MedStar Family Choice

State of Maryland Report of Results

for

MedStar Family Choice Adult Population

2026 (MY 2025) CAHPS® 5.1H Medicaid Member Experience Survey

Prepared for:

Maryland Department of Health (September 22, 2026)

Prepared by:

Center for the Study of Services
1625 K Street NW, Suite 1100
Washington, DC 20006

CSS Center for the Study of Services

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INTRODUCTION

Introduced by the Agency for Healthcare Research and Quality (AHRQ) in the mid-1990s, the Consumer Assessment of Healthcare Providers and Systems (CAHPS) program encompasses the full range of standardized surveys that ask consumers to report on and evaluate their experiences with health care. These surveys cover topics that are important to consumers, such as accessibility of services and provider communication skills.

The National Committee for Quality Assurance (NCQA) uses the Health Plan CAHPS survey in its Health Plan Accreditation Program as part of the Healthcare Effectiveness Data and Information Set (HEDIS®). HEDIS measures health plan performance on important dimensions of care and service and is designed to provide purchasers and consumers with the information they need to reliably compare the performance of health care plans. The Health Plan CAHPS survey represents the member experience component of the HEDIS measurement set. The survey measures the member experience of care and gives a general indication of how well the health plan meets members' expectations. Surveyed members are asked to rate various aspects of the health plan based on their experience with the plan during the previous six months. In addition, the survey is used to collect data on some measures from the HEDIS *Effectiveness of Care* domain.

EXECUTIVE SUMMARY

In 2025, the Maryland Department of Health (MDH) contracted with the Center for the Study of Services (CSS), an NCQA-certified survey vendor, to administer the CAHPS® 5.1H Adult Medicaid Survey. The purpose of the survey is to assess members' experience with their health plan and health care. The overall goal of the survey is to provide actionable performance feedback to help the plan improve the member experience.

CSS administered the Adult Medicaid version of the CAHPS Health Plan Survey for MDH on behalf of MedStar Family Choice (MSFC) between February 13 and May 18, 2026.

The final survey sample for MSFC included 1,755 members. MDH requested to oversample by 30%. During the survey fielding period, 309 sample members completed the survey. After the final survey eligibility criteria were applied, the resulting NCQA response rate was 18.14%. (See the *Survey Response Rate* section on page 14 for the response rate formula used by NCQA.)

This *Executive Summary* focuses on key CAHPS performance metrics, including year-over-year changes in results and comparisons to relevant multi-plan state and national benchmarks. Estimated NCQA 2026 Health Plan Ratings (HPR), calculated by CSS, are provided for reference. Also identified are top organizational priorities for quality improvement based on CSS's *Key Driver Analysis*.

KEY SURVEY MEASURE RESULTS

This section provides a high-level overview of MSFC survey results compared to prior-year and multi-plan state and national benchmark rates. Table 1 highlights statistically significant improvements and declines in reported rates. Table 2 compares performance to multi-plan state and national benchmarks. Both tables are limited to reportable ratings and composite measures (i.e., those that reached the minimum denominator of 100 or more valid responses required by NCQA). The comparisons are based on the rates of MSFC Adult sample members rating their experience favorably (i.e., *9* or *10* for the overall rating questions and *Usually* or *Always* for all other CAHPS measures).

Table 1. MSFC Adult Medicaid Members: Statistically Significant Improvements or Declines in Performance Compared to 2025

Reportable* Rate IMPROVED	Reportable* Rate DECLINED
No statistically significant improvements compared to 2025	No statistically significant declines compared to 2025

* All CAHPS ratings and composites reached the reportable denominator of 100 responses and were eligible for inclusion in this summary. Effectiveness of Care measures were not considered.

Table 2. MSFC Adult Medicaid Members: Statistically Significant Differences in Performance Compared to Multi-Plan State and National Benchmarks

Reportable* Rate ABOVE Benchmark	Reportable* Rate BELOW Benchmark
Benchmark: 2026 HealthChoice Aggregate	
Rating of Health Plan (63.91% vs. 57.24% [+6.67 points])	No statistically significant differences compared to benchmark
Benchmark: 2025 (MY 2024) NCQA Quality Compass National Average (All Lines of Business)	
No statistically significant differences compared to benchmark	Rating of Doctor (64.58% vs. 70.70% [-6.12 points])

* All CAHPS ratings and composites reached the reportable denominator of 100 responses and were eligible for inclusion in this summary. Effectiveness of Care measures were not considered.

ESTIMATED NCQA 2026 HEALTH PLAN RATINGS

Estimated 2026 Health Plan Ratings are provided in Table 3 below. Since the most recent NCQA benchmarks available to date are the prior-year (2025, or MY 2024) Quality Compass benchmarks, the official HPR ratings scheduled to be released in the fall of 2026 will likely diverge from these preliminary estimates.

Table 3. MSFC Adult Medicaid Members: Estimated 2026 NCQA Health Plan Ratings

Estimated* 2026 NCQA Health Plan Rating	
★★★☆☆	Getting Needed Care, Rating of Health Care, Rating of Health Plan
★★☆☆☆	Getting Care Quickly

* Unofficial Health Plan Ratings (HPR) were estimated by CSS based on the prior-year (2025, or MY 2024) NCQA Quality Compass national benchmarks. The official 2026 Health Plan Ratings, based on the current-year (2026, or MY 2025) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2026. NCQA removed Rating of Personal Doctor from HPR 2026 (MY 2025). Note: estimated star ratings are provided for all applicable CAHPS measures regardless of measure denominator.

QUALITY IMPROVEMENT PRIORITIES

CSS's *Key Driver Analysis* identifies the key member experience touch points that shape members' overall assessment of the health plan, as captured by the *Rating of Health Plan* question at the end of the survey. To the extent that the plan can improve these experiences, the overall rating of the plan will reflect these gains. Table 4 identifies up to five quality improvement opportunities that will result in the largest incremental gains in the *Rating of Health Plan* measure for MSFC.

Table 4. MSFC Adult Medicaid Members: Top Priorities for Quality Improvement

Top Priorities for Quality Improvement
1. Improving health plan provider network (highly-rated personal doctors)
2. Improving member access to care (having a personal doctor)
3. Improving member access to care (ease of getting needed care, tests, or treatment)
4. Improving health plan provider network (highly-rated specialists)
5. Improving the ability of the health plan customer service to provide necessary information or help

The remainder of this report examines these and other findings in more detail.

WHAT IS NEW IN 2026

NCQA POLICY UPDATES

- NCQA removed the Medicaid measure *Rating of Personal Doctor* from the 2026 (MY 2025) Health Plan Ratings.

CSS REPORT UPDATES

CSS made the following updates to the 2026 CAHPS Report of Results:

- The *Key Driver Model* has been refreshed using the most recent industry data (see *Key Driver Analysis* section on page 59).
- The *Health Plan Quality Improvement Resources* section has been updated and expanded (see page 63).

ABOUT THIS REPORT

The key features of this 2026 CAHPS Report of Results are highlighted below.

- CSS calculated survey results following the NCQA scoring guidelines outlined in *HEDIS 2026, Volume 3: Specifications for Survey Measures*. All measure results adhere to these scoring guidelines but are presented regardless of the measure denominator.

- Estimated NCQA 2026 Health Plan Ratings (HPR stars) are provided for reference. The CSS-calculated HPR stars are based on the 2025 (MY 2024) Quality Compass national benchmarks and are reported regardless of the measure denominator. Since the most recent NCQA benchmarks available to date are the prior-year (2025, or MY 2024) Quality Compass benchmarks, the official HPR ratings scheduled to be released in the fall of 2026 will likely diverge from these preliminary estimates.

- Throughout the report, the 2026 MSFC survey results are compared to multi-plan state and national benchmark rates, represented by the 2026 HealthChoice Aggregate and the 2025 (MY 2024) NCQA Quality Compass Adult Medicaid National Average (All Lines of Business). The 2026 HealthChoice Aggregate was calculated by pooling survey responses across nine Adult Medicaid plans surveyed by MDH. The 2025 (MY 2024) NCQA Quality Compass Adult Medicaid National Average (All LOBs) is made up of the Adult Medicaid plans that submitted data to NCQA in 2025.

- *Executive Summary* (page 5) provides a high-level overview of survey findings for MSFC. It highlights the areas where MSFC performs significantly above or below the multi-plan state and national benchmarks. If prior-year survey results are available, any statistically significant improvements or declines in key survey measures are also noted. Top organizational priorities for quality improvement based on CSS's *Key Driver Analysis* are identified.

- *Summary of Survey Results* (page 21) presents the 2026 MSFC survey scores on key measures, including question summary rates, global proportions, and estimated HPR ratings; changes in rates and global proportion scores from the previous year (if applicable); and comparisons to relevant multi-plan state and national benchmarks. Statistically significant differences in scores are noted.

- *Detailed Performance Charts* (page 23) are provided for the overall rating questions, composite measures, and individual survey items representing the various CAHPS domains of care. The 2026 MSFC results are compared to the 2026 HealthChoice Aggregate on all measures. Where appropriate, the 2026 results are also compared to the 2025 (MY 2024) NCQA Quality Compass Adult Medicaid National Average (All LOBs) and performance percentiles. Where available, a three-year trend in scores is also shown.

- A section on the *Effectiveness of Care* measures (page 47) includes comparisons to prior-year results (if available) as well as to relevant multi-plan state and national benchmarks.

- *Membership Profile and Analysis of Plan Ratings by Member Segment* (page 49) compares the 2026 MSFC respondent profile to the relevant benchmark distribution(s) of demographic characteristics and utilization variables. Variation in the *Rating of Health Plan* measure by member segment is examined.

- *Key Driver Analysis* (page 59) identifies the touch points of member experience that are most strongly related to the overall *Rating of Health Plan* measure. The CSS *Key Driver Model* quantifies the contribution of each key driver to the overall *Rating of Health Plan*. The 2026 MSFC results on each key driver are compared to the best result among the nine plans contributing to the 2026 HealthChoice Aggregate, yielding a measure of available room for improvement on each touch point. The result is weighted by the key driver's contribution to the overall *Rating of Health Plan*. Opportunities for improvement are prioritized based on the incremental gain in the MSFC *Rating of Health Plan* measure expected due to improved performance on the individual key drivers. A separate section of the report, *Health Plan Quality Improvement Resources* (page 63), provides some helpful resources for health plan quality managers.

- *Appendices* (starting on page 72) include:

  - Score calculation guidelines and methodology

  - A glossary of terms

  - A one-page *Survey Results at a Glance* summary

  - Detailed cross-tabulations of survey responses for every survey question, with additional tables summarizing performance on key survey measures

  - A copy of the survey instrument

SURVEY METHODOLOGY

SURVEY PROTOCOL AND TIMELINE

CSS administered the Adult Medicaid version of the 2026 CAHPS Health Plan Survey for MDH on behalf of MSFC in accordance with the NCQA methodology detailed in *HEDIS 2026, Volume 3: Specifications for Survey Measures* and *Quality Assurance Plan for HEDIS 2026 Survey Measures.* The survey can be administered using a mail-only or a mixed (mail with telephone follow-up) methodology. These standard survey protocols include two questionnaire mailings, each followed by a reminder postcard. Depending on the protocol chosen, non-respondents are either sent a third, final survey package (mail-only methodology) or contacted by telephone (mixed methodology).

MDH elected to use the standard mixed methodology. Members could complete the survey online by scanning a personalized QR code provided on the mailing materials.

The key milestones of the CAHPS data collection protocol are provided below:

- An initial survey package was mailed on February 13.
- An initial reminder/thank-you postcard was mailed on February 18.
- A replacement survey package was mailed on March 20.
- A second reminder/thank-you postcard was mailed on March 26.
- A telephone follow-up phase targeting non-respondents, with up to six telephone follow-up attempts at different times of the day and on different days of the week, started on April 3.
- Data collection closed on May 18.

Survey results were submitted to NCQA on May 26, 2026.

SURVEY MATERIALS

CSS designed all member-facing materials (see *Appendix D. Survey Materials*) in accordance with the NCQA guidelines detailed in *HEDIS 2026, Volume 3: Specifications for Survey Measures* and *Quality Assurance Plan for HEDIS 2026 Survey Measures*. The NCQA-approved text was used for all materials. Prior to being customized with the health plan name, logo, and other branding elements, all CSS-designed survey materials templates were approved by NCQA.

The survey instrument was the Adult Medicaid version of the Health Plan CAHPS 5.1H survey. NCQA allows up to 12 approved supplemental questions to be added to the end of the survey. This limit could be exceeded with NCQA's permission if needed. The survey included 13 custom questions added by MDH. In addition to English, sample members had the option to request the survey in Spanish using a telephone request line.

The outer envelope used for survey mailings was a 9" by 12" windowed envelope. Depending on the mailing wave, it was marked "RESPONSE NEEDED" or "FINAL REMINDER – PLEASE RESPOND!" to improve the likelihood of response. Each survey package included a postage-paid business reply envelope.

SAMPLE SELECTION

For the Adult Medicaid survey, sample-eligible members were those who were 18 years old or older as of December 31, 2025; were currently enrolled; had been continuously enrolled for six months (with no more than one enrollment break of 45 days or less); and whose primary coverage was through Medicaid.

Prior to sampling, CSS carefully inspected the member file(s) and noted any errors or irregularities found (such as incomplete contact information or subscriber numbers). Once the quality assurance process had been completed, CSS processed member addresses through the USPS National Change of Address (NCOA) service to ensure that the mailing addresses were up to date. The final sample was generated following the NCQA systematic sampling methodology, with no more than one member per household selected to receive the survey. CSS assigned each sampled member a unique identification number, which was used to track the member's progress (survey disposition) throughout the data collection process.

The standard NCQA-prescribed sample size for Adult Medicaid plans is 1,350 members. NCQA's sampling methodology does not allow disenrolled members to be removed from the sample after the start of survey administration. Health plans that were unable to identify disenrolled members prior to December 31, 2025, were advised to oversample (i.e., increase their sample size to compensate for members expected to leave their plan by the time the survey was fielded). Oversampling could also be used to obtain more completed surveys. MDH requested to oversample by 30%. The final survey sample for MSFC included 1,755 members.

DATA CAPTURE

Returned questionnaires were recorded using optical scanning. If the scanning technology was unable to identify the specific response option selected with a predefined degree of certainty, trained data entry operators were employed to ensure that each such response was accurately recorded.

Computer Assisted Telephone Interviewing (CATI) technology was used to electronically capture survey responses obtained during telephone interviews. Members were able to complete the telephone interview in either English or Spanish. CATI supervisors maintained quality control by monitoring the telephone interviews and responses captured by interviewers in real time and by auditing recorded interviews. At least 10% of the interviews were monitored by supervisors.

Due to the multiple outreach attempts, multiple survey responses could be received from the same sample member. In those cases, only one survey response (the most complete survey) was included in the final analysis dataset.

SURVEY RESPONSE RATE

During the survey fielding period, 309 sample members completed the survey. After the final survey eligibility criteria were applied, the resulting NCQA response rate was 18.14%. Additional detail on sample member status (disposition) at the end of data collection is provided in Table 5 below.

Table 5. MSFC Adult Medicaid Members: Sample Member Dispositions and Response Rate

Sample Member Disposition	2026 MSFC		2025 MSFC		2024 MSFC		2026 HealthChoice Aggregate	2025 HealthChoice Aggregate	2024 HealthChoice Aggregate
	Number and Percent of Initial Sample						Percent of Total Initial Sample		
Initial Sample	1,755	100.00%	1,755	100.00%	1,755	100.00%	100.00%	100.00%	100.00%
Complete and Eligible – Mail	137	7.81%	126	7.18%	146	8.32%	6.67%	7.10%	6.97%
Complete and Eligible – Phone*	111	6.32%	98	5.58%	69	3.93%	6.71%	6.52%	3.99%
Complete and Eligible – Internet**	61	3.48%	39	2.22%	42	2.39%	3.36%	2.92%	2.46%
Complete and Eligible – Total	309	17.61%	263	14.99%	257	14.64%	16.74%	16.54%	13.43%
Eligible Population criteria not met	41	2.34%	28	1.60%	30	1.71%	1.93%	1.75%	1.49%
Incomplete (but Eligible)	87	4.96%	67	3.82%	49	2.79%	4.46%	4.05%	2.82%
Language barrier	3	0.17%	1	0.06%	2	0.11%	0.15%	0.25%	0.13%
Mentally or physically incapacitated	5	0.28%	7	0.40%	3	0.17%	0.27%	0.35%	0.09%
Deceased	3	0.17%	0	0.00%	0	0.00%	0.10%	0.04%	0.06%
Refusal	43	2.45%	76	4.33%	60	3.42%	3.20%	4.24%	4.27%
Nonresponse after maximum attempts	1,254	71.45%	1,298	73.96%	1,346	76.70%	72.40%	71.96%	77.35%
Added to Do Not Call (DNC) list	10	0.57%	15	0.85%	8	0.46%	0.76%	0.83%	0.35%
NCQA Response Rate* **		**18.14%**		**15.30%**		**14.94%**	**17.16%**	**16.94%**	**13.67%**

* Applies to plans following mixed methodology.

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** Any sample members who called and requested another survey were provided a unique login ID to complete the survey online. Members could also access the online survey by scanning a QR code provided in their mailing materials.

*** NCQA response rate = Complete and Eligible Surveys/[Complete and Eligible + Incomplete (but Eligible) + Refusal + Nonresponse after maximum attempts + Added to Do Not Call (DNC) List]

Table 6 provides a more detailed breakdown of completed surveys by language, reflecting the language(s) in which the survey was offered. In addition to English, sample members had the option to request the survey in Spanish using a telephone request line. Members were able to complete the telephone interview in either English or Spanish.

Table 6. MSFC Adult Medicaid Members: Completed Surveys by Language

Complete and Eligible Surveys by Language	2026 MSFC	
	Number	Percent
Complete and Eligible – English	299	96.8%
Complete and Eligible – Spanish	10	3.2%
Complete and Eligible – Total	**309**	**100.0%**

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SATISFACTION WITH THE EXPERIENCE OF CARE

PATIENT EXPERIENCE OF CARE MEASURES

This section includes all CAHPS measures for which NCQA calculates results, regardless of whether the measure is featured in NCQA's Health Plan Ratings. Measures that are reported in HPR (i.e., assigned a star rating) are marked with a star symbol (☆) below. Any HPR scores that appear in this report were calculated by CSS and should be treated as unofficial.

GLOBAL RATING QUESTIONS

CAHPS Health Plan Survey (version 5.1H) includes four global rating questions that utilize a scale of *0* to *10*, representing the lowest and highest possible ratings. Results are based on the proportion of members selecting one of the top two ratings (*9* or *10*) to align with NCQA's 2026 Health Plan Ratings Methodology. For convenience and trending, the proportion of respondents rating *8*, *9*, or *10* is also provided.

- ***Rating of Personal Doctor*** (*0* = worst personal doctor possible; *10* = best personal doctor possible)
- ***Rating of Specialist Seen Most Often*** (*0* = worst specialist possible; *10* = best specialist possible)
- ☆ ***Rating of All Health Care*** (*0* = worst health care possible; *10* = best health care possible) is included in HPR as part of the *Satisfaction With Plan and Plan Services* sub-composite.
- ☆ ***Rating of Health Plan*** (*0* = worst health plan possible; *10* = best health plan possible) is included in HPR as part of the *Satisfaction With Plan and Plan Services* sub-composite.

CAHPS COMPOSITE MEASURES

This section focuses on **CAHPS composites**, which are distinct from HPR composites. NCQA calculates results for several CAHPS composite measures. CAHPS composites combine results from related survey questions into a single measure to summarize health plan performance in the areas listed below.

- ☆ ***Getting Needed Care*** combines two survey questions that address member access to care. Both questions use a *Never*, *Sometimes*, *Usually*, or *Always* response scale, with *Always* being the most favorable response. This measure is reported in HPR as part of the *Getting Care* HPR sub-composite. Results are based on the proportion of members answering the following questions as *Usually* or *Always*:

- In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?
- In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?

