible. The scores below are the percentage of the best possible score each contract earned. CMS rounds to the nearest integer in the public presentation of this data; the order presented is based on decimal points not shown.

| MMP Name (Contract Number) | State | Score (out of 100) |
|--|-------|--------------------|
| Upper Peninsula Health Plan (H1977) | MI | 91 |
| Healthspring Life & Health Insurance Company (H8423) | TX | 91 |
| CareSource (H8452) | OH | 91 |
| Absolute Total Care, Inc. (H1723) | SC | 90 |
| Community Health Group (H5172) | CA | 90 |
| IEHP Health Access (H5355) | CA | 90 |
| Superior Health Plan, Inc. (H6870) | TX | 90 |
| Neighborhood Health Plan of RI (H9576) | RI | 90 |

CMS anticipates making additional information regarding 2021 CAHPS results under the Medicare-Medicaid Financial Alignment Initiative available soon.

For more information on the MA-PD CAHPS survey see: <http://www.ma-pdcahps.org/>

The Integrated Care Resource Center is a national initiative of the Centers for Medicare & Medicaid Services to help states improve the quality and cost-effectiveness of care for individuals dually eligible for Medicare and Medicaid. The state technical assistance activities are coordinated by Mathematica and the Center for Health Care Strategies. For more information, visit www.integratedcareresourcecenter.com.

[Subscribe](#) for updates from the Integrated Care Resource Center.

Send queries to: ICRC@chcs.org

To unsubscribe, send an e-mail with "Unsubscribe ICRC" in the subject line to ICRC@chcs.org