

State and national benchmarks for MA & PDP CAHPS survey, 2019 - final

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State Name	Care Coordination		Customer Service		Getting Appointments and Care Quickly		Getting Needed Care		Annual Flu Vaccine		Getting Needed Prescription Drugs		Rating of Drug Plan		Rating of Health Care Quality		Rating of Health Plan	
	State mean, original scale	State mean, 0-100 scale	State mean, original scale	State mean, 0-100 scale	State mean, original scale	State mean, 0-100 scale	State mean, original scale	State mean, 0-100 scale	State mean, original scale	State mean, 0-100 scale	State mean, original scale	State mean, 0-100 scale	State mean, original scale	State mean, 0-100 scale	State mean, original scale	State mean, 0-100 scale	State mean, original scale	State mean, 0-100 scale
MA National	3.609	86	3.709	90	3.345	78	3.511	84	0.753	75	3.712	90	8.609	86	8.659	87	8.726	87
FFS National	3.591	85	3.6	87	3.302	77	3.504	83	0.742	74	NA	NA	NA	NA	8.53	85	*8.348	83
AL	3.593	85	3.746	92	3.296	77	3.583	86	0.72	72	3.744	91	8.787	88	8.484	85	8.857	89
AR	3.585	85	3.703	90	3.266	76	3.495	83	0.673	67	3.709	90	8.479	85	8.465	85	8.52	85
AZ	3.607	86	3.654	88	3.31	77	3.492	83	0.739	74	3.699	90	8.347	83	8.579	86	8.64	86
CA	3.561	84	3.714	90	3.351	78	3.489	83	0.799	80	3.742	91	8.857	89	8.734	87	8.864	89
CO	3.615	86	3.733	91	3.445	82	3.538	85	0.807	81	3.742	91	8.482	85	8.763	88	8.64	86
CT	3.646	87	3.732	91	3.484	83	3.61	87	0.781	78	3.753	92	8.456	85	8.791	88	8.676	87
FL	3.609	86	3.732	91	3.31	77	3.52	84	0.673	67	3.687	90	8.602	86	8.633	86	8.76	88
GA	3.598	86	3.681	89	3.278	76	3.515	84	0.714	71	3.682	89	8.464	85	8.584	86	8.641	86
HI	3.595	86	3.685	89	3.337	78	3.448	82	0.783	78	3.712	90	8.404	84	8.665	87	8.725	87
IA	3.661	88	3.651	88	3.479	83	3.538	85	0.784	78	3.792	93	8.65	87	8.76	88	8.723	87
ID	3.639	87	3.756	92	3.47	82	3.544	85	0.758	76	3.727	91	8.503	85	8.689	87	8.593	86
IL	3.648	87	3.766	92	3.4	80	3.578	86	0.775	77	3.738	91	8.625	86	8.868	89	8.865	89
IN	3.646	87	3.707	90	3.399	80	3.567	86	0.766	77	3.691	90	8.489	85	8.751	88	8.611	86
KS	3.654	88	3.67	89	3.335	78	3.557	85	0.725	73	3.674	89	8.325	83	8.723	87	8.495	85
KY	3.665	88	3.756	92	3.421	81	3.625	88	0.731	73	3.732	91	8.431	84	8.666	87	8.483	85
LA	3.663	88	3.778	93	3.3	77	3.547	85	0.733	73	3.735	91	8.774	88	8.802	88	8.972	90
MA	3.651	88	3.737	91	3.462	82	3.534	84	0.818	82	3.727	91	8.601	86	8.751	88	8.788	88
MD	3.591	85	3.698	90	3.328	78	3.485	83	0.751	75	3.676	89	8.366	84	8.499	85	8.35	83