★ ***Getting Care Quickly*** combines responses to two survey questions that address the timely availability of both urgent and check-up/routine care. The questions use a *Never*, *Sometimes*, *Usually*, or *Always* scale, with *Always* being the most favorable response. This measure is reported in HPR as part of the *Getting Care* HPR sub-composite. Results are based on the proportion of members selecting *Usually* or *Always* in response to the following questions:

- In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?
- In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?

- ***Coordination of Care*** is based on a single survey question, which uses a *Never*, *Sometimes*, *Usually*, or *Always* scale, with *Always* being the most favorable response. Results are based on the proportion of members selecting *Usually* or *Always* in response to the question below:
  - In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

- ***How Well Doctors Communicate*** combines responses to four survey questions that address physician communication. The questions use a *Never*, *Sometimes*, *Usually*, or *Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members answering the following questions as *Usually* or *Always*:
  - In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?
  - In the last 6 months, how often did your personal doctor listen carefully to you?
  - In the last 6 months, how often did your personal doctor show respect for what you had to say?
  - In the last 6 months, how often did your personal doctor spend enough time with you?

- ***Customer Service*** combines responses to two survey questions that ask about member experience with the health plan's customer service. The questions use a *Never*, *Sometimes*, *Usually*, or *Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members selecting *Usually* or *Always* in response to the following questions:
  - In the last 6 months, how often did your health plan's customer service staff give you the information or help you needed?
  - In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

Although NCQA retired the following measures in 2020, MDH received NCQA approval to add them to the survey as supplemental questions:

- ***Shared Decision Making*** combines responses to three survey questions that focus on decisions about taking prescription medicines. Each question uses a *Yes* or *No* scale, with *Yes* being the desired response. Results are reported as the proportion of members selecting *Yes*.
  - Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?
  - Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?
  - When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?
- ***Health Promotion and Education*** (measure based on a single survey question). The question uses a *Yes* or *No* scale, with *Yes* being the desired response. Results are reported as the proportion of members selecting *Yes*:
  - In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?

CALCULATION AND REPORTING OF RESULTS

QUESTION SUMMARY RATES AND COMPOSITE GLOBAL PROPORTIONS

Question Summary Rates express the proportion of respondents selecting the desired response option(s) on a survey question. Examples include percent selecting *Usually* or *Always* or percent rating *9* or *10*.

Composite Global Proportions express the proportion of respondents selecting the desired response option(s) from a predefined set of two or more related questions on the survey. The proportions are calculated by first determining the relevant proportion for each survey question contributing to the composite and then averaging these proportions across all questions in the composite.

Throughout the report, all question summary rates and composite global proportions are rounded to two decimal places for display purposes (e.g., 0.23456 is displayed as 23.46%). However, all calculations involving rates and proportions, including statistical significance testing, are carried out prior to rounding. For more details on the calculations, please refer to *HEDIS 2026, Volume 3: Specifications for Survey Measures* or consult *Appendix A*.

SURVEY-WIDE 95% MARGIN OF ERROR AND CONFIDENCE INTERVALS FOR MEASURE RESULTS

A margin of error indicates the extent to which survey results reflect the experiences of the entire member population. When different samples from the same population are surveyed, some degree of variation in survey results should be expected. Results will vary more from sample to sample if the sample size is small. Larger samples are more representative of the population and will exhibit less sample-to-sample variation in results. Additionally, the margin of error depends on the frequency of the reported response (e.g., the proportion of members answering *Yes*, *Usually* or *Always*, *9* or *10*, etc.) and will thus vary from one survey measure to the next. The closer the reported rate is to 50%, the wider the margin of error. As the observed rate moves away from 50% in either direction, the margin of error decreases. For convenience, using the most conservative assumptions about measure rates (i.e., 50%) and the total number of completed surveys (309), the survey-wide 95% margin of error for MSFC is estimated to be ±5.58%.

Measure-specific 95% confidence intervals (CI) provided in this report reflect measure rates and denominators observed in this survey sample. A 95% confidence interval around a measure rate indicates that if the same survey was fielded 100 times on different random samples drawn from the same member population, the true population rate would fall within that interval in 95 of those 100 cases.

ESTIMATED NCQA HEALTH PLAN RATINGS (STAR RATINGS)

NCQA reports Health Plan Ratings to the public on a five-star scale, indicating how well a plan is performing compared to NCQA's Quality Compass national benchmarks (see NCQA's Health Plan Report Cards). Quality measures are organized in HPR by composite (such as *Patient Experience*) and sub-composite (such as *Getting Care, Satisfaction With Plan Physicians,* and *Satisfaction With Plan and Plan Services*). Note that in the context of HPR, the terms "composite" (e.g., *Patient Experience*) and "sub-composite" (*Getting Care*, *Satisfaction With Plan Physicians*, and *Satisfaction With Plan and Plan Services*) are used differently than in the realm of CAHPS. NCQA's HPR methodology refers to CAHPS composites as "individual measures." For example, the CAHPS composite measure *Getting Care Quickly* is included as an individual measure in the calculation of the HPR sub-composite *Getting Care* and in the HPR *Patient Experience* composite.

Following is the list of *Patient Experience* measures included in NCQA's 2026 Health Plan Ratings:

Table 7. Measures Reported in NCQA's 2026 Health Plan Ratings

HPR Patient Experience Measure	Individual Measures Included in HPR (Assigned a Star Rating)
Getting Care	Getting Needed Care (percent *Usually* or *Always*) Getting Care Quickly (percent *Usually* or *Always*)
Satisfaction With Plan Physicians	Coordination of Care (percent *Usually* or *Always*) – Commercial ONLY
Satisfaction With Plan and Plan Services	Rating of Health Plan (percent *9* or *10*) Rating of All Health Care (percent *9* or *10*)

According to NCQA's 2026 HPR methodology, star ratings are assigned by comparing health plan performance on each reported measure to the current-year (2026, or MY 2025) Quality Compass National 10th, 33rd, 67th, and 90th Percentiles for All Lines of Business, subject to minimum denominator rules. For details, including measure denominator rules, refer to the measure list and methodology for each applicable Health Plan Ratings year, as well as *Appendix A* of this report. Since the most recent NCQA benchmarks available to date are the prior-year (2025, or MY 2024) Quality Compass benchmarks, the official HPR ratings scheduled to be released in the fall of 2026 will likely diverge from these preliminary estimates. Any NCQA star ratings that appear in this report were calculated by CSS and should be treated as unofficial.

NCQA MINIMUM DENOMINATOR SIZE

For a measure result to be reportable by NCQA, it needs to be based on at least 100 valid responses (measure denominator). The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in the composite (note: composite denominators are rounded for display). If the rate denominator is less than 100, NCQA assigns a measure result of "NA." This report presents results for all measures, regardless of denominator size. Additional rules apply to official HPR measure denominators.

COMPARISONS TO MULTI-PLAN STATE AND NATIONAL BENCHMARKS AND PRIOR-YEAR RESULTS

Throughout the report, the 2026 MSFC results are compared to the 2026 HealthChoice Aggregate as well as to the 2025 (MY 2024) NCQA Quality Compass Adult Medicaid National Average (All LOBs). The 2026 HealthChoice Aggregate was calculated by pooling survey responses across nine Adult Medicaid plans surveyed by MDH. The 2025 (MY 2024) NCQA Quality Compass Adult Medicaid National Average (All LOBs) is made up of the Adult Medicaid plans that submitted data to NCQA in 2025.

If available, prior-year survey results are provided for comparison, and year-over-year changes in results are tested for statistical significance. All the statistical tests are conducted at a 95% confidence level (i.e., there is a 95% probability that the observed difference is real and not due to chance).

SUMMARY OF SURVEY RESULTS

Table 8 provides a high-level MSFC performance overview of key survey measures. It includes the overall ratings, composite global proportions, and summary rates for additional measures. Where applicable, changes in scores over time and comparisons to relevant multi-plan state and national benchmarks are reported and tested for statistical significance. While all reported rates are rounded for display, all comparisons are carried out prior to rounding.

Table 8. MSFC Adult Medicaid Members: Patient Experience Measures

Abbreviated Measure Name and Reported Rate	MSFC Results							Benchmark Comparisons				MSFC Estimated 2026 NCQA Health Plan (Star) Rating
	2026			2025		2024		2026 HealthChoice Aggregate		2025 (MY 2024) NCQA Quality Compass National Average (All LOBs)		
	Rate	95% CI	(n)	Rate	Change	Rate	Change	Rate	Difference	Rate	Difference	
PATIENT EXPERIENCE												★★★★★
Getting Care												★★½☆☆
Getting Needed Care (% A+U)	**81.49%**	(±5.63)	**(183)**	82.18%	[-0.69]	85.82%	[-4.33]	79.73%	[+1.76]	82.05%	[-0.56]	★★★☆☆
Getting Care Quickly (% A+U)	**78.49%**	(±6.48)	**(155)**	73.88%	[+4.61]	83.09%	[-4.59]	77.35%	[+1.14]	81.57%	[-3.08]	★★☆☆☆
Satisfaction With Plan and Plan Services												★★★☆☆
Rating of Health Plan (% 9+10)	**63.91%**	(±5.42)	**(302)**	62.35%	[+1.55]	59.44%	[+4.47]	57.24%	[+6.67] ✓	61.66%	[+2.25]	★★★☆☆
Rating of Health Care (% 9+10)	**56.54%**	(±6.64)	**(214)**	53.45%	[+3.09]	55.84%	[+0.70]	54.28%	[+2.26]	57.72%	[-1.18]	★★★☆☆
ADDITIONAL MEASURES												
Coordination of Care (% A+U)	**84.38%**	(±6.29)	**(128)**	86.46%	[-2.08]	86.49%	[-2.11]	81.74%	[+2.63]	85.94%	[-1.57]	Not reported in NCQA Health Plan Ratings
Doctor Communication (% A+U)	**91.19%**	(±3.94)	**(199)**	93.48%	[-2.28]	94.82%	[-3.63]	91.33%	[-0.14]	93.37%	[-2.18]	
Customer Service (% A+U)	**91.29%**	(±4.81)	**(132)**	93.20%	[-1.91]	91.76%	[-0.47]	88.91%	[+2.37]	89.27%	[+2.02]	
Rating of Health Care (% 8+9+10)	**76.17%**	(±5.71)	**(214)**	77.59%	[-1.42]	75.97%	[+0.19]	76.38%	[-0.21]	76.48%	[-0.31]	
Rating of Doctor (% 8+9+10)	**81.25%**	(±4.94)	**(240)**	84.73%	[-3.48]	82.26%	[-1.01]	84.06%	[-2.81]	84.56%	[-3.31]	
Rating of Doctor (% 9+10)	**64.58%**	(±6.05)	**(240)**	64.04%	[+0.54]	69.89%	[-5.31]	67.58%	[-3.00]	70.70%	[-6.12] ✓	
Rating of Specialist (% 8+9+10)	**82.07%**	(±6.24)	**(145)**	81.51%	[+0.56]	84.26%	[-2.19]	81.02%	[+1.05]	83.06%	[-0.99]	
Rating of Specialist (% 9+10)	**65.52%**	(±7.74)	**(145)**	62.18%	[+3.33]	67.59%	[-2.08]	65.85%	[-0.33]	68.19%	[-2.67]	
Rating of Health Plan (% 8+9+10)	**79.14%**	(±4.58)	**(302)**	79.61%	[-0.47]	73.90%	[+5.24]	74.48%	[+4.66]	77.61%	[+1.53]	

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The 95% confidence interval (CI) and the number of valid responses (*n*, or measure denominator) are provided for the current-year measure rate only. Statistically significant differences between the current-year rate and the comparison rate are marked with a checkmark (✓) symbol.

Unofficial Health Plan Ratings (HPR) were estimated by CSS based on the prior-year (2025, or MY 2024) NCQA Quality Compass national benchmarks. The official 2026 Health Plan Ratings, based on the current-year (2026, or MY 2025) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2026. NCQA removed Rating of Personal Doctor from HPR 2026 (MY 2025).

DETAILED PERFORMANCE CHARTS

Detailed charts are provided for CAHPS composite global proportions and question summary rates. The charts have the following features:

TREND IN RESULTS

- Survey results are trended over three consecutive years of data collection, if available. A result may not be available if the survey was not administered in a given year, or if the measure is new or not deemed appropriate for trending. In such cases, "no data" appears in place of the score.
- The number of valid responses (the NCQA-defined denominator, *n*) appears under each bar. If the number of responses is less than 100, "NA" appears next to the value of *n*, indicating that the result is not reportable by NCQA.
- Statistical comparisons are conducted between the current-year and each of the prior-year rates, if available. Differences in rates are tested for statistical significance at the 95% confidence level. While all reported rates are rounded for display, all comparisons are carried out prior to rounding. Statistically significant differences are marked with a checkmark (✓) symbol next to the comparison rate. For example, a checkmark appearing next to the 2025 rate denotes a statistically significant difference between the 2026 and 2025 rates.

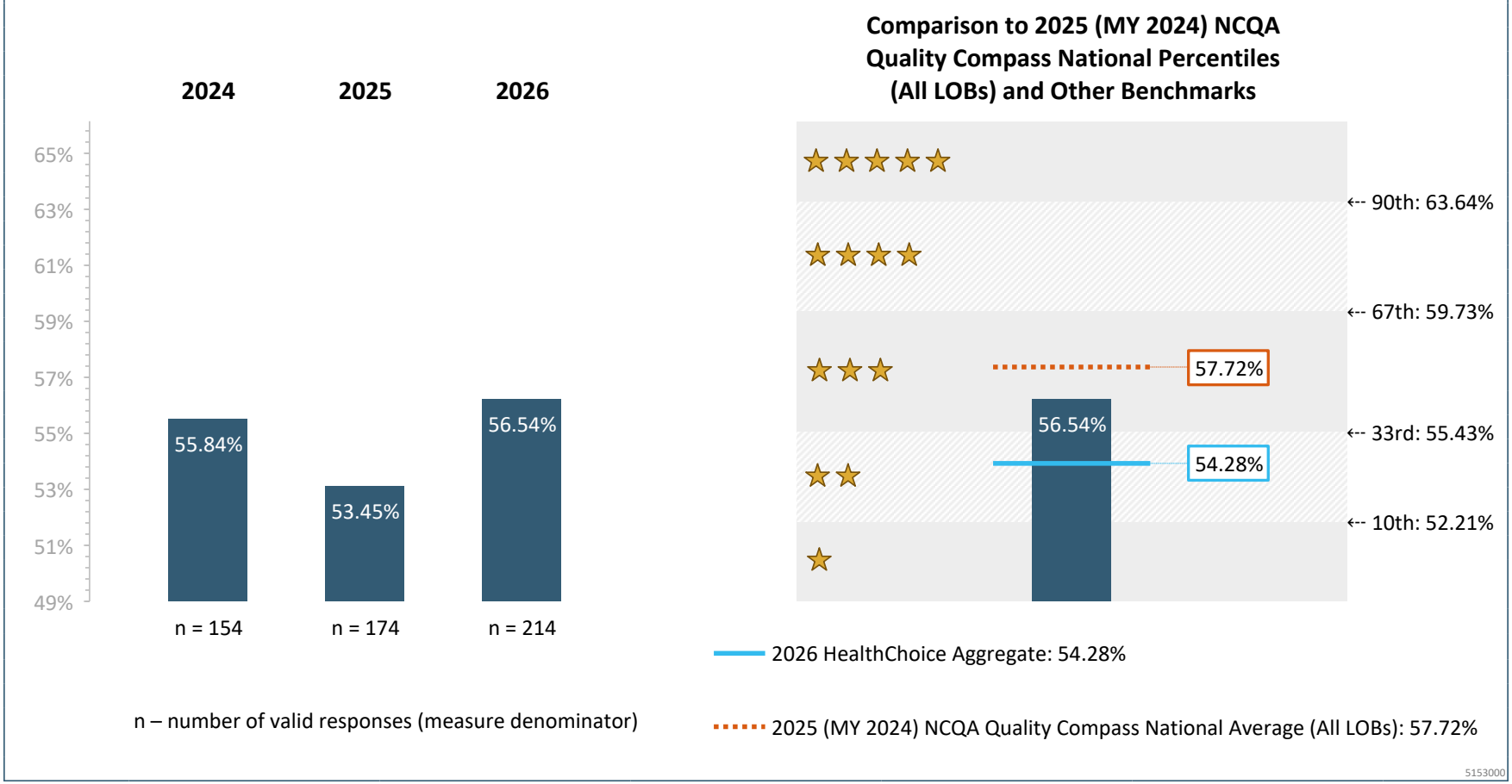
COMPARISON TO MULTI-PLAN STATE AND NATIONAL BENCHMARKS AND 2025 (MY 2024) NCQA QUALITY COMPASS PERCENTILES

To help health plans evaluate their competitive performance on key CAHPS measures, CSS licensed the 2025 (MY 2024) *NCQA Quality Compass CAHPS Benchmarks*. This dataset includes question summary rates and global proportions corresponding to the national Quality Compass averages, as well as the national 10th, 33rd, 67th, and 90th health plan performance percentiles. CSS's License Agreement with NCQA authorizes CSS to provide this information to eligible client organizations for their internal use only. Public reporting of these results is not authorized under the terms of this Agreement.

- For CAHPS ratings and composites, the bar representing the 2026 measure result is juxtaposed against the 2025 (MY 2024) NCQA percentile distribution, providing an indication of competitive performance on the measure and, if applicable, the corresponding estimated HPR (star) rating.
- The horizontal lines displayed on the charts correspond to the 2026 HealthChoice Aggregate as well as the 2025 (MY 2024) NCQA Quality Compass Adult Medicaid National Average (All LOBs). While all reported rates are rounded for display, all comparisons are carried out prior to rounding. If the 2026 result is significantly different from any of these benchmark rates at the 95% confidence level, a checkmark (✓) appears next to the relevant result.

