

BUCKEYE HEALTH PLAN
MEDICARE CAHPS
SURVEY RESULTS
2021-2023

Medicare Advantage CAHPS Survey (H0724)

Composite or Question	2021	2022	2023
Getting Needed Care	79.8%	83.2%	80.6%
Getting Appointments & Care Quickly	77.1%	76.5%	78.6%
Customer Service	90.2%	90.4%	87.6%
Care Coordination	85.6%	87.2%	85.4%
Flu	62.8%	58.9%	63.2%
Rating of Health Plan	82.5%	83.6%	81.2%
Rating of Health Care Quality	84.4%	86.2%	84.6%
Getting Needed Prescription Drugs	89.1%	89.9%	85.6%

Medicare D-SNP CAHPS Survey (H0908)

Composite or Question	2021	2022	2023
Getting Needed Care	80.9%	81.6%	78.2%
Getting Appointments & Care Quickly	76.8%	78.4%	76.2%
Customer Service	90.2%	88.5%	87.7%
Care Coordination	86.3%	85.1%	84.7%
Flu	72.1%	62.8%	57.3%
Rating of Health Plan	86.9%	85.3%	81.8%
Rating of Health Care Quality	84.6%	85.0%	83.9%
Getting Needed Prescription Drugs	87.5%	90.9%	86.4%