

MA & PDP CAHPS
2021 Between-Contract Variances for Reported Measures

Single Items

Annual Flu Vaccine	55.1713
Pneumonia Vaccine	112.5678
Rating of Health Care Quality	2.9734
Rating of Drug Plan	6.1549
Rating of Health Plan	6.3574

Composites

Getting Appointments and Care Quickly	10.3516
Getting Needed Care	7.4516
Customer Service	3.1784
Care Coordination	3.4540
Doctors Who Communicate Well	1.5471
Getting Needed Prescription Drugs	2.6863