Rating of All Health Care

Percent Responding 9 or 10 (Reported in HPR)

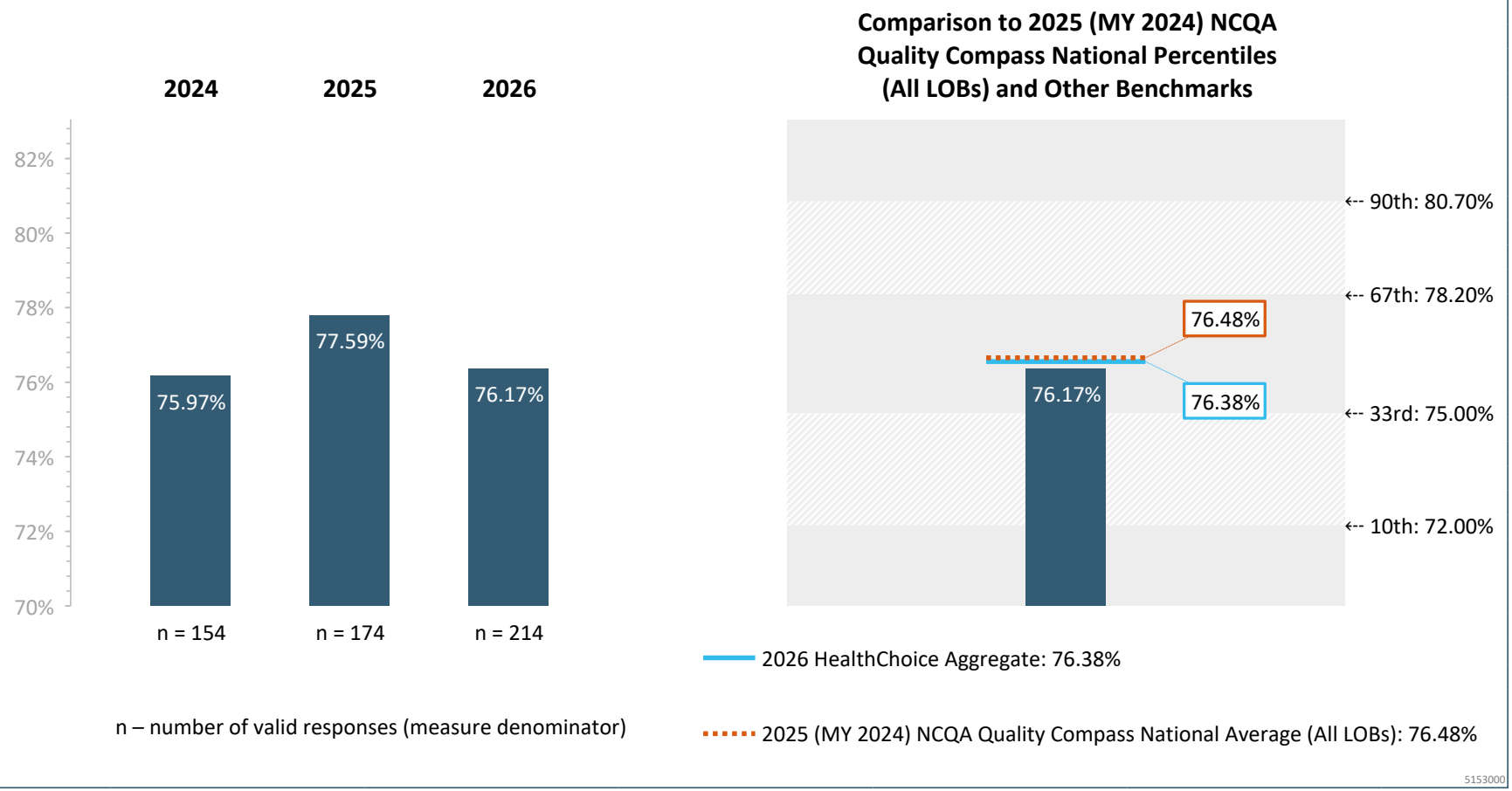


Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Unofficial Health Plan Ratings (HPR) were estimated by CSS based on the prior-year (2025, or MY 2024) NCQA Quality Compass national benchmarks. The official 2026 Health Plan Ratings, based on the current-year (2026, or MY 2025) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2026.

Rating of All Health Care

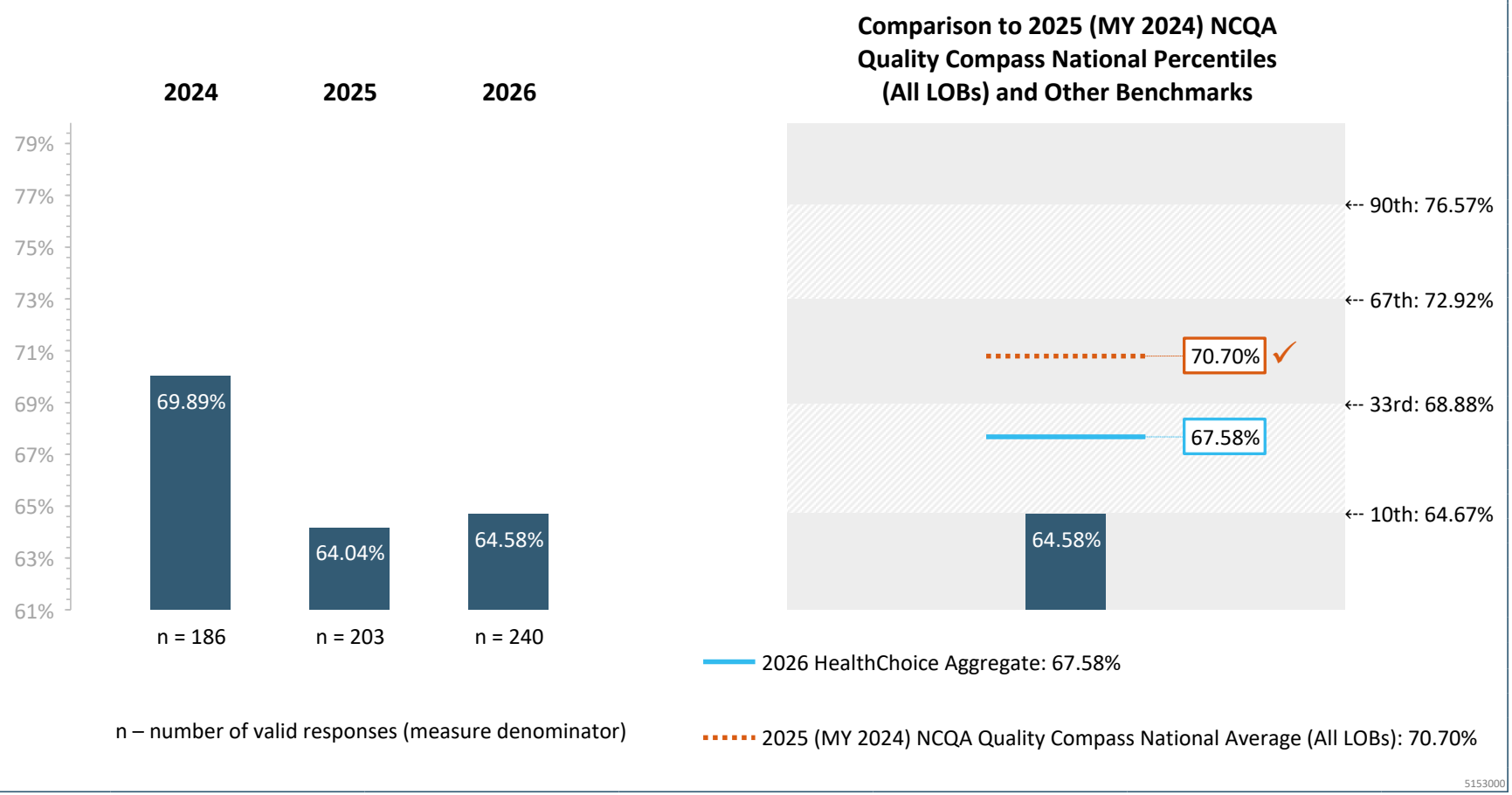
Percent Responding 8, 9 or 10 (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Rating of Personal Doctor

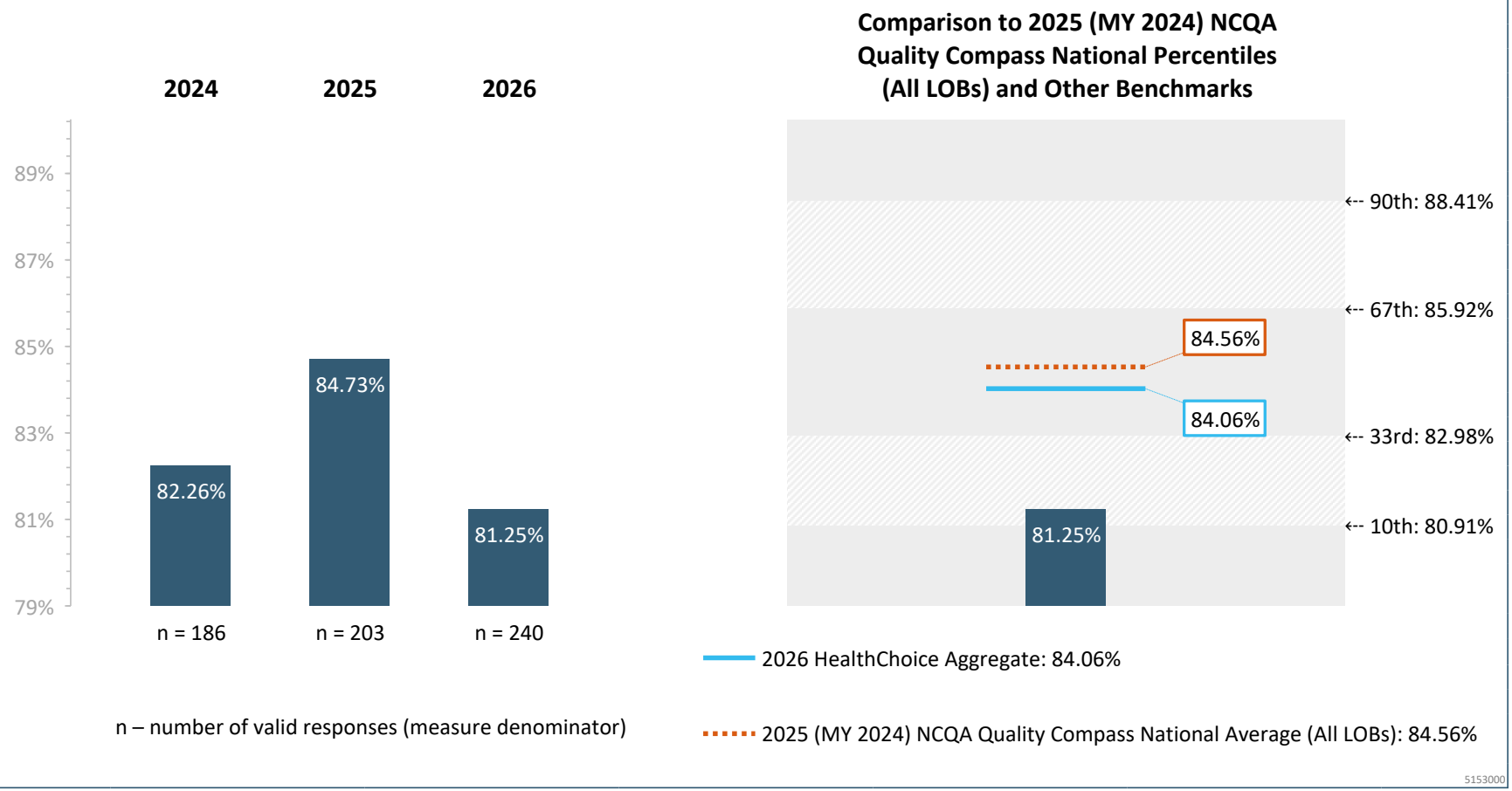
Percent Responding 9 or 10 (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Rating of Personal Doctor

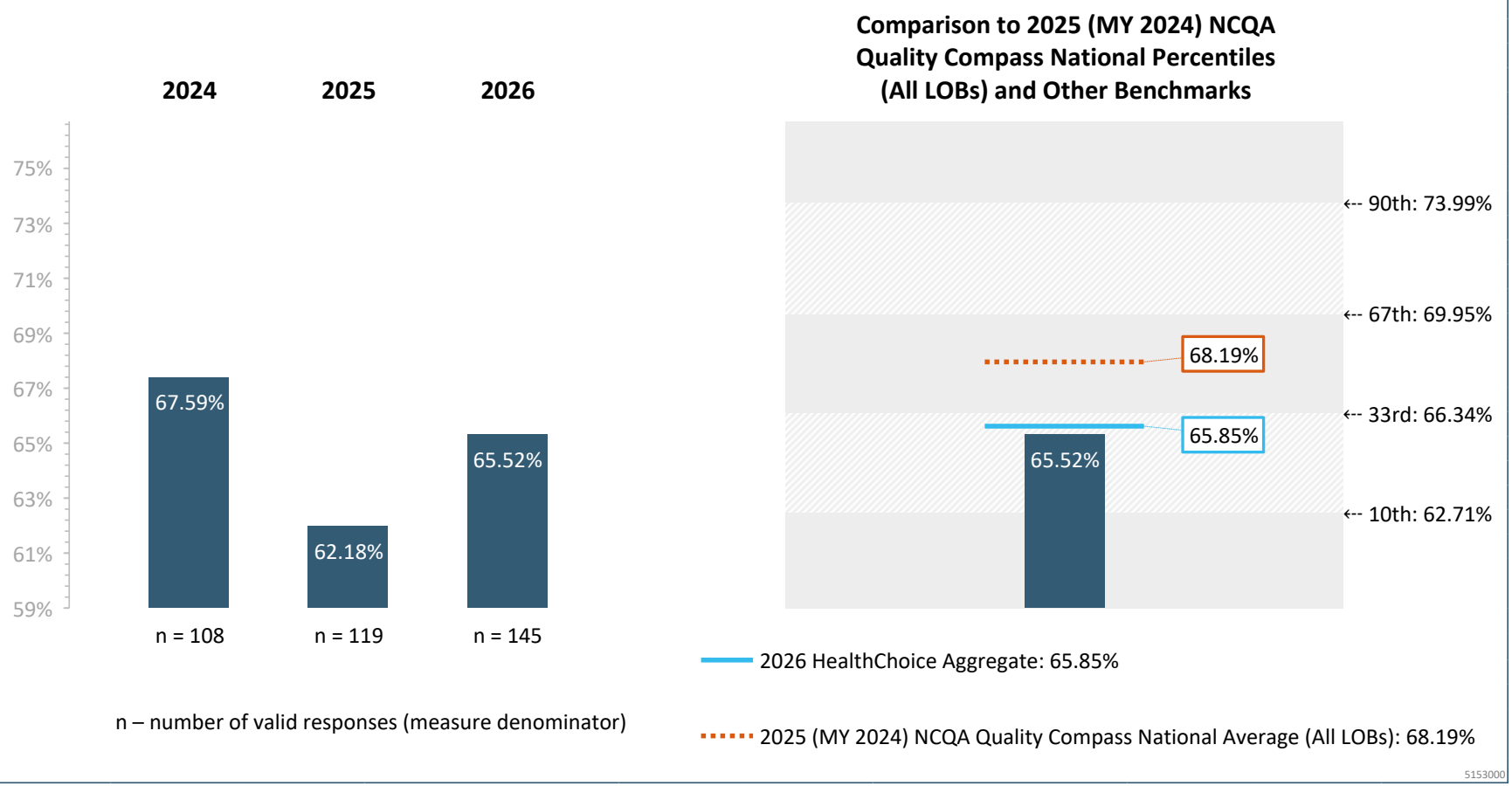
Percent Responding 8, 9 or 10 (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Rating of Specialist Seen Most Often

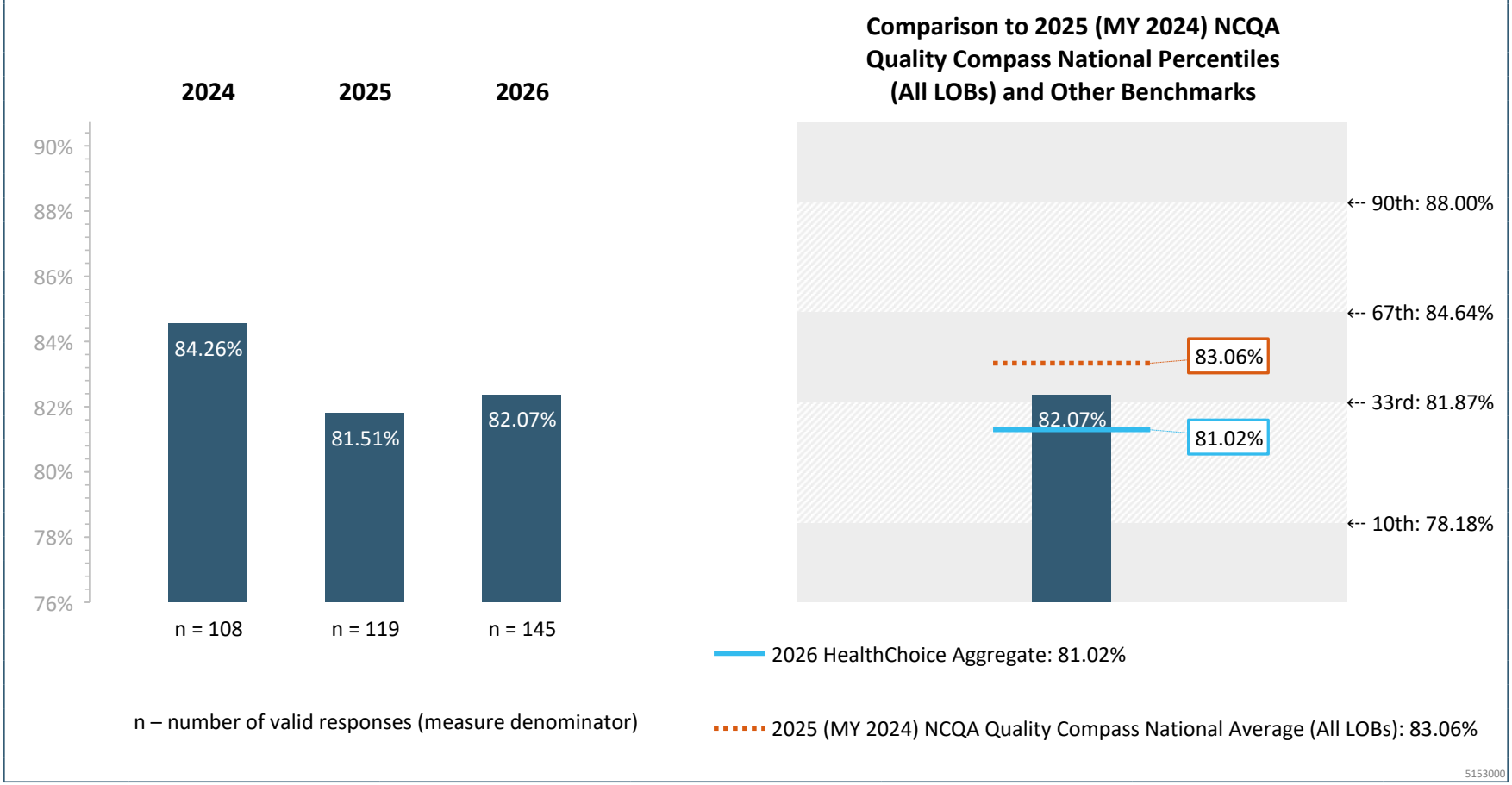
Percent Responding 9 or 10 (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Rating of Specialist Seen Most Often

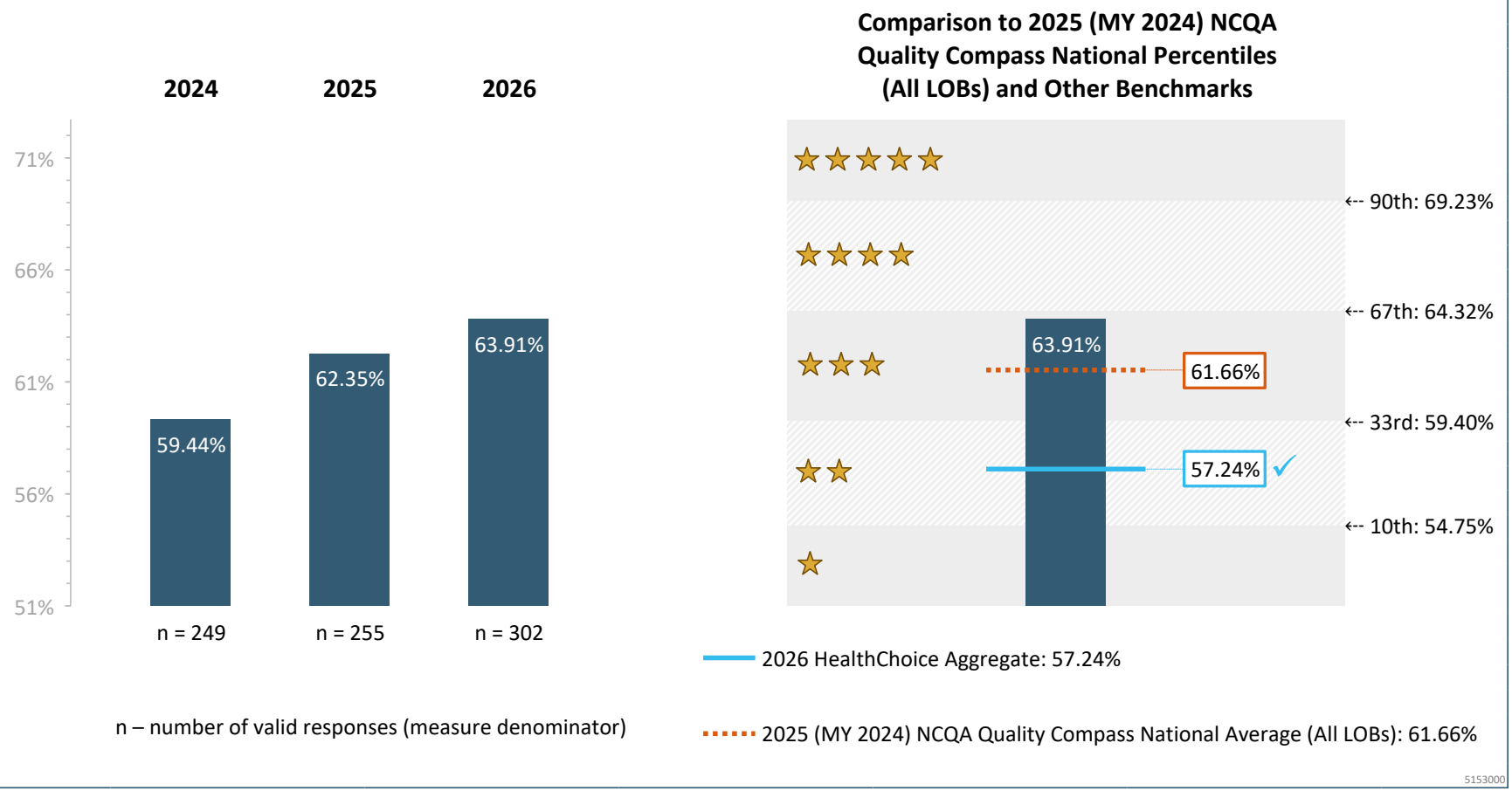
Percent Responding 8, 9 or 10 (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Rating of Health Plan