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ME	3.633	87	3.796	93	3.447	82	3.505	84	0.781	78	3.78	93	8.733	87	8.644	86	8.827	88
MI	3.642	87	3.684	89	3.36	79	3.539	85	0.783	78	3.727	91	8.41	84	8.684	87	8.531	85
MN	3.695	89	3.77	92	3.502	83	3.575	86	0.815	82	3.753	92	8.46	85	8.88	89	8.878	89
MO	3.637	87	N	N	3.382	79	3.542	85	0.775	77	3.742	91	8.612	86	8.766	88	8.721	87
MS	3.605	86	3.729	91	3.254	75	3.509	84	0.673	67	3.68	89	8.625	86	8.518	85	8.577	86
MT	3.685	89	3.674	89	3.419	81	3.54	85	0.74	74	3.677	89	8.074	81	8.63	86	8.128	81
NC	3.649	87	3.779	93	3.422	81	3.577	86	0.807	81	3.728	91	8.607	86	8.794	88	8.741	87
NE	3.673	88	3.714	90	3.375	79	3.541	85	0.81	81	3.697	90	8.42	84	8.677	87	8.57	86
NH	3.623	87	3.724	91	3.445	82	3.546	85	0.77	77	3.736	91	8.469	85	8.696	87	8.578	86
NJ	3.592	85	3.693	90	3.296	77	3.478	83	0.721	72	3.696	90	8.405	84	8.575	86	8.616	86
NM	3.587	85	3.675	89	3.26	75	3.364	79	0.792	79	3.661	89	8.373	84	8.463	85	8.623	86
NV	3.512	83	3.735	91	3.232	74	3.349	78	0.74	74	3.661	89	8.566	86	8.481	85	8.648	86
NY	3.58	85	3.673	89	3.293	76	3.455	82	0.749	75	3.698	90	8.429	84	8.528	85	8.53	85
OH	3.665	88	3.761	92	3.488	83	3.601	87	0.778	78	3.744	91	8.423	84	8.888	89	8.818	88
OK	3.645	87	3.771	92	3.406	80	3.544	85	0.782	78	3.72	91	8.596	86	8.683	87	8.835	88
OR	3.602	86	3.748	92	3.459	82	3.526	84	0.78	78	3.767	92	8.431	84	8.737	87	8.603	86
PA	3.661	88	3.755	92	3.41	80	3.563	85	0.78	78	3.751	92	8.482	85	8.75	87	8.704	87
PR	3.553	84	3.684	89	3.115	71	3.406	80	0.452	45	3.716	91	9.266	93	8.753	88	9.347	93
RI	3.576	85	3.709	90	3.329	78	3.476	83	0.829	83	3.667	89	8.358	84	8.503	85	8.439	84
SC	3.62	86	3.739	91	3.343	78	3.489	83	0.735	74	3.633	88	8.485	85	8.471	85	8.571	86
TN	3.659	88	3.771	92	3.422	81	3.614	87	0.746	75	3.775	92	8.739	87	8.853	89	8.958	90
TX	3.599	86	3.696	90	3.332	78	3.564	85	0.775	78	3.682	89	8.559	86	8.722	87	8.673	87

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UT	3.647	87	3.719	91	3.404	80	3.57	86	0.761	76	3.724	91	8.396	84	8.855	89	8.717	87
VA	3.632	87	3.68	89	3.305	77	3.482	83	0.728	73	3.687	90	8.618	86	8.6	86	8.582	86
WA	3.639	87	3.708	90	3.422	81	3.465	82	0.799	80	3.739	91	8.411	84	8.535	85	8.523	85
WI	3.696	89	N	N	3.521	84	3.599	87	0.767	77	3.753	92	8.542	85	8.894	89	8.727	87
WV	3.676	88	3.755	92	3.383	79	3.546	85	0.746	75	3.723	91	8.655	87	8.729	87	8.652	87

*Benchmarks for the "Rate Plan" item in FFS are not comparable to MA because the item is different (rating of Medicare rather than of an MA contract) .

References:

Kish L. Survey Sampling. New York: John Wiley & Sons, 1965.