Table 1. Case-mix Coefficients for Part C CAHPS Measures

Predictor	C20: Getting Needed Care (Comp)	C21: Getting Appointments and Care Quickly (Comp)	C22: Customer Service (Comp)	C23: Rating of Health Care Quality	C24: Rating of Health Plan	C25: Care Coordination (Comp)
Age: 64 or under	-0.071	-0.062	0.001	-0.220	-0.206	0.002
Age: 65 – 69	0.003	-0.029	0.018	-0.091	-0.046	0.006
Age: 75 - 79	0.005	-0.007	0.021	0.036	0.092	0.009
Age: 80 - 84	0.021	-0.009	0.018	0.057	0.174	-0.007
Age: 85 and older	0.028	0.007	0.033	0.128	0.253	-0.006
Less than an 8th grade education	-0.023	-0.027	0.017	0.014	0.152	-0.010
Some high school	0.016	-0.003	0.012	0.021	0.126	0.022
Some college	-0.040	-0.003	-0.041	-0.107	-0.204	-0.031
College graduate	-0.035	-0.005	-0.060	-0.172	-0.301	-0.066
More than a bachelor's degree	-0.052	-0.004	-0.065	-0.235	-0.368	-0.037
General health rating: excellent	0.094	0.102	0.050	0.396	0.357	0.045
General health rating: very good	0.055	0.042	0.025	0.218	0.169	0.029
General health rating: fair	-0.065	-0.044	-0.065	-0.274	-0.172	-0.044
General health rating: poor	-0.155	-0.068	-0.128	-0.688	-0.488	-0.075
Mental health rating: excellent	0.152	0.119	0.085	0.512	0.381	0.115
Mental health rating: very good	0.071	0.050	0.047	0.254	0.182	0.057
Mental health rating: fair	-0.031	-0.034	-0.001	-0.063	-0.032	-0.030
Mental health rating: poor	-0.147	-0.069	-0.059	-0.494	-0.318	-0.108
Proxy helped	-0.008	-0.045	-0.073	-0.147	-0.145	0.000
Proxy answered	0.021	-0.004	-0.024	0.015	0.014	0.015
Dual eligible	-0.050	-0.027	0.033	-0.018	0.277	-0.021
Low-income subsidy (LIS)	0.002	-0.026	0.018	-0.100	0.045	-0.026
Chinese language survey	0.033	-0.070	-0.064	-0.131	-0.334	-0.133

Source: Medicare 2016 Part C & D Star Rating Technical Notes

Table 2. Case-mix Coefficients for Part D CAHPS Measures

Predictor	MA-PD D08: Rating of Drug Plan	MA-PD D09: Getting Needed Prescription Drugs (Comp)	PDP D08: Rating of Drug Plan	PDP D09: Getting Needed Prescription Drugs (Comp)
Age: 64 or under	-0.268	-0.060	-0.158	-0.073
Age: 65 - 69	-0.070	-0.009	-0.031	-0.033
Age: 75 - 79	0.144	0.016	0.289	0.024
Age: 80 - 84	0.253	0.031	0.405	0.023
Age: 85 and older	0.383	0.024	0.541	0.007
Less than an 8th grade education	0.069	-0.053	0.001	-0.042
Some high school	0.064	-0.010	0.076	0.051
Some college	-0.268	-0.024	-0.232	-0.036
College graduate	-0.377	-0.041	-0.473	-0.058
More than a bachelor's degree	-0.481	-0.063	-0.406	-0.067
General health rating: excellent	0.417	0.030	0.018	0.013
General health rating: very good	0.202	0.034	-0.001	0.030
General health rating: fair	-0.142	-0.037	-0.162	-0.058
General health rating: poor	-0.300	-0.089	-0.547	-0.165
Mental health rating: excellent	0.326	0.084	0.253	0.050
Mental health rating: very good	0.172	0.061	0.174	0.031
Mental health rating: fair	-0.084	-0.018	0.102	-0.012
Mental health rating: poor	-0.373	-0.029	0.058	-0.020
Proxy helped	-0.208	-0.003	-0.339	-0.051
Proxy answered	-0.130	0.010	-0.227	0.014
Dual eligible	0.687	0.043	0.783	0.049
Low-income subsidy (LIS)	0.535	0.045	0.584	0.062
Chinese language survey	-0.389	-0.093	N/A	N/A

Source: Medicare 2016 Part C & D Star Rating Technical Notes