Percent Responding 9 or 10 (Reported in HPR)

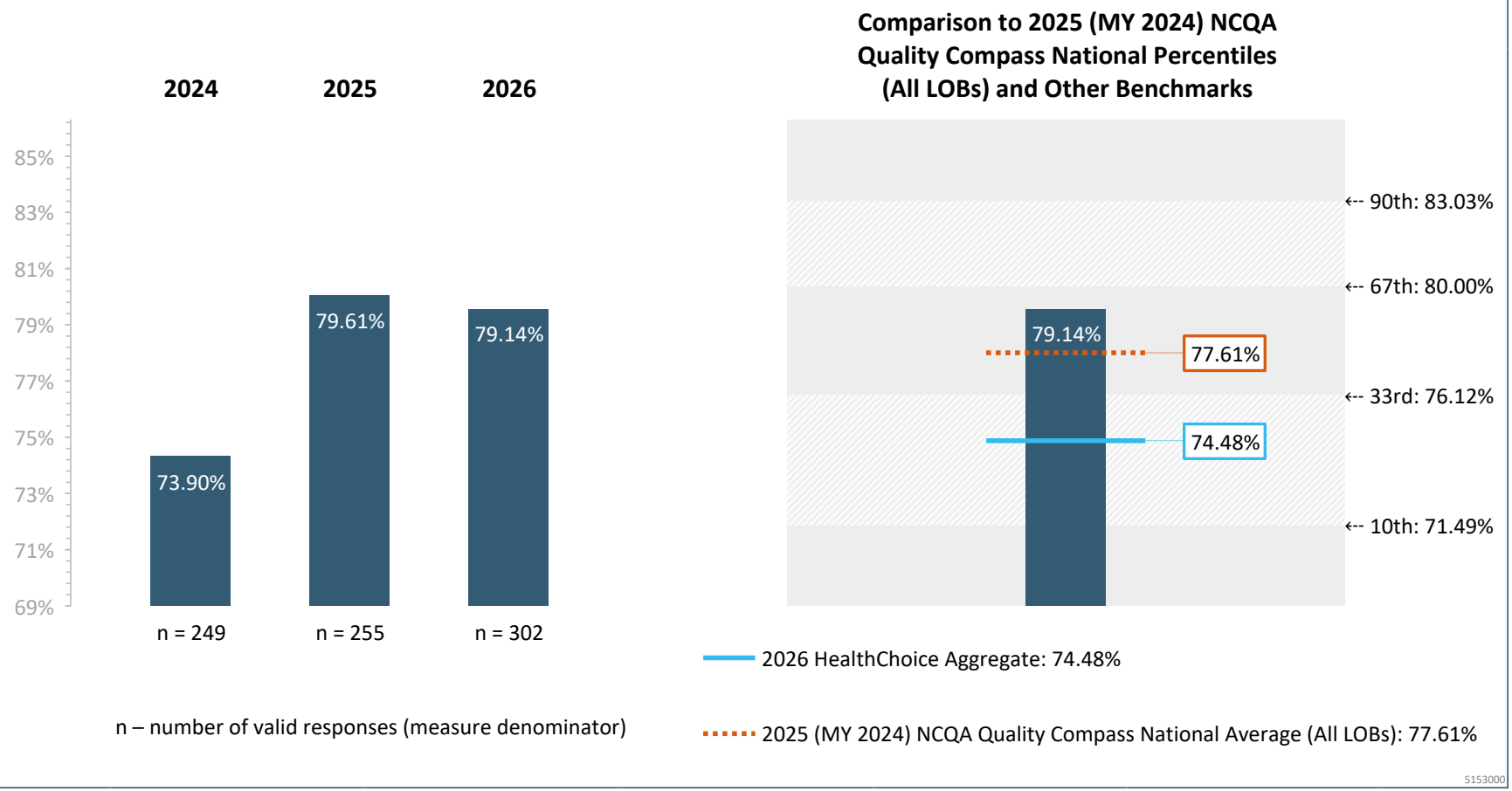


Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Unofficial Health Plan Ratings (HPR) were estimated by CSS based on the prior-year (2025, or MY 2024) NCQA Quality Compass national benchmarks. The official 2026 Health Plan Ratings, based on the current-year (2026, or MY 2025) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2026.

Rating of Health Plan

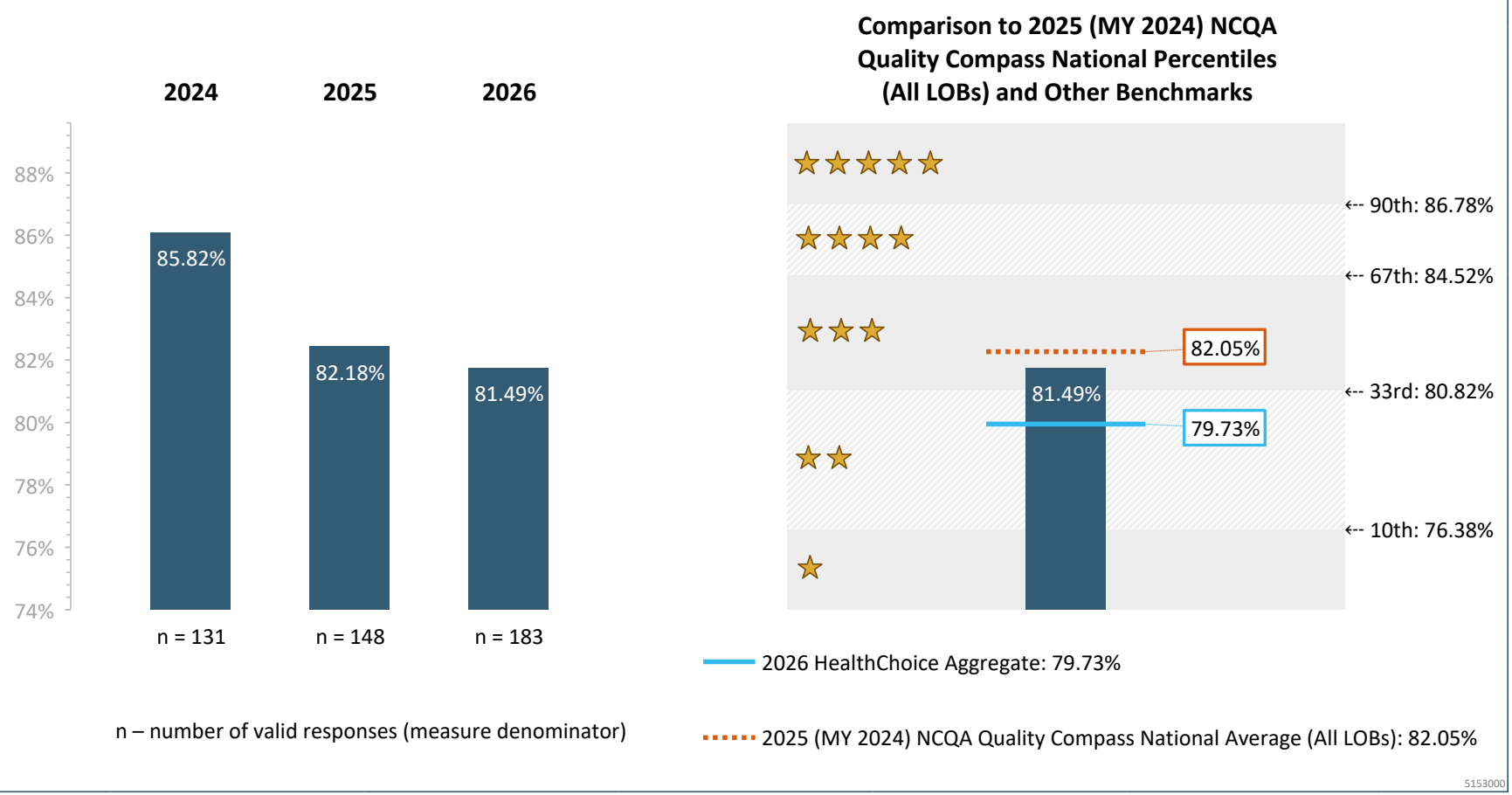
Percent Responding 8, 9 or 10 (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Getting Needed Care

Percent Responding Always or Usually (Reported in HPR)

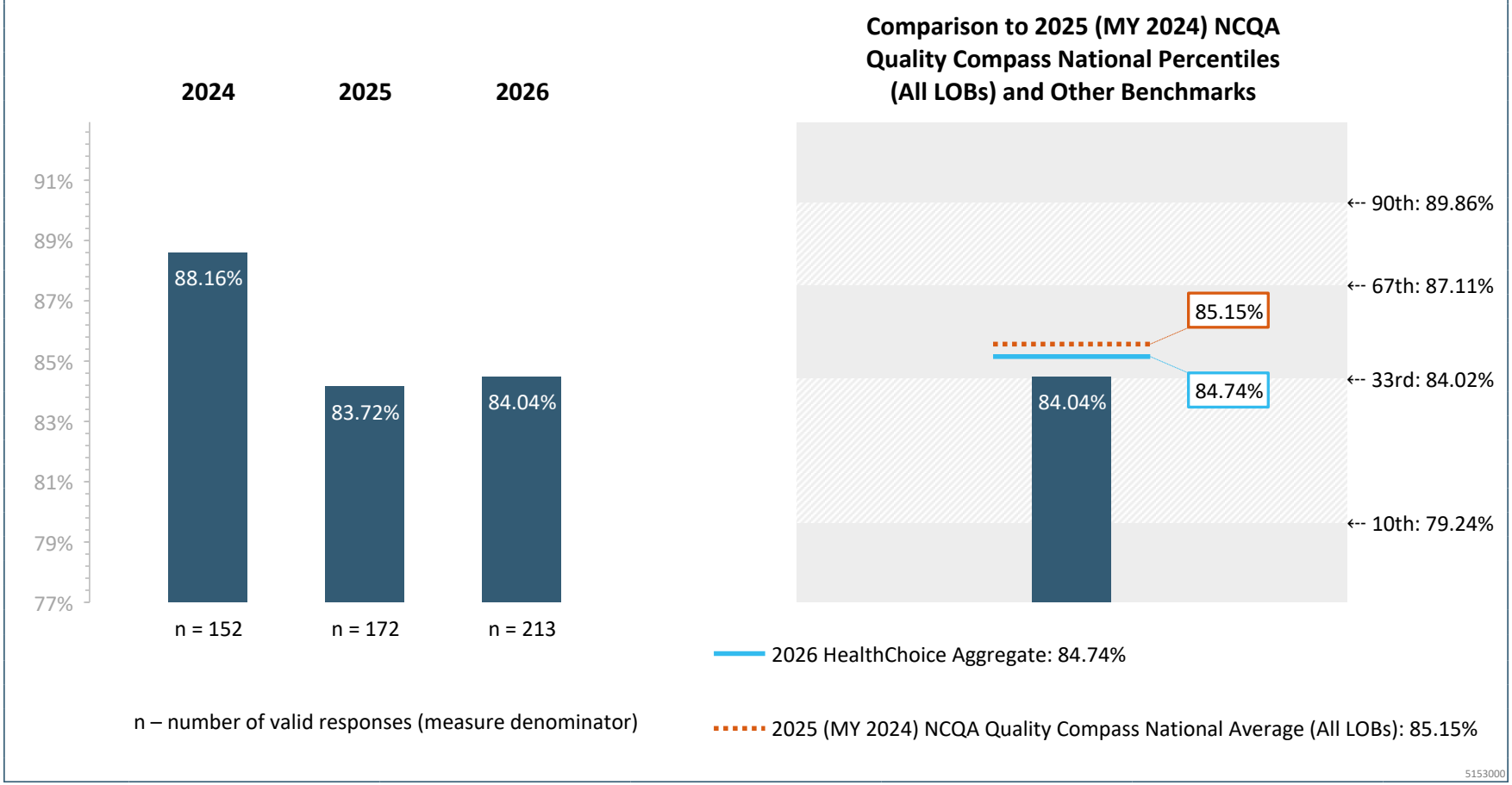


Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Unofficial Health Plan Ratings (HPR) were estimated by CSS based on the prior-year (2025, or MY 2024) NCQA Quality Compass national benchmarks. The official 2026 Health Plan Ratings, based on the current-year (2026, or MY 2025) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2026.

Getting Needed Care: Ease of Getting Needed Care (Q9)

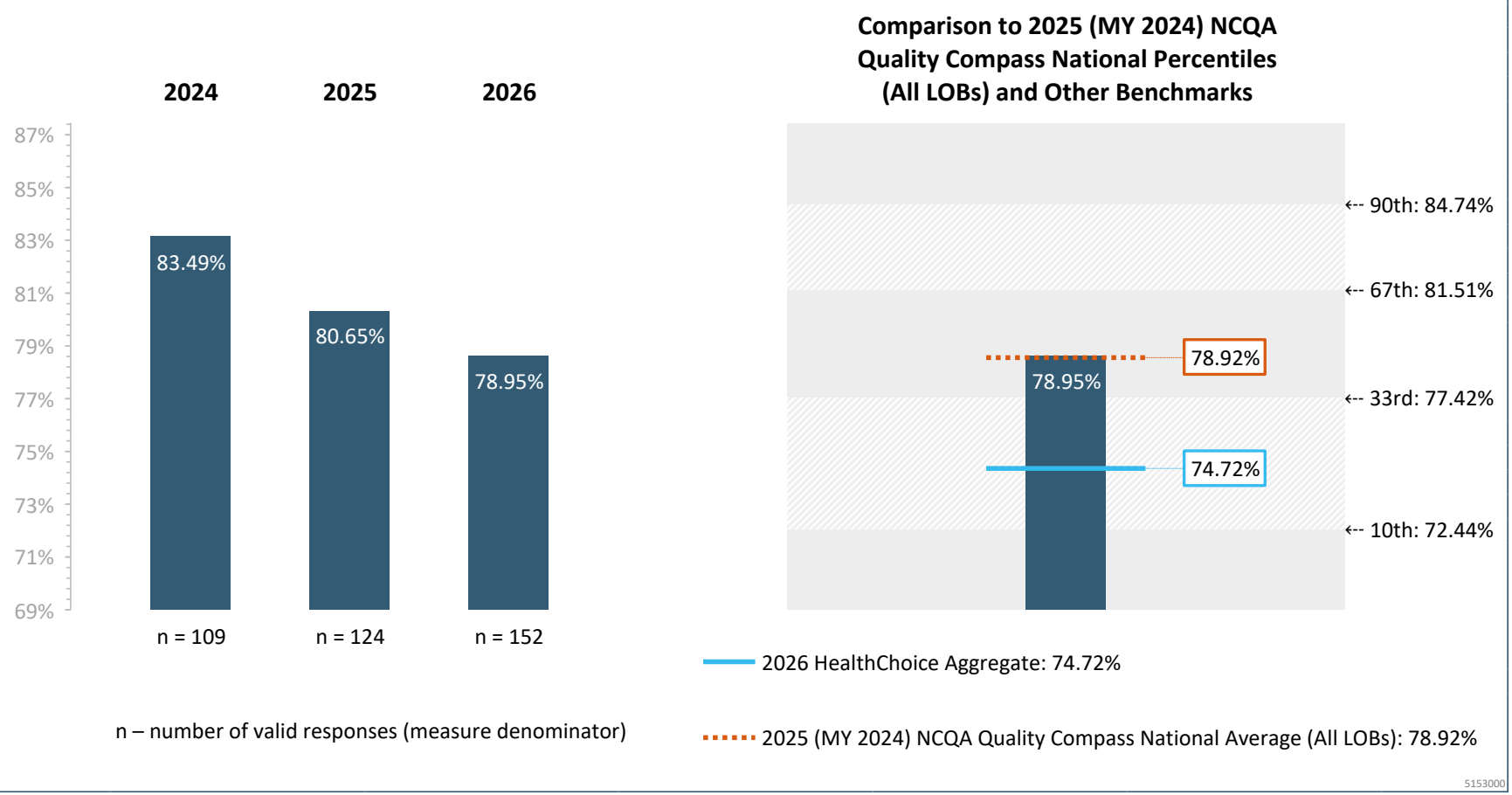
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Getting Needed Care: Ease of Seeing a Specialist (Q20)

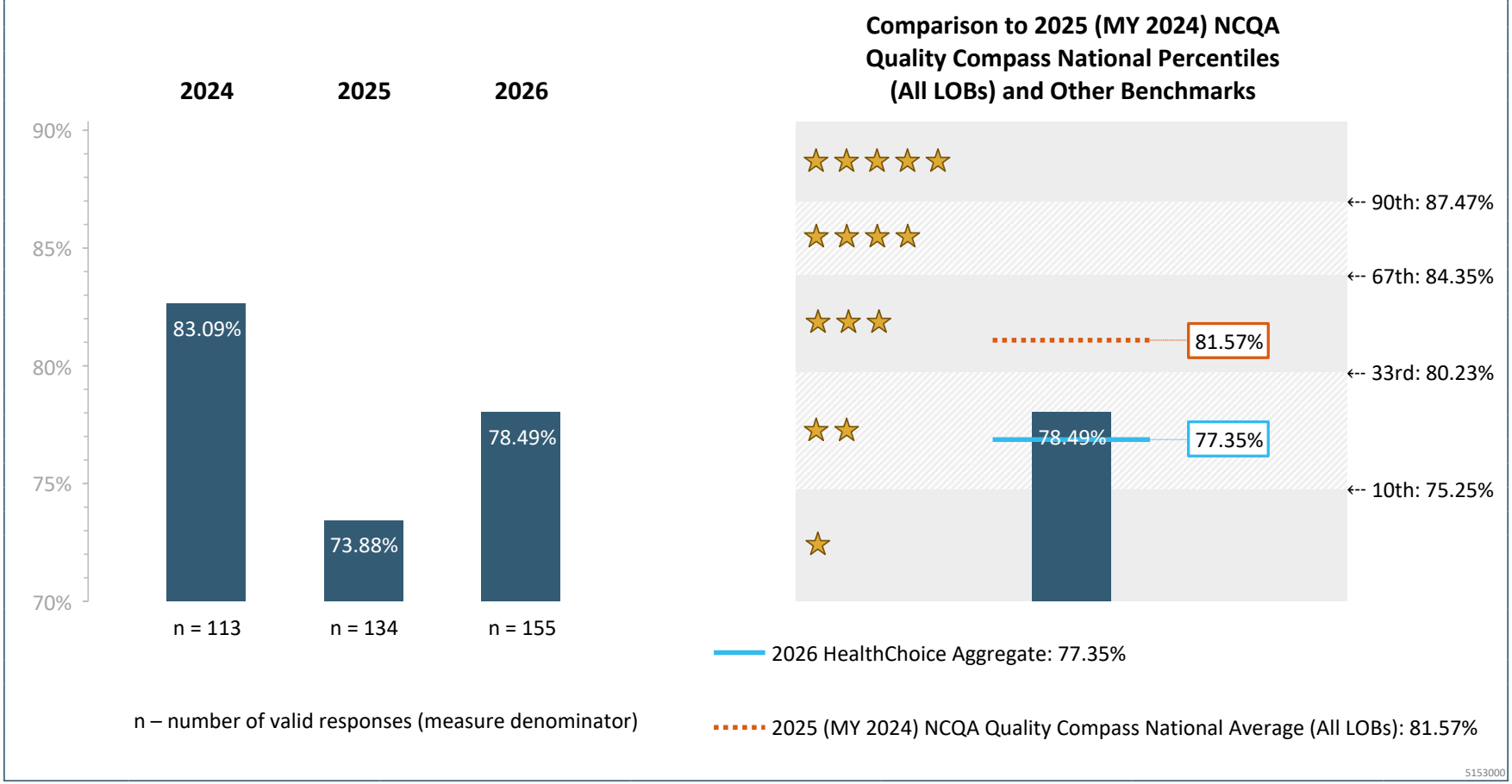
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Getting Care Quickly

