

State and national benchmarks for MA & PDP CAHPS survey, 2021 - final

Note: Data are weighted to reflect state enrollment of each contract. States are omitted if the effective sample size for estimation of a state mean is less than 350. Effective sample size equals the nominal sample size/design effect (Kish, 1965). Effective sample size estimates on the 0-100 scale are rounded to the nearest point. We display "N" to indicate the results are "Not Reportable" due to very low statistical reliability.

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
<b>MA</b>																		
<b>National</b>	<b>3.595</b>	<b>86</b>	<b>3.718</b>	<b>91</b>	<b>3.369</b>	<b>79</b>	<b>3.494</b>	<b>83</b>	<b>0.756</b>	<b>76</b>	<b>3.740</b>	<b>91</b>	<b>8.746</b>	<b>87</b>	<b>8.724</b>	<b>87</b>	<b>8.815</b>	<b>88</b>
<b>FFS</b>																		
<b>National</b>	<b>3.592</b>	<b>85</b>	<b>3.603</b>	<b>87</b>	<b>3.331</b>	<b>78</b>	<b>3.484</b>	<b>83</b>	<b>0.768</b>	<b>77</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>8.588</b>	<b>86</b>	<b>*8.420</b>	<b>84</b>
AL	3.547	84	3.767	92	3.294	76	3.554	85	0.716	72	3.803	93	8.637	86	8.527	85	8.867	89
AR	3.647	87	3.754	92	3.381	79	3.546	85	0.718	72	3.754	92	8.640	86	8.717	87	8.829	88
AZ	3.540	84	3.704	90	3.285	76	3.454	82	0.691	69	3.745	91	8.650	86	8.650	86	8.699	87
CA	3.530	83	3.721	91	3.370	79	3.422	81	0.799	80	3.755	92	8.938	89	8.709	87	8.858	89
CO	3.643	87	3.722	91	3.511	84	3.556	85	0.830	83	3.749	92	8.850	88	8.937	89	8.867	89
CT	3.618	86	3.681	89	3.463	82	3.554	85	0.828	83	3.717	91	8.578	86	8.859	89	8.578	86
FL	3.596	86	3.730	91	3.347	78	3.518	84	0.697	70	3.736	91	8.749	87	8.770	88	8.895	89
GA	3.590	85	3.712	90	3.316	77	3.563	85	0.718	72	3.735	91	8.652	87	8.669	87	8.827	88
HI	3.548	84	3.636	88	3.367	79	3.447	82	0.743	74	3.724	91	8.635	86	8.770	88	8.766	88
IA	3.698	89	3.737	91	3.528	84	3.639	88	0.786	79	3.782	93	8.599	86	8.938	89	8.898	89
ID	3.667	88	3.715	90	3.443	81	3.512	84	0.771	77	3.710	90	8.529	85	8.745	87	8.700	87
IL	3.622	86	3.746	92	3.373	79	3.518	84	0.759	76	3.731	91	8.687	87	8.762	88	8.730	87
IN	3.620	86	N	N	3.419	81	3.527	84	0.763	76	3.733	91	8.755	88	8.881	89	8.906	89
KS	3.666	88	3.730	91	3.413	80	3.567	86	0.762	76	3.769	92	8.696	87	8.835	88	8.721	87
KY	3.667	88	3.741	91	3.396	80	3.593	86	0.762	76	3.773	92	8.480	85	8.801	88	8.818	88
LA	3.663	88	3.763	92	3.306	77	3.554	85	0.718	72	3.725	91	8.896	89	8.849	88	9.052	91
MA	3.621	86	3.753	92	3.459	82	3.521	84	0.835	83	3.731	91	8.576	86	8.811	88	8.871	89
MD	3.528	83	3.749	92	3.371	79	3.493	83	0.810	81	3.727	91	8.726	87	8.720	87	8.603	86
ME	3.625	87	3.808	94	3.487	83	3.501	83	0.811	81	3.768	92	8.648	86	8.627	86	8.722	87
MI	3.593	85	3.687	90	3.395	80	3.498	83	0.805	80	3.757	92	8.640	86	8.713	87	8.689	87
MN	3.694	89	3.704	90	3.539	85	3.609	87	0.782	78	3.776	93	8.380	84	8.851	89	8.702	87
MO	3.655	88	3.719	91	3.388	80	3.533	84	0.755	76	3.735	91	8.722	87	8.892	89	8.887	89
MS	3.571	85	3.723	91	3.345	78	3.513	84	0.595	59	3.751	92	8.875	89	8.576	86	8.802	88
MT	3.668	88	3.735	91	3.402	80	3.505	84	0.720	72	3.715	90	8.360	84	8.572	86	8.523	85
NC	3.653	88	3.777	93	3.454	82	3.557	85	0.759	76	3.780	93	8.805	88	8.761	88	8.938	89
NE	3.669	88	3.716	91	3.447	82	3.576	86	0.816	82	3.744	91	8.572	86	8.828	88	8.676	87
NH	N	N	3.731	91	3.421	81	3.494	83	0.760	76	3.677	89	8.492	85	8.578	86	8.686	87
NJ	3.590	85	3.679	89	3.304	77	3.441	81	0.748	75	3.726	91	8.369	84	8.721	87	8.652	87
NM	3.584	85	3.729	91	3.325	77	3.355	78	0.807	81	3.741	91	8.634	86	8.579	86	8.677	87
NV	3.481	81	3.671	89	3.169	72	3.272	76	0.717	72	3.627	88	8.620	86	8.410	84	8.585	86

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PA	3.647	87	3.774	92	3.456	82	3.540	85	0.775	77	3.777	93	8.739	87	8.888	89	8.883	89
PR	3.578	85	3.741	91	3.117	71	3.397	80	0.526	53	3.792	93	9.375	94	8.884	89	9.351	94
RI	3.610	86	3.755	92	3.409	80	3.520	84	0.789	79	3.724	91	8.760	88	8.788	88	8.810	88
SC	3.653	88	3.749	92	3.368	79	3.483	83	0.718	72	3.709	90	8.602	86	8.639	86	8.830	88
TN	3.661	88	3.772	92	3.415	81	3.634	88	0.753	75	3.819	94	8.900	89	8.953	90	9.002	90
TX	3.590	85	3.668	89	3.319	77	3.475	83	0.763	76	3.710	90	8.740	87	8.708	87	8.802	88
UT	3.658	88	3.711	90	3.471	82	3.539	85	0.824	82	3.756	92	8.693	87	8.872	89	8.878	89
VA	N	N	N	N	3.408	80	3.467	82	0.747	75	3.718	91	8.652	87	8.688	87	8.635	86
WA	3.606	86	3.690	90	3.424	81	3.460	82	0.790	79	3.733	91	8.640	86	8.616	86	8.636	86
WI	3.657	88	3.753	92	3.528	84	3.590	86	0.796	80	3.762	92	8.583	86	8.909	89	8.794	88
WV	3.615	86	3.744	91	3.395	80	3.575	86	0.712	71	3.758	92	8.422	84	8.639	86	8.483	85

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