

MEASURE	KY HEDIS® 2019 Adult CAHPS Result Summaries	2018 QC National Average Medicaid HMO Adult
Overall Ratings		
Rating of Health Plan Overall	76.64%	75.39%
Rating of Health Care Overall	74.77%	72.44%
Rating of Personal Doctor Overall	81.45%	86.75%
Rating of Specialist Overall	77.19%	78.87%
Customer Service Composite	87.96%	(N/A)
Getting Needed Care Composite	81.27%	84.79%
Getting Care Quickly Composite	85.90%	86.47%
How Well Doctors Communicate Composite	91.88%	94.73%
Shared Decision Making Composite	83.18%	81.23%
MEASURE	KY HEDIS® 2019 Child CAHPS Result Summaries	2018 QC National Average Medicaid HMO Child
Overall Ratings		
Rating of Health Plan Overall	83.78%	85.90%
Rating of Health Care Overall	83.95%	88.80%
Rating of Personal Doctor Overall	88.89%	89.95%
Rating of Specialist Overall	78.16%	85.34%
Customer Service Composite	89.05%	93.76%
Getting Needed Care Composite	89.10%	92.01%
Getting Care Quickly Composite	95.12%	95.06%
How Well Doctors Communicate Composite	96.33%	96.36%
Shared Decision Making Composite	82.30%	77.79%
MEASURE	KY HEDIS® 2019 CHIP CAHPS Result Summaries	2018 QC National Average Medicaid HMO CHIP
Overall Ratings		
Rating of Health Plan Overall	87.41%	87.30%
Rating of Health Care Overall	85.38%	86.97%
Rating of Personal Doctor Overall	88.93%	88.30%
Rating of Specialist Overall	87.69%	88.24%
Customer Service Composite	89.03%	N/A
Getting Needed Care Composite	88.53%	93.73%
Getting Care Quickly Composite	92.80%	93.95%
How Well Doctors Communicate Composite	95.46%	95.36%
Shared Decision Making Composite	75.31%	76.63%