Percent Responding Always or Usually (Reported in HPR)

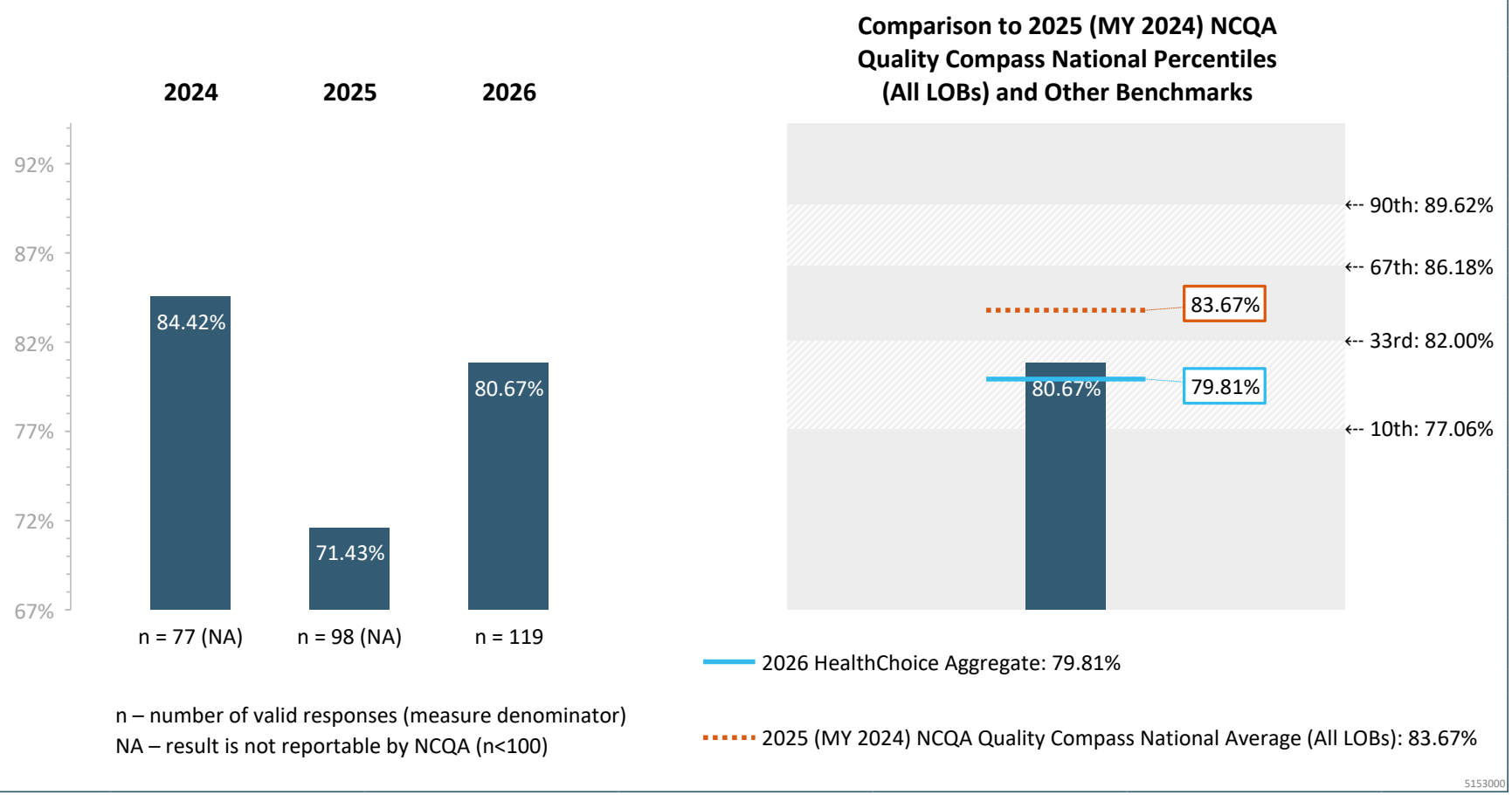


Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

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Getting Care Quickly: Ease of Getting Urgent Care (Q4)

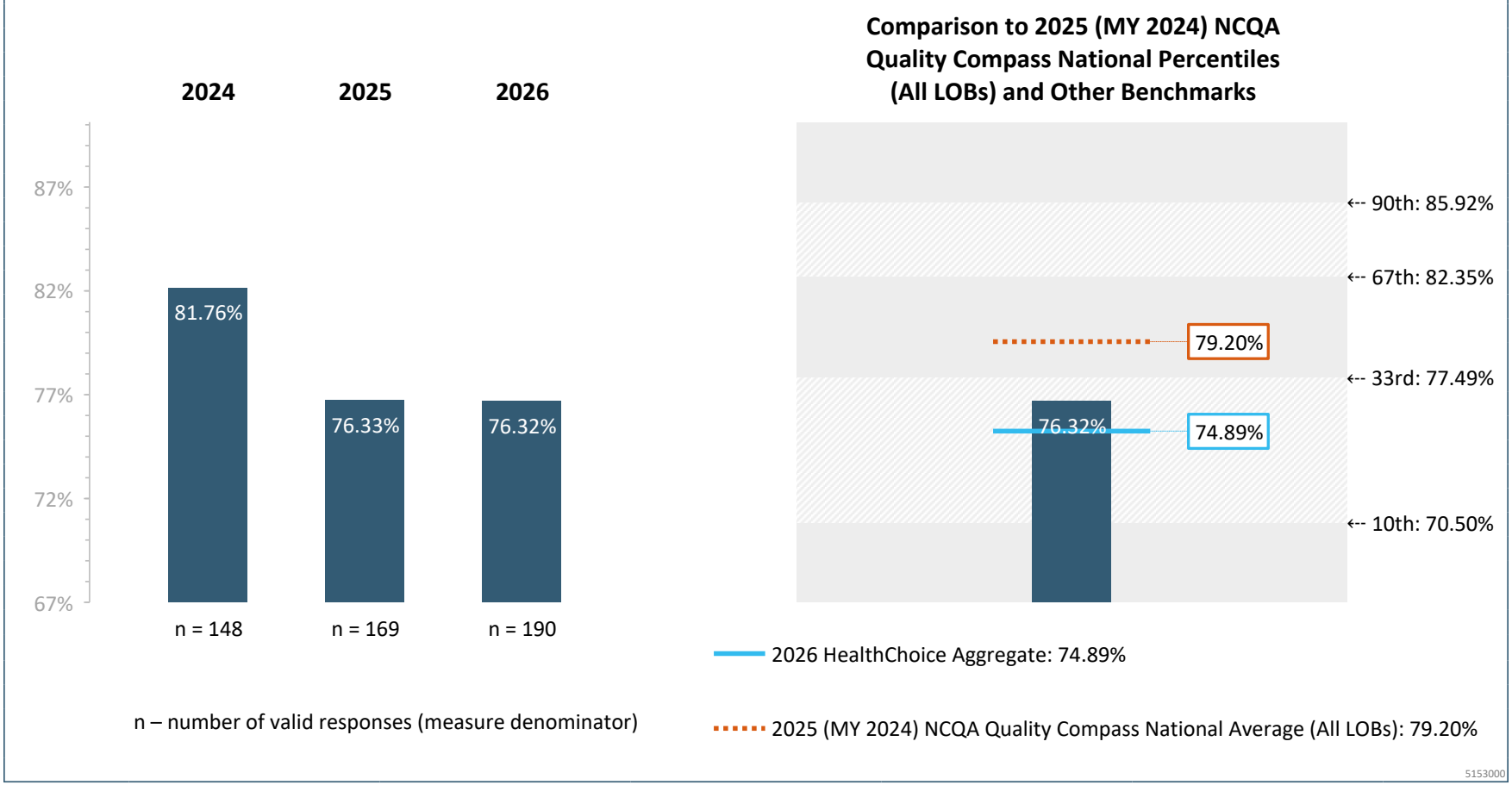
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Getting Care Quickly: Ease of Getting a Check-up or Routine Care (Q6)

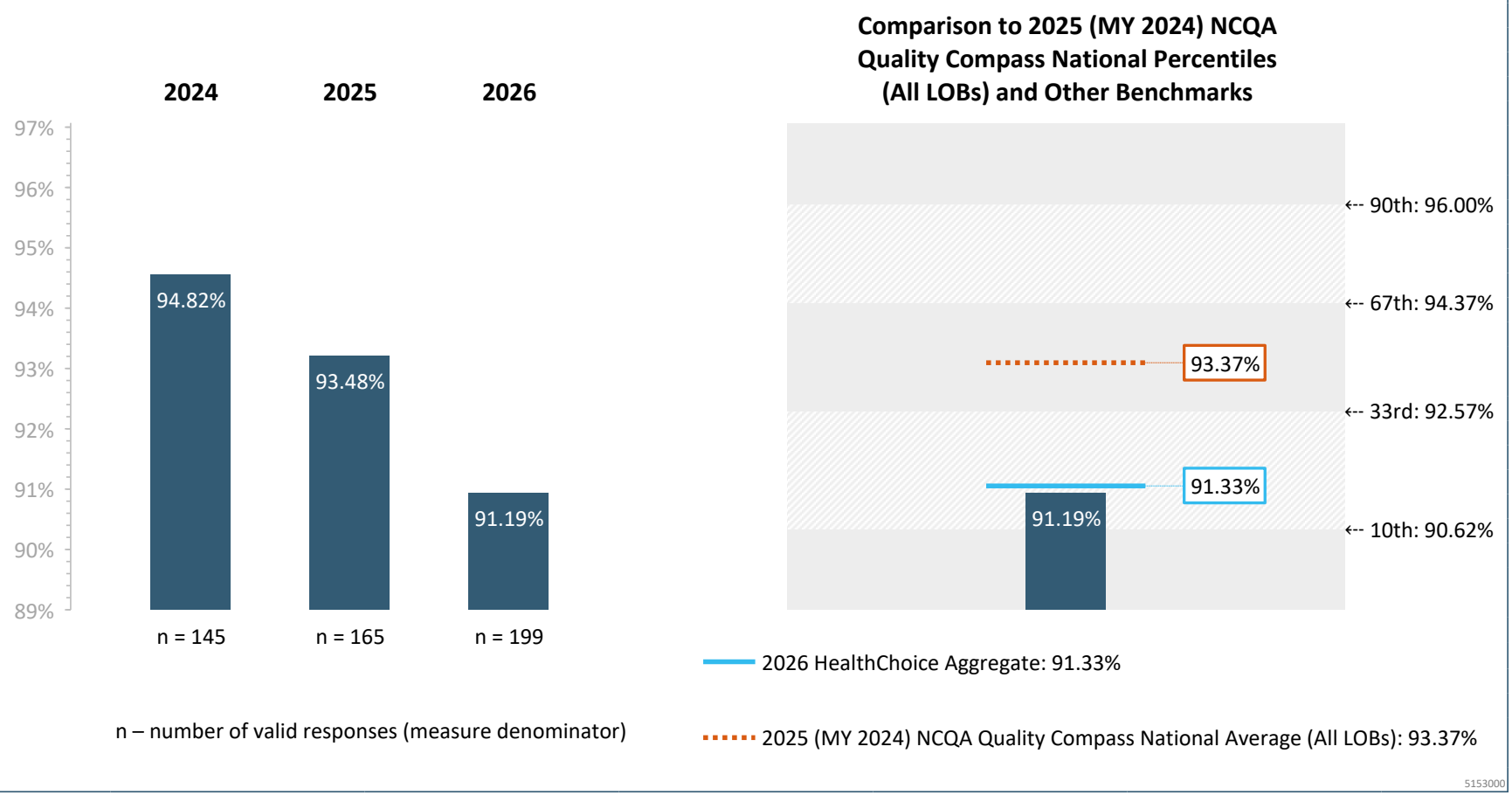
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

How Well Doctors Communicate

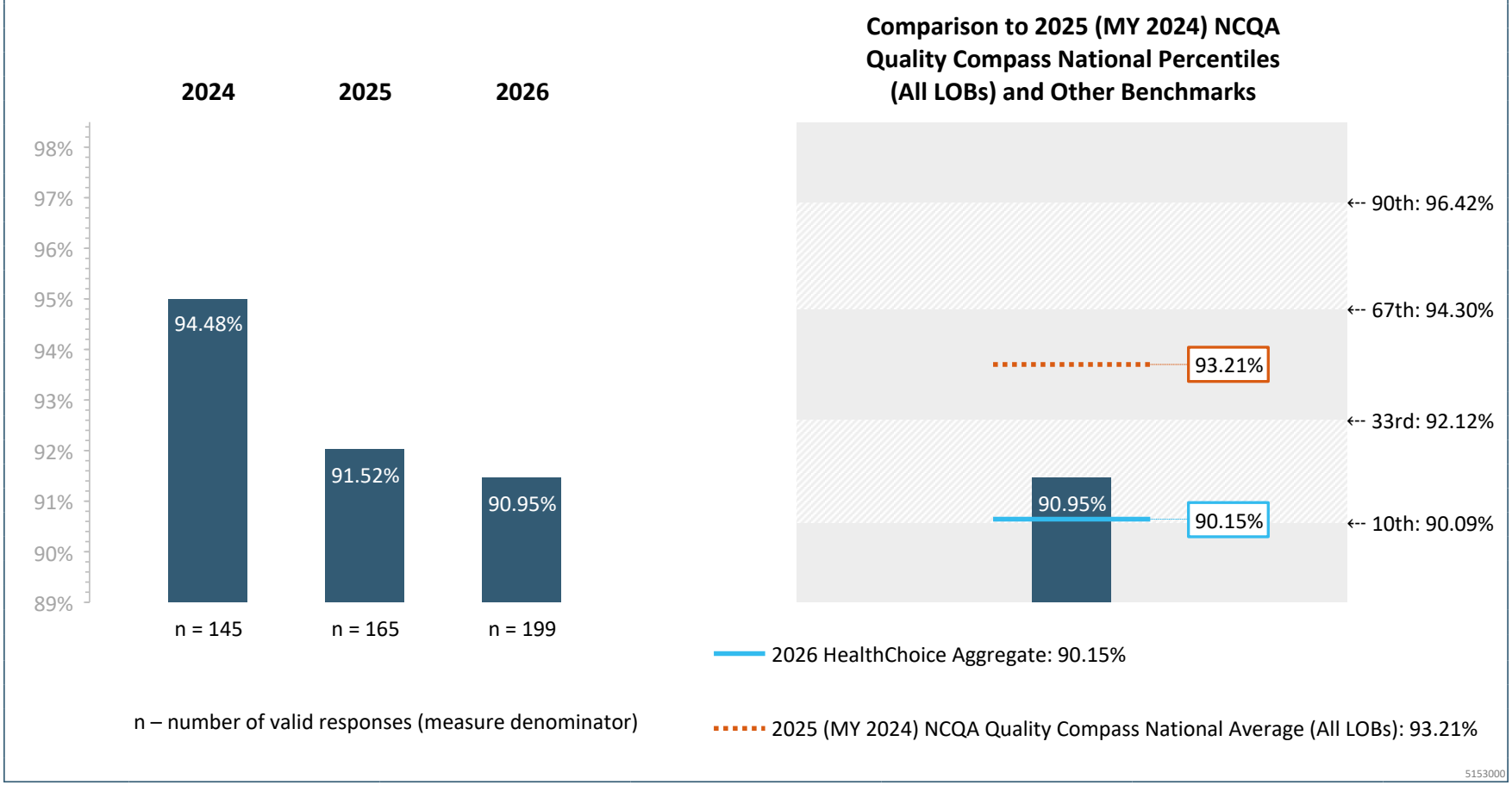
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

How Well Doctors Communicate: Doctor Explained Things (Q12)

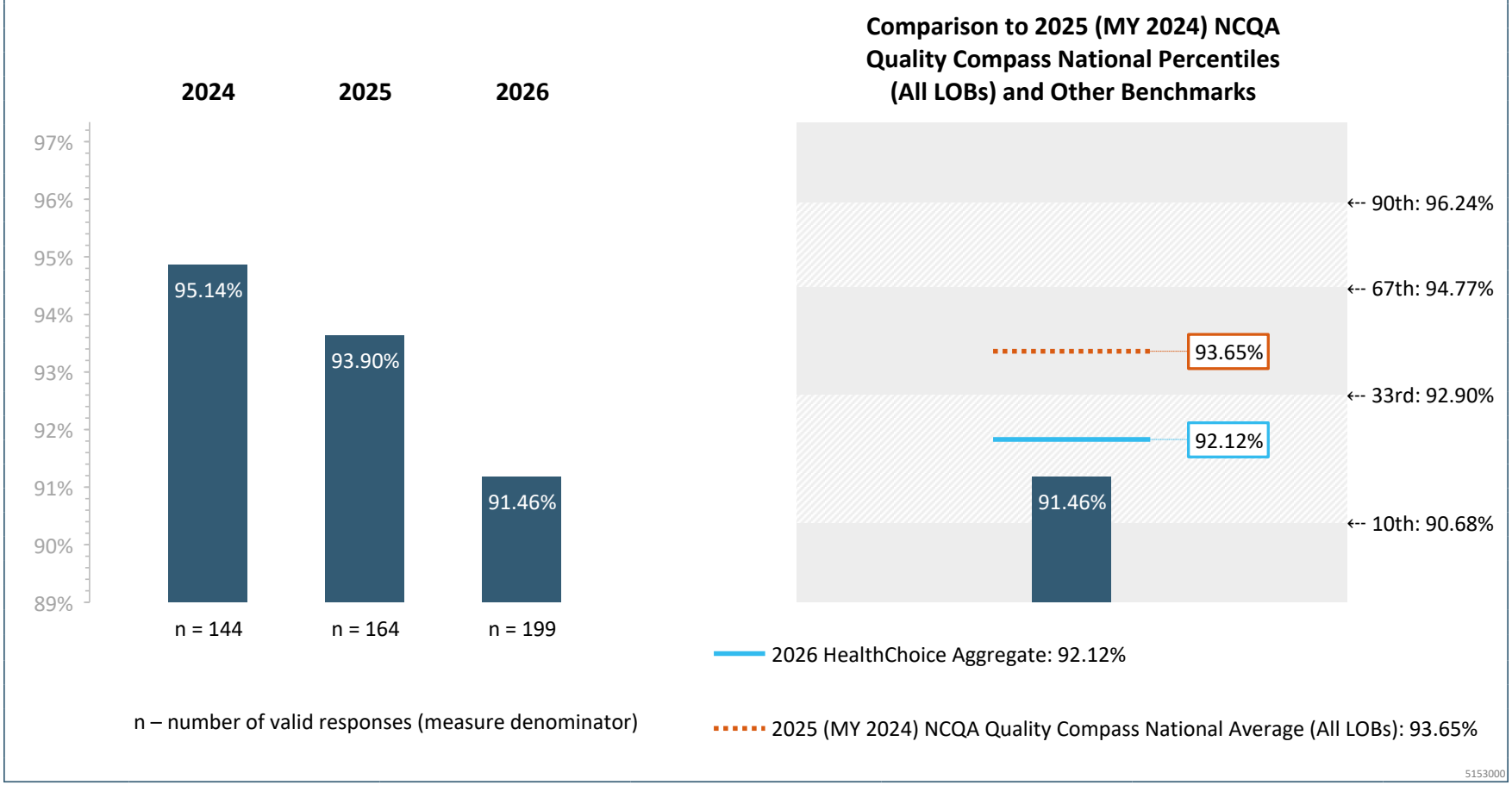
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

How Well Doctors Communicate: Doctor Listened Carefully (Q13)

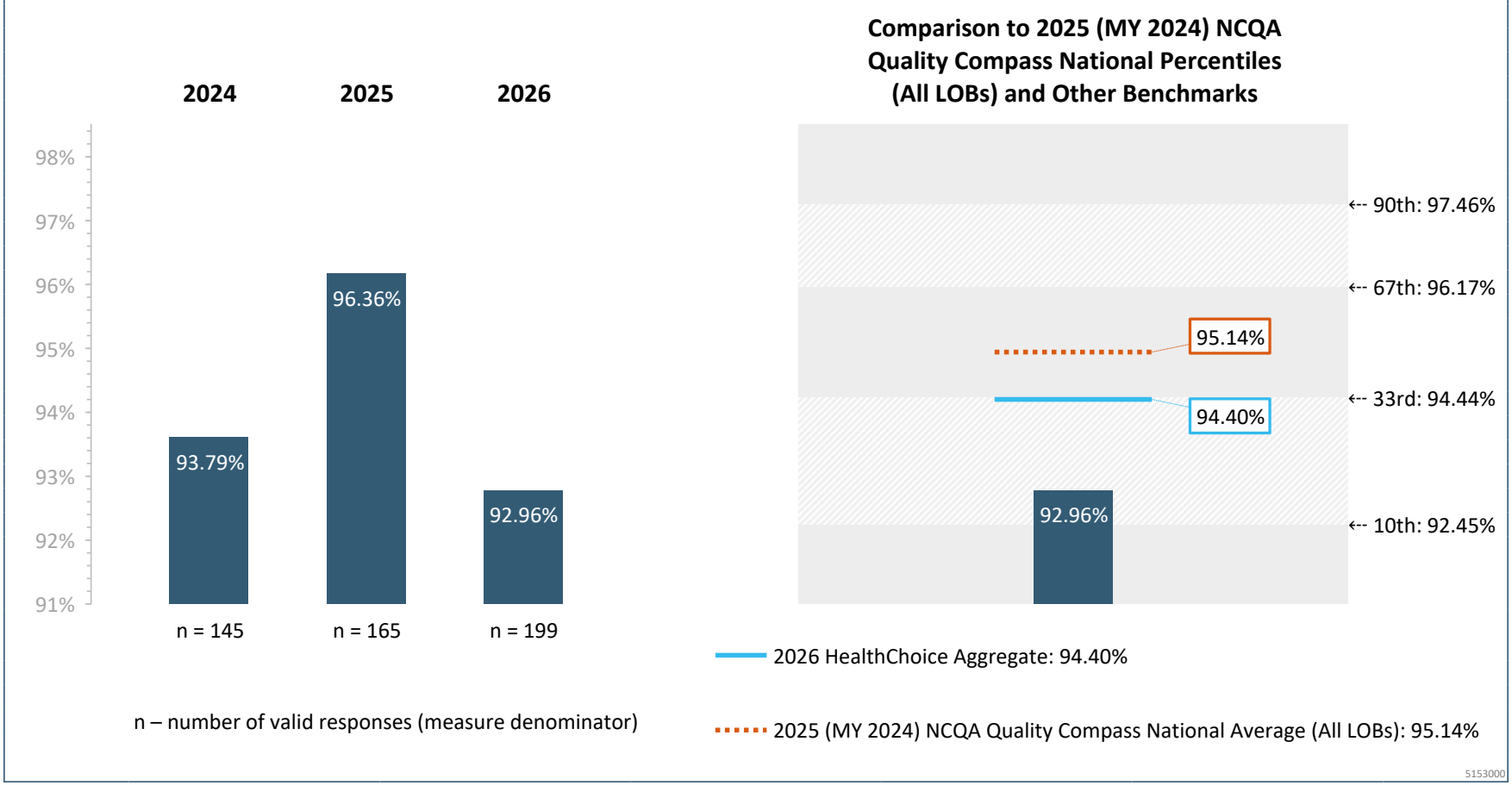
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

How Well Doctors Communicate: Doctor Showed Respect (Q14)

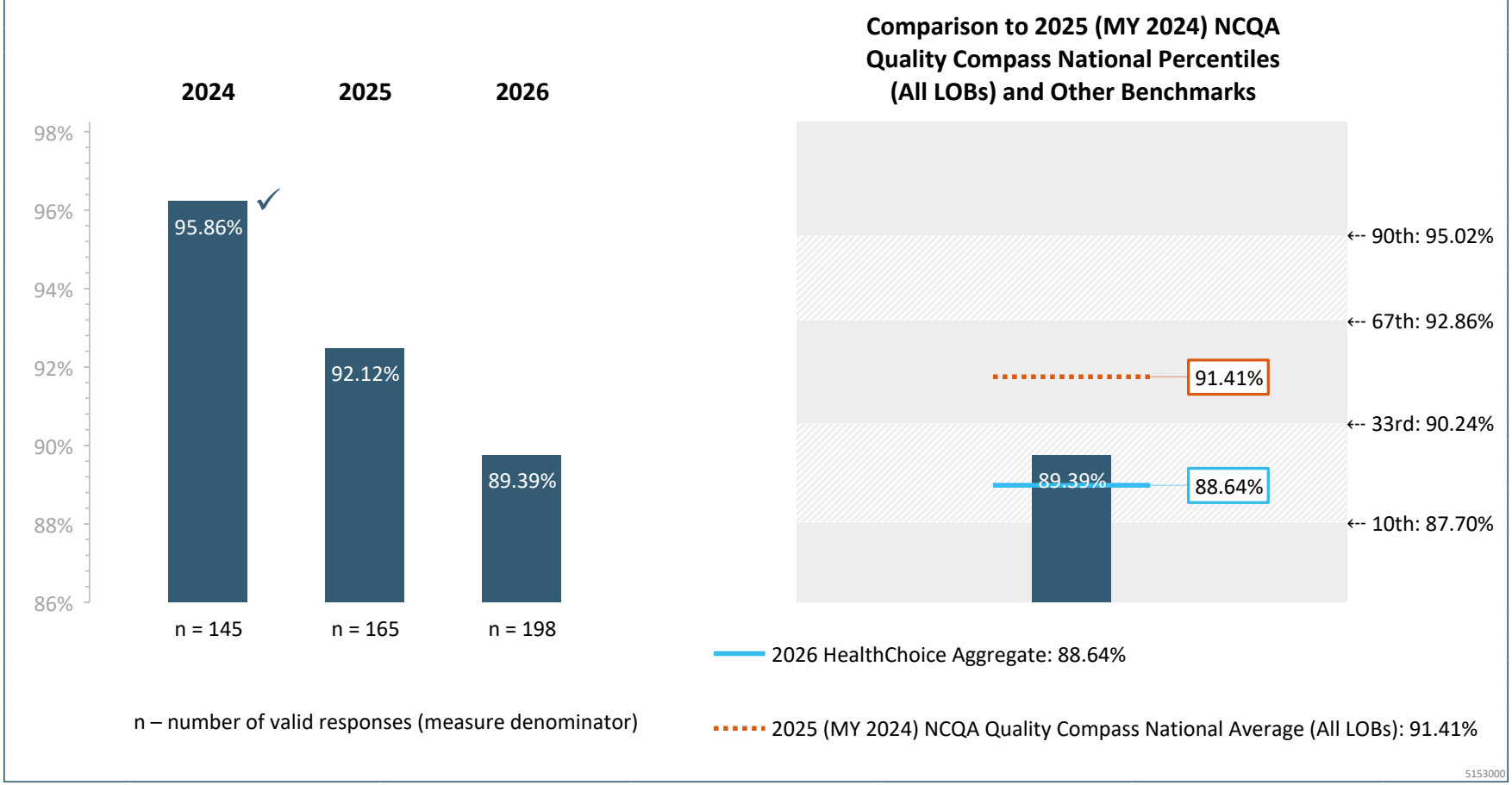
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

How Well Doctors Communicate: Doctor Spent Enough Time (Q15)

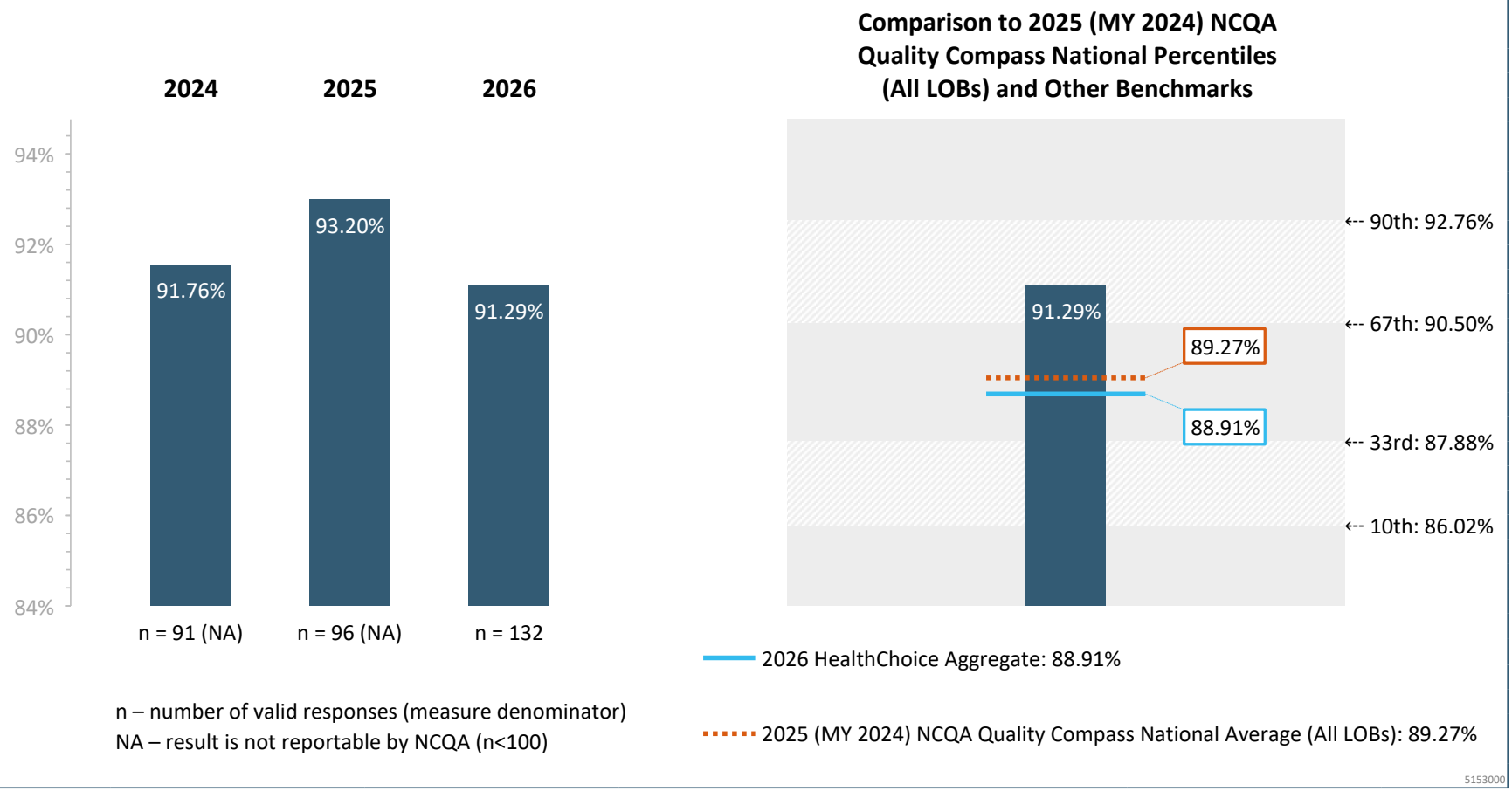
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Customer Service

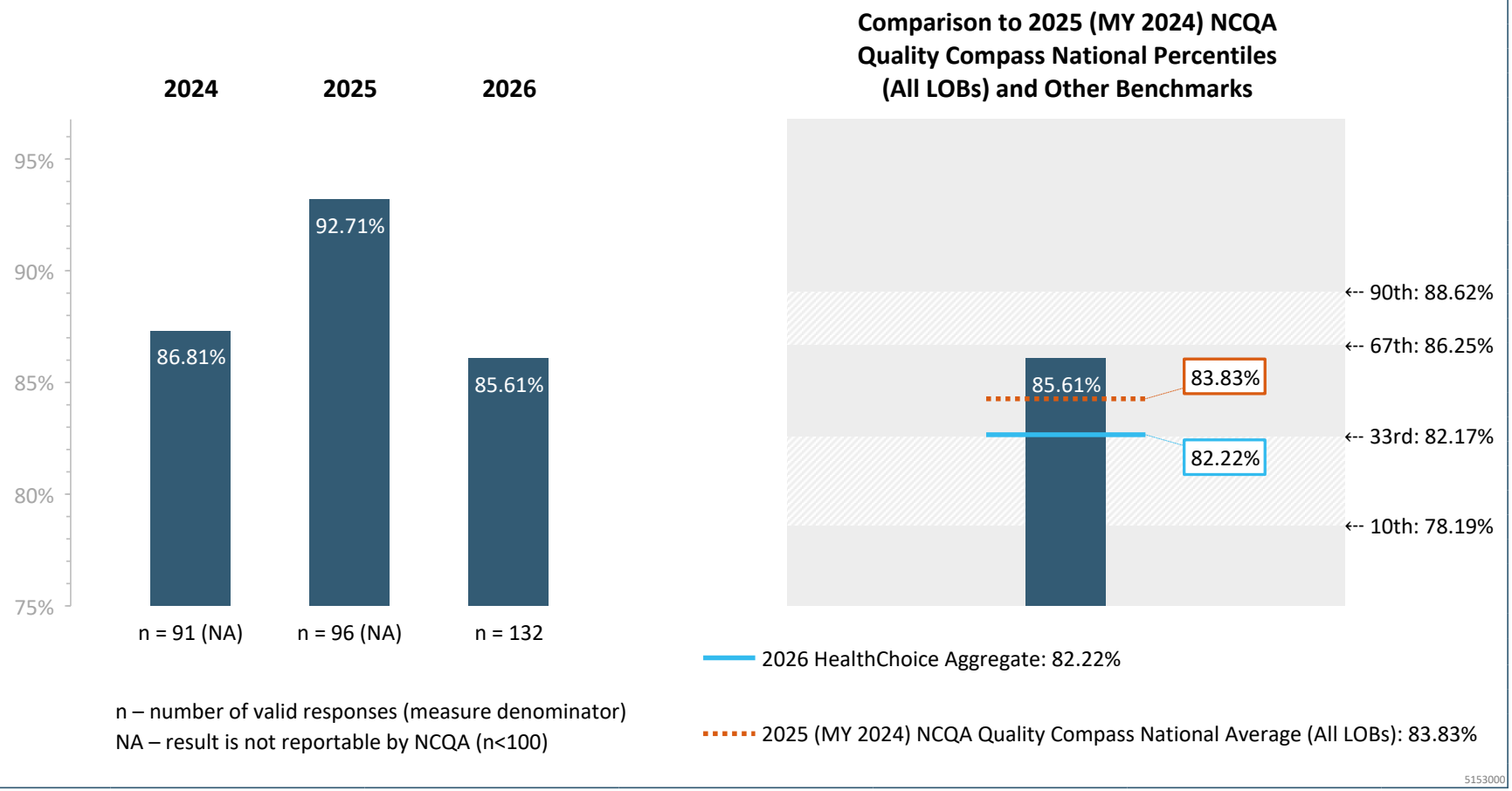
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Customer Service: Customer Service Provided Information/Help (Q24)

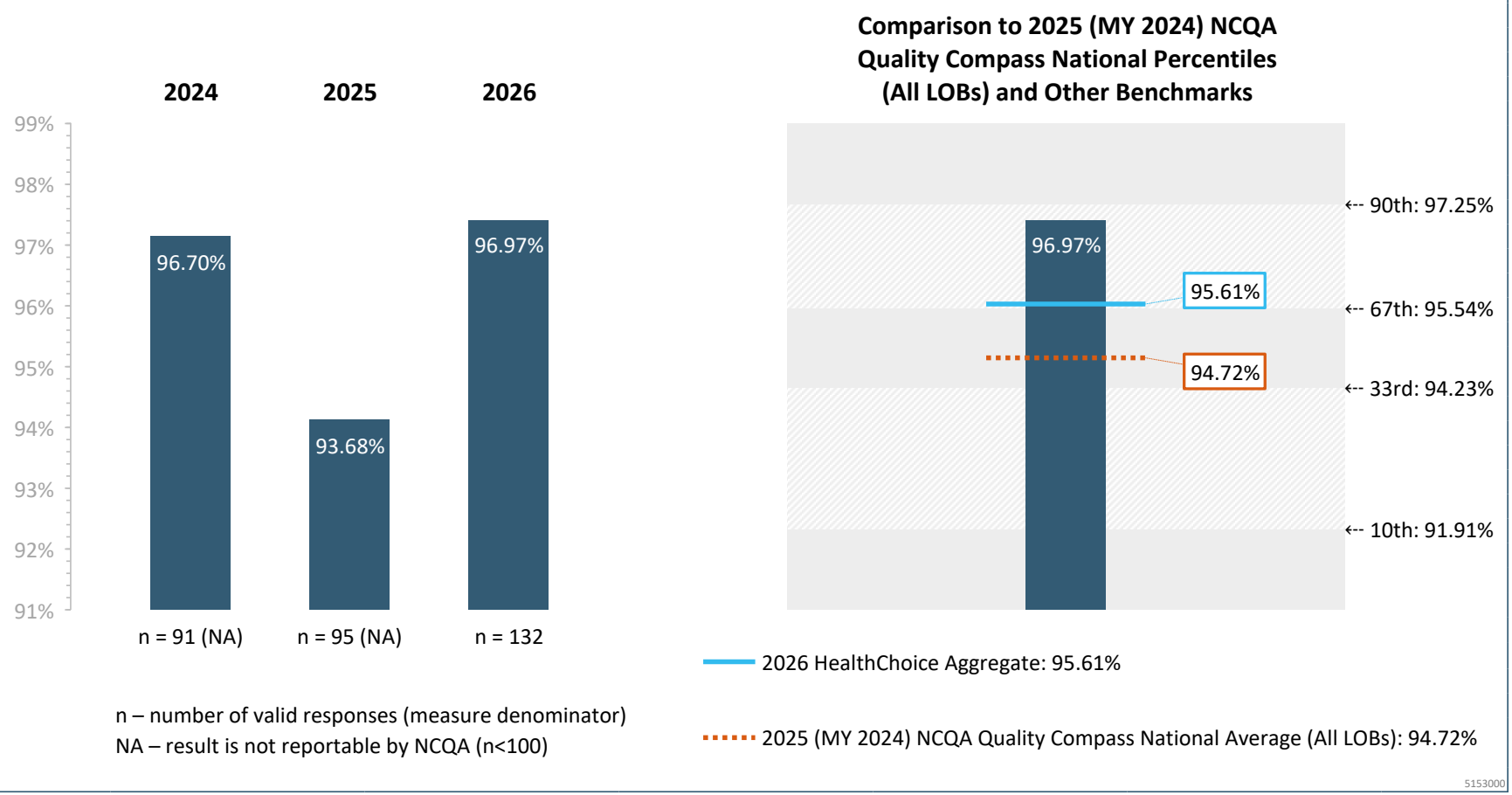
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Customer Service: Customer Service Was Courteous/Respectful (Q25)

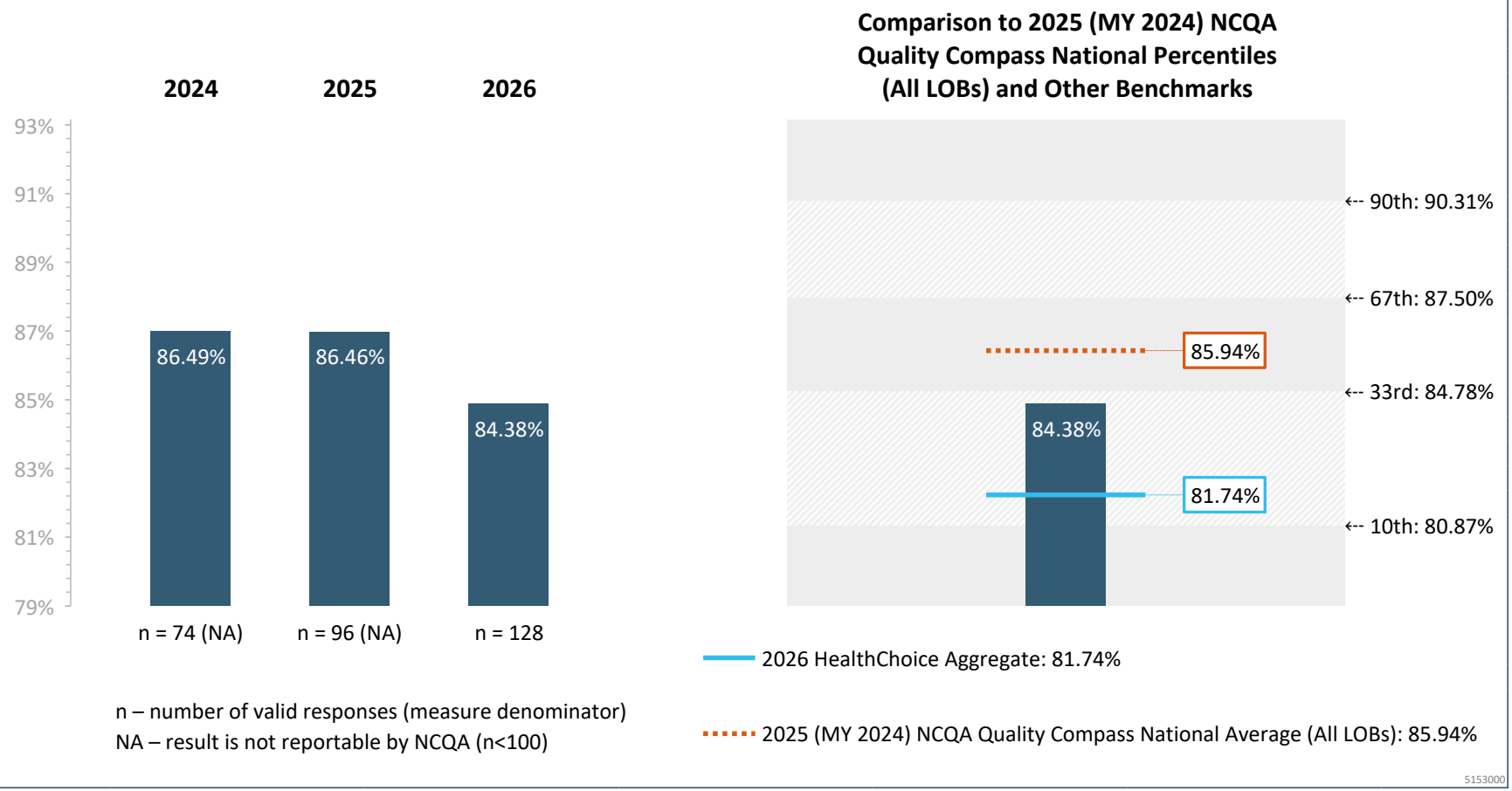
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Coordination of Care

Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

EFFECTIVENESS OF CARE

The *Effectiveness of Care* domain applies to adult health plan members only and includes the *Medical Assistance With Smoking and Tobacco Use Cessation (MSC)* measure. Measure results are calculated based on two years of data collection using a rolling average methodology. A brief description of each component of the *MSC* measure, as it appears in *HEDIS 2026, Volume 3: Specifications for Survey Measures*, is provided below. Please refer to *Volume 3* for additional information.

MEDICAL ASSISTANCE WITH SMOKING AND TOBACCO USE CESSATION (MSC)

The following components of this measure assess different facets of providing medical assistance with smoking and tobacco use cessation:

- ***Advising Smokers and Tobacco Users to Quit*** – A rolling average rate represents the percentage of current smokers or tobacco users who received advice to quit during the measurement year.
- ***Discussing Cessation Medications*** – A rolling average rate represents the percentage of current smokers or tobacco users who discussed or were recommended cessation medications during the measurement year.
- ***Discussing Cessation Strategies*** – A rolling average rate represents the percentage of current smokers or tobacco users who discussed or were provided cessation methods or strategies during the measurement year.

CALCULATION AND REPORTING OF RESULTS

The rolling average method relies on two consecutive years of data collection to obtain a denominator sufficient to calculate measure results. Rolling average results are calculated using data reported for the current year and, when available, data reported for the prior year. NCQA calculates and reports rolling average rates according to the following rules:

- For a health plan with two consecutive years of reported data, the rate is calculated if the rolling average denominator is 100 or more. If the rolling average denominator is less than 100, NCQA reports the measure result as “NA.”
- If the plan did not report results in the prior year but reports results for the current year, the rate is calculated if the current-year denominator is 100 or more. If the current year denominator is less than 100, NCQA reports the measure result as “NA.”

A plan that does not report an *MSC* result for the current year is assigned a result of "NR" by NCQA. Note that, as with all other measures, CSS reports the plan's *MSC* rates regardless of whether the plan reports them to NCQA or achieves the minimum denominator of 100 valid responses required for NCQA reporting.

Table 9 provides a summary of MSFC *MSC* measure results. Comparisons to prior-year rates (if available) as well as to the relevant multi-plan state and national benchmarks with statistical significance tests are included.

Table 9. MSFC Adult Medicaid Members: Medical Assistance With Smoking Cessation Measure Results

Medical Assistance With Smoking and Tobacco Use Cessation (MSC) (% A+U+S)	MSFC Results							Benchmark Comparisons				MSFC Estimated 2026 NCQA Health Plan (Star) Rating
	2026			2025		2024		2026 HealthChoice Aggregate		2025 (MY 2024) NCQA Quality Compass National Average (All LOBs)		
	Rate	95% CI	(n)	Rate	Change	Rate	Change	Rate	Difference	Rate	Difference	
Advising Smokers to Quit	**79.49%**	(±7.32)	**(117)**	78.72%	[+0.76]	75.96%	[+3.53]	71.15%	[+8.34]	73.42%	[+6.07]	Not reported in NCQA Health Plan Ratings
Discussing Cessation Meds	**65.25%**	(±8.59)	**(118)**	62.50%	[+2.75]	47.06%	[+18.20] ✓	50.53%	[+14.72] ✓	53.23%	[+12.02] ✓	
Discussing Cessation Strategies	**61.02%**	(±8.80)	**(118)**	56.25%	[+4.77]	46.53%	[+14.48] ✓	48.40%	[+12.61] ✓	47.23%	[+13.79] ✓	

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The 95% confidence interval (CI) and the number of valid responses (*n*, or measure denominator) are provided for the current-year measure rate only. Statistically significant differences between the current-year rate and the comparison rate are marked with a checkmark (✓) symbol.

MEMBERSHIP PROFILE AND ANALYSIS OF PLAN RATINGS BY MEMBER SEGMENT

This section of the report presents a detailed profile of the MSFC membership, including demographics, self-reported health status, and responses to survey questions that assess utilization of health care services.

A health plan's membership mix is shaped by multiple factors, most of which are beyond the scope of the CAHPS survey. These include benefit design, geography, availability of health plan choices, and member self-selection into products that best meet their needs. CSS's analysis of industry data suggests that there is considerable variation in member demographic makeup and utilization patterns across plans. To the extent that various member segments have distinct health care needs, utilization patterns, expectations, and experiences, as well as attitudes and perceptions, their assessments of the same product, provider, or service will likely differ.

Certain member characteristics (e.g., health status) appear to be directly related to differences in health care needs and utilization levels. For example, some plans have predominantly healthy members, whose interactions with care providers and the plan tend to be limited. By contrast, other plans serve populations with higher rates of illness. These members tend to have more frequent encounters with the health care system and, as a result, may become more experienced users of health plans. The ways in which members use the plan, the frequency of their interactions with providers and staff, and their overall level of familiarity with how the plan works may affect ratings.

In addition to health care needs and utilization patterns, demographic characteristics have been shown to influence survey responses. For example, all else being equal, older respondents and members of certain ethnic groups tend to rate their health care providers and plans more positively. By contrast, more educated members rate their health care providers and plans more critically, regardless of age or ethnicity.

While the interplay between these membership variables (often referred to as the plan's "case mix") and health plan ratings is complex, health plan ratings clearly vary across demographic groups and user segments. Understanding the plan's case mix can help managers gain insight into possible sources of this variation.

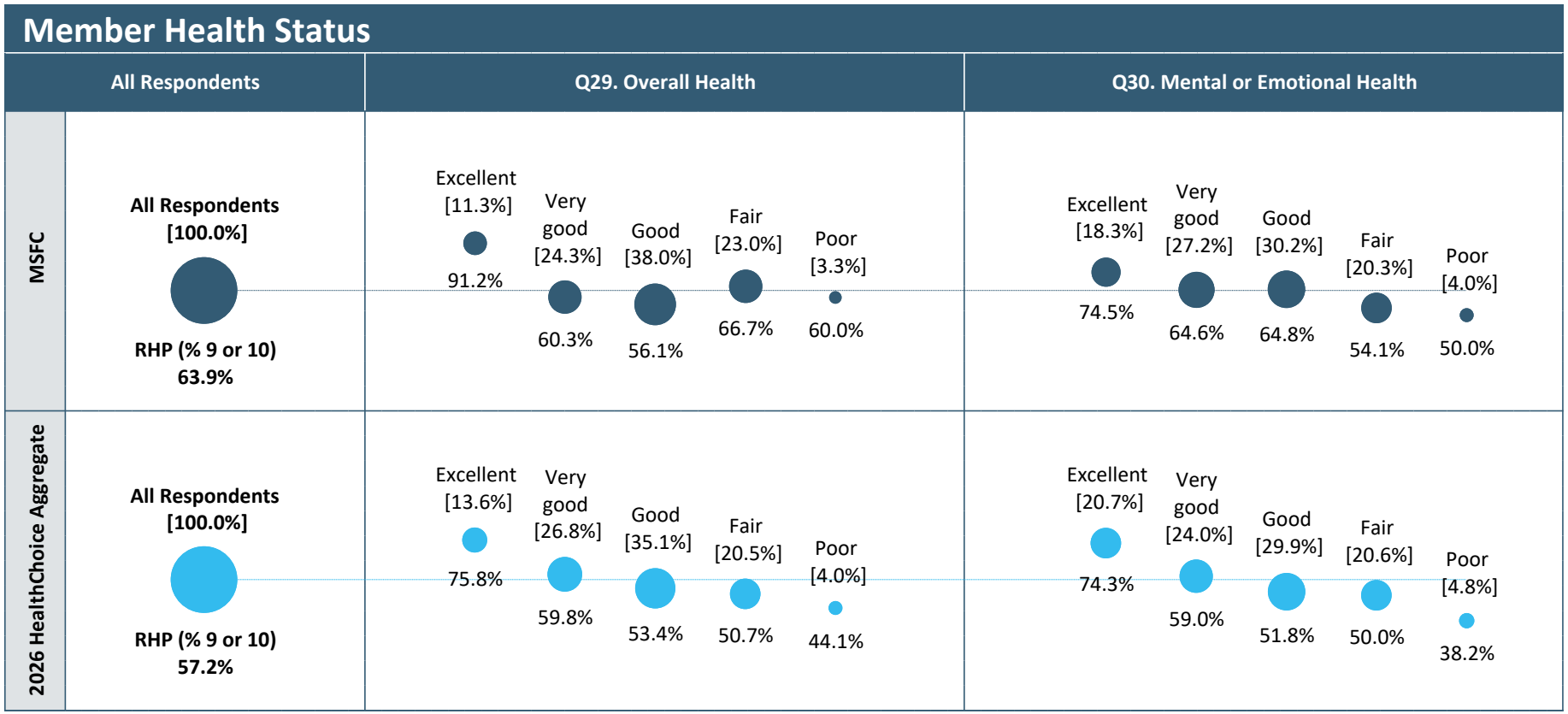
The charts on the following pages show how the *Rating of Health Plan (RHP)* measure, reported as percent responding *9* or *10*, varies by the member subgroup of MSFC compared to the relevant benchmark distribution(s). Each demographic or utilization subgroup is represented by a "bubble" on the chart. The label above the bubble identifies the subgroup and the percentage in square brackets below it corresponds to its size. The area of the bubble visually represents the size of the subgroup. Unless a member belongs to more than one subgroup (e.g., race category), subgroup sizes should add up to 100%. Note that these charts only include members who answered the relevant demographic/utilization question on the survey **and** provided a valid response to the *Rating of Health Plan* question. For this reason, the reported subgroup sizes may differ slightly from the proportions reported in the cross-tabulations.

HEALTH STATUS AND DEMOGRAPHICS

The following characteristics are profiled in this section:

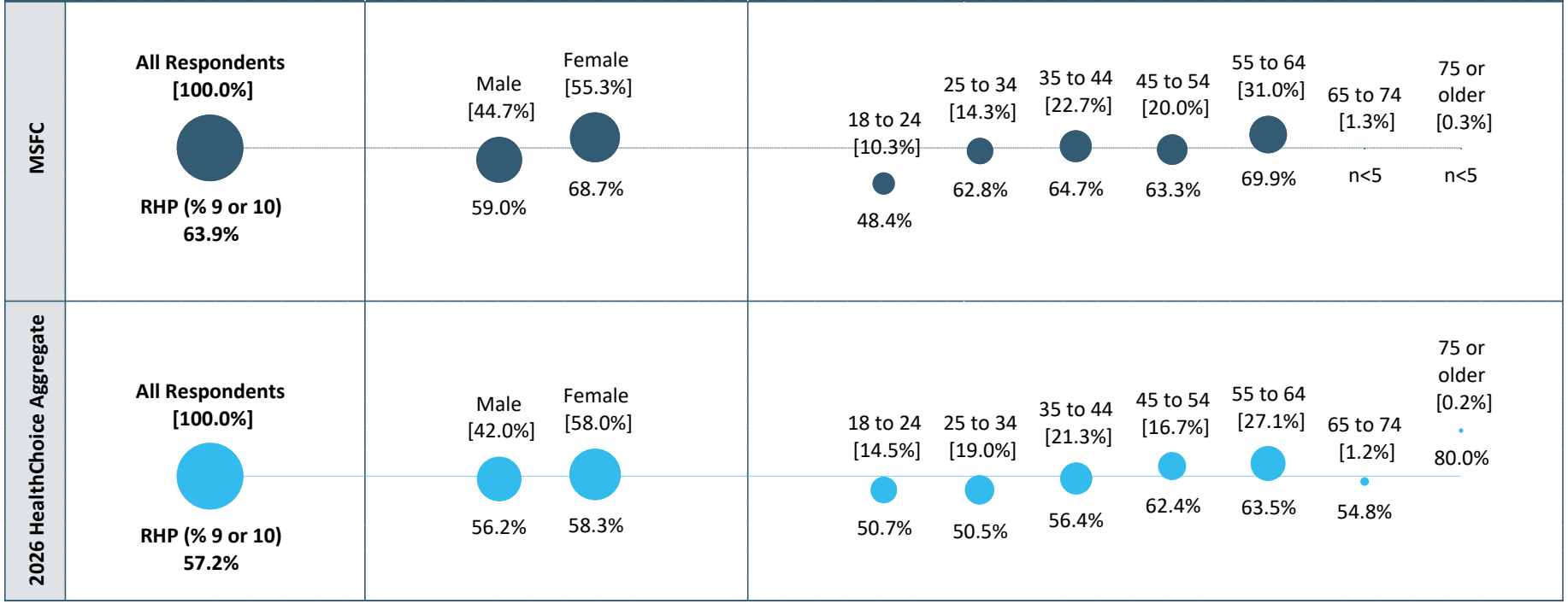
- Health status
- Gender
- Age
- Race
- Ethnicity (Hispanic or Latino)
- Education level

Member Health Status



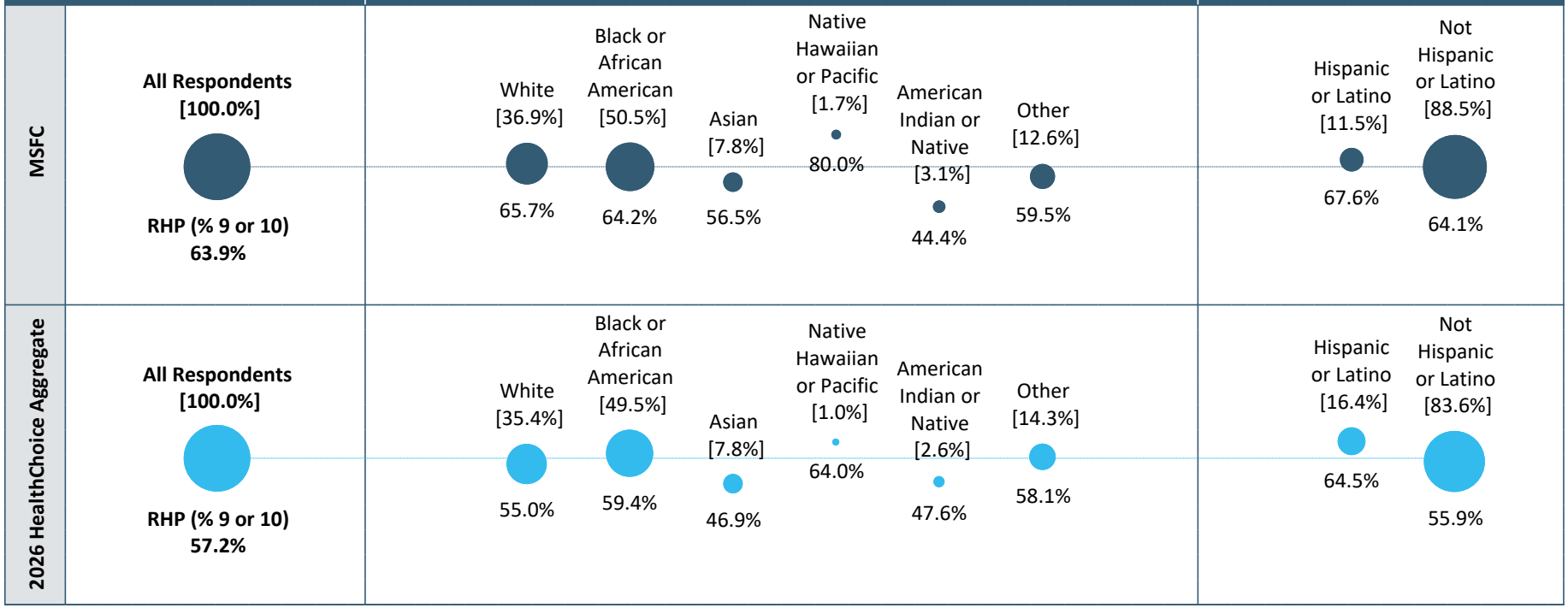
"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories with 5 or more respondents.

Member Gender and Age



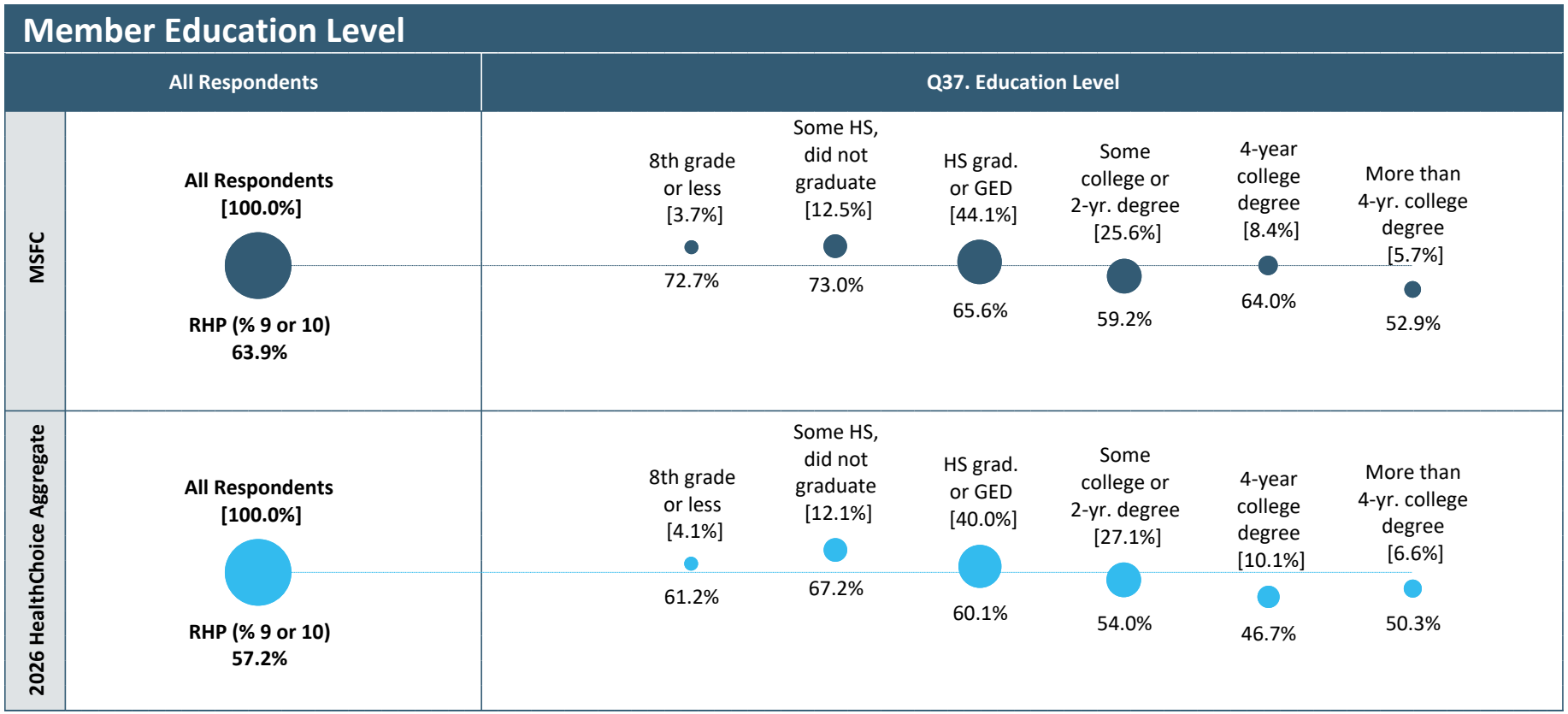
"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories with 5 or more respondents.

Member Race and Ethnicity



"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories with 5 or more respondents.

Member Education Level



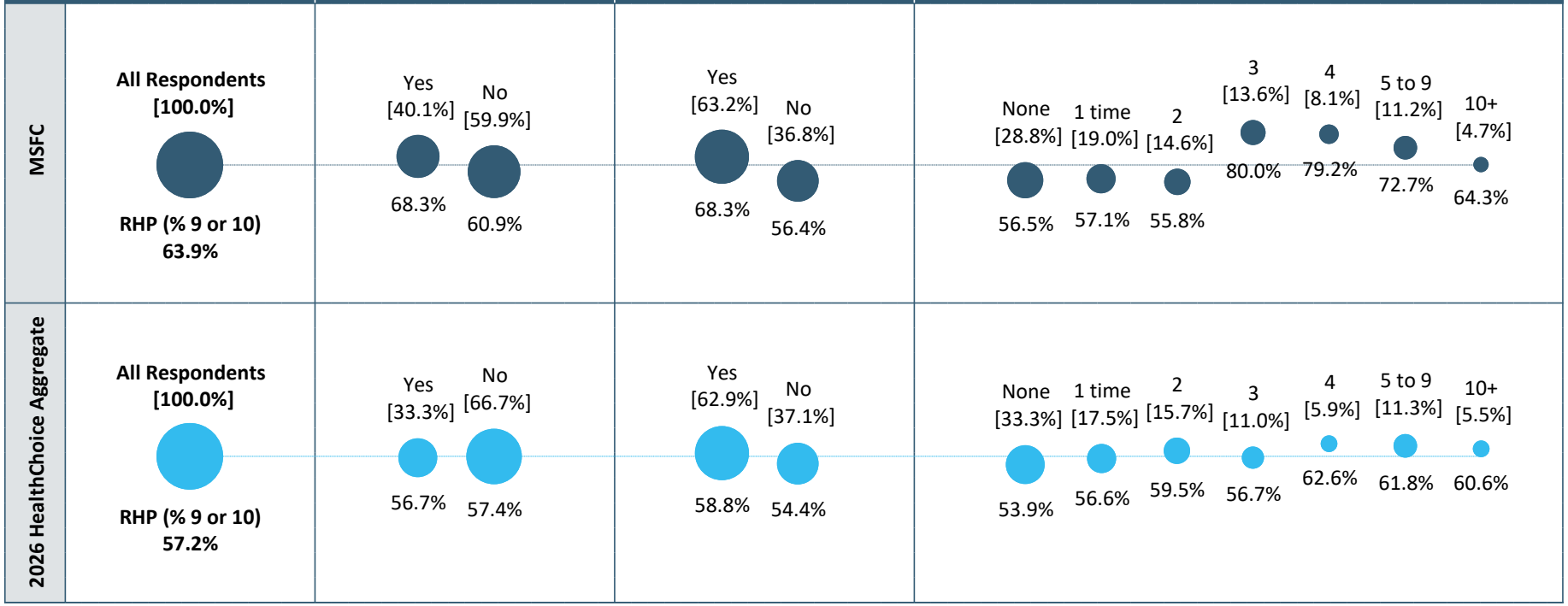
"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories with 5 or more respondents.

USE OF SERVICES

The following utilization measures are included in this section:

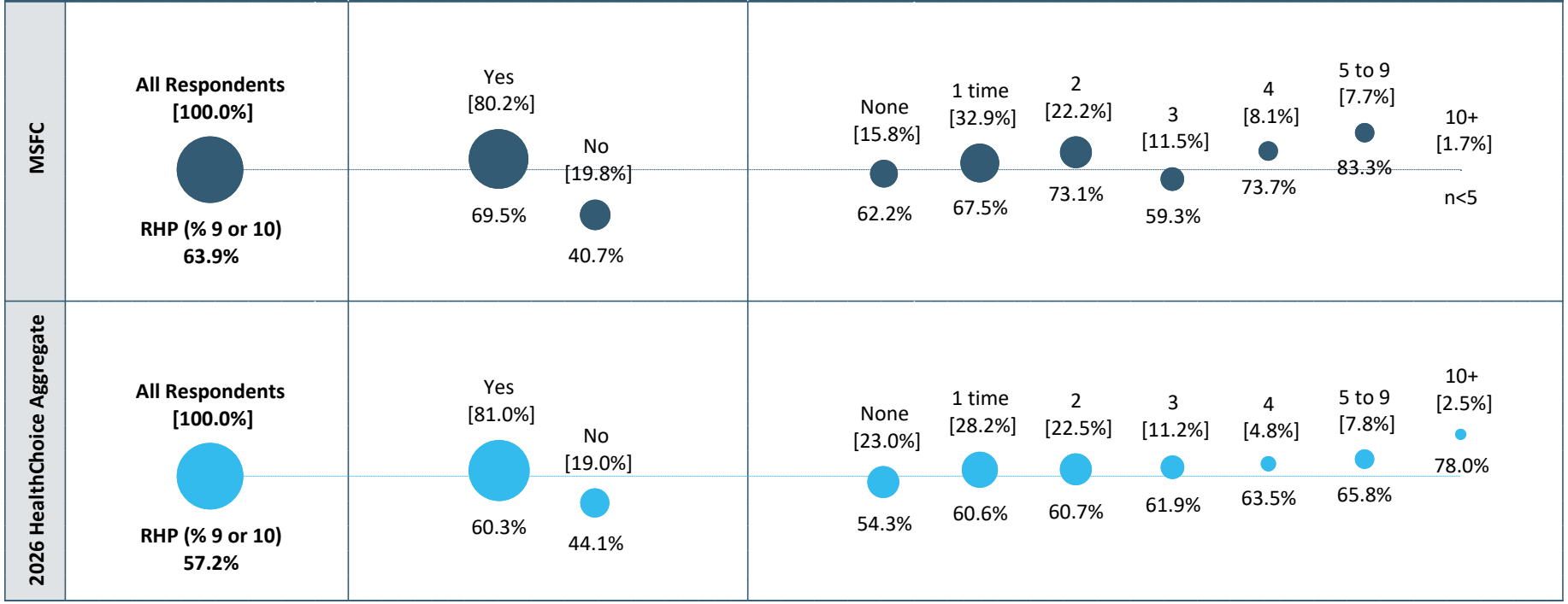
- Type of care received
- Frequency of visits
- Care received from personal doctor
- Specialty and other non-primary care

Type of Care Received



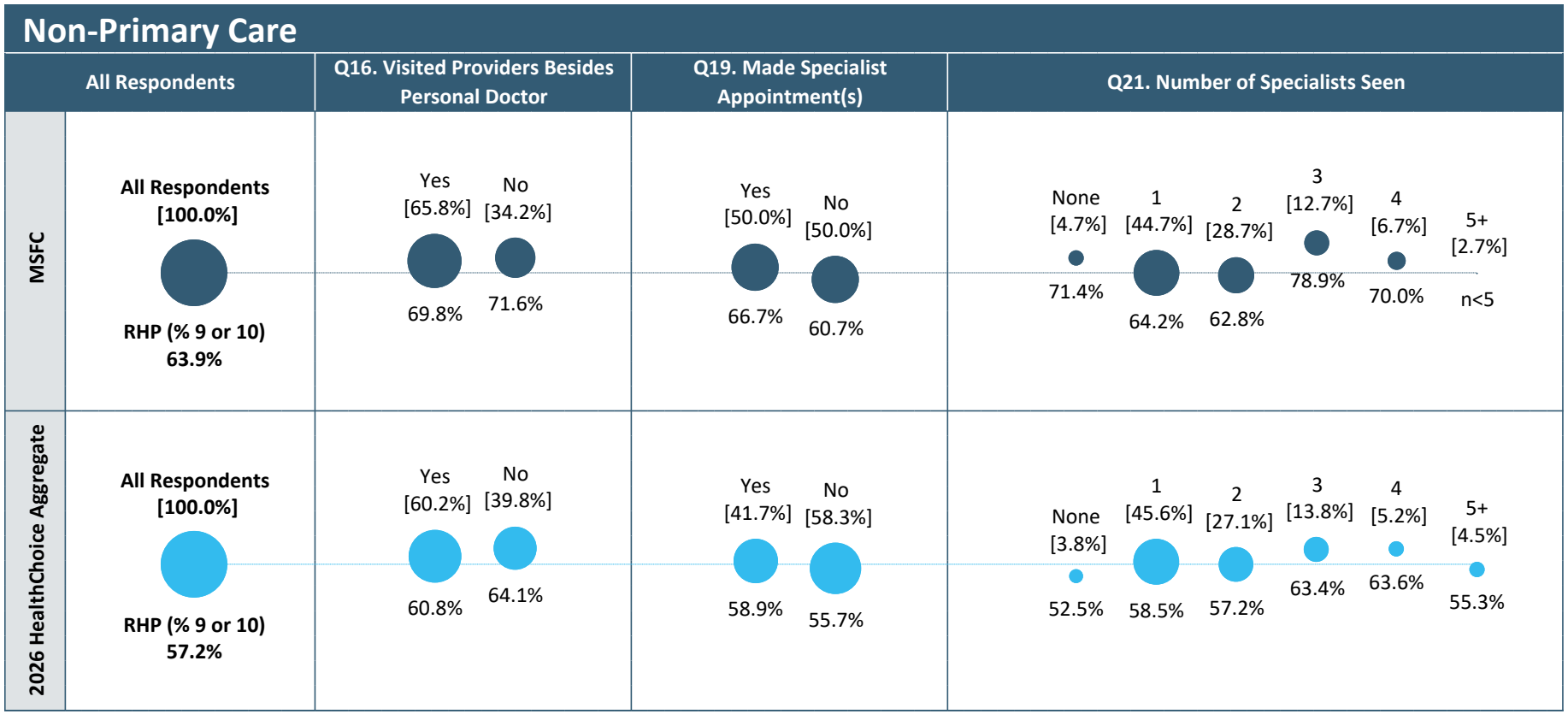
"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories with 5 or more respondents.

Personal Doctor Care



"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories with 5 or more respondents.

Non-Primary Care



"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories with 5 or more respondents.

KEY DRIVER ANALYSIS

OBJECTIVES

CSS's *Key Driver Analysis (KDA)* highlights some of the key differences between high- and low-rated health plans at the industry level. The principal objectives of the KDA are:

- To isolate a set of plan attributes, or key drivers, that distinguish high-rated plans from low-rated plans
- To highlight industry best practices on the key driver measures
- To compare the current performance of MSFC to industry best practices in these areas
- To estimate the impact of improving performance on these measures on the *Rating of Health Plan* measure

TECHNICAL APPROACH

Industry-level analysis, which uses health plans as units of analysis, has several important advantages compared to the alternative approach, which focuses on member experiences within a single plan. Certain plan attributes are strongly related to member satisfaction at the industry level. However, these relationships may be missed if we focus on only one plan at a time. For example, it has been shown that plans that are rated highly on measures of access and availability of care tend to have high overall ratings. Conversely, poor access scores are associated with low overall plan scores. This relationship is clear when ratings are compared *across* plans. However, within a specific plan, member experiences may not be sufficiently varied to reveal the underlying relationship. For example, if all plan members report poor access to care, access measures may show a misleadingly low correlation with the overall rating of the plan. As a result, the plan may underestimate the role of access in member experience and miss a critical opportunity for improvement.

In addition, expressing every CAHPS survey variable as a plan-level rate yields a complete and rich information set on each plan. This effectively eliminates any "gaps" in respondent-level data from a single plan caused by survey skip patterns and allows every response to be used in the analysis.

Finally, in addition to the standard CAHPS performance measures, other sources of differences between health plans can be explored, increasing the explanatory power of the model and allowing for a more precise estimation of the individual key driver effects. These include experience rates, which are based on responses to the CAHPS screener questions. Screeners establish whether a member had a particular type of experience or interaction with

the plan (e.g., contacted customer service, submitted a claim, etc.). CSS's analysis shows that these experience indicators explain a significant portion of the plan's overall rating score. Additional components of the overall score include utilization rates and demographic characteristics of the plan's membership, which are addressed in more detail in the *Membership Profile and Analysis of Plan Ratings by Member Segment* section of this report. Clearly, from the plan's perspective, some of these factors are more actionable than others. However, to yield an accurate model of member experience, the analysis must consider all of its measurable aspects.

The 2026 CSS *Key Driver Model* was developed based on survey results of 244 Medicaid plans surveyed by CSS in 2025 and 2026. CSS performed a regression analysis of health plan ratings to identify sources of variation in overall scores across the industry, using individual health plans as units of analysis. Regression analysis quantifies the relationship between plan attributes (predictors) and the global *Rating of Health Plan* score, controlling for interdependencies among the predictors and other factors that may influence ratings (e.g., member demographics, utilization patterns, etc.). Predictors were chosen carefully to yield a model that is both meaningful and actionable from the health plan's point of view.

All of the plan variables, including potential drivers of member experience (i.e., variables that the plan may consider actionable) and control variables (member demographics, health status, utilization rates, product type, and year of data collection), were entered into the regression model, and the independent contribution of each variable was estimated. As in the past, CSS excluded *Rating of All Health Care* from the list of predictors, both because of its high correlation with *Rating of Health Plan* and the availability of other survey questions addressing specific member experience touch points. If included, the *Rating of All Health Care* measure would account for a large portion of the variance and confound coefficient estimates for the other variables in the model.

INDUSTRY KEY DRIVER MODEL

The table below lists six key drivers of Medicaid member experience in order of importance, from highest to lowest, based on their relative contribution to the *Rating of Health Plan* measure. These variables have statistically significant coefficients in the regression model (p-value < 0.05). Performance on these variables, together with the control variables, explains 80% of the variation in the *Rating of Health Plan* results among Medicaid plans. Note that this ordering reflects the strength of the overall relationship between each key driver and the *Rating of Health Plan* measure *at the industry level*. It does not consider how MSFC is currently performing on these measures. Improvement targets identified specifically for MSFC, which consider both the strength of each key driver and the current level of performance, are presented graphically in the next section.

Medicaid member ratings of the plan are strongly related to having access to highly rated providers (Q18 and Q22). More generally, access to needed care, tests, and treatment (Q9), including primary (Q10) and specialty (Q19) care, are all significant drivers of member experience. Relying on customer service to get needed information or help (Q24) is also important.

Table 10. CSS Industry Model of Key Drivers of Medicaid Member Experience

Key Driver	Interpretation
Q9. Ease of getting needed care, tests, or treatment (percent *Usually* or *Always*)	The higher the proportion of plan members reporting that the necessary care, tests, or treatment were easy to get, the higher the overall plan score.
Q19. Made specialist appointments (percent *Yes*)	The higher the proportion of plan members who made specialist appointments, the higher the overall plan score.
Q18. Rating of Personal Doctor (percent *9* or *10*)	The higher the proportion of members rating their personal doctor as *9* or *10*, the higher the overall plan score.
Q10. Has a personal doctor (percent *Yes*)	The higher the proportion of plan members reporting that they have a personal doctor, the higher the overall plan score.
Q22. Rating of Specialist Seen Most Often (percent *9* or *10*)	The higher the proportion of members rating their specialist as *9* or *10*, the higher the overall plan score.
Q24. Customer service provided information or help (percent *Usually* or *Always*)	The higher the proportion of members reporting they were able to get needed information or help from customer service, the higher the overall plan score.

OPPORTUNITIES FOR HEALTH PLAN QUALITY IMPROVEMENT

Specific improvement opportunities for MSFC are presented in Table 11. The ordering of the key drivers reflects both the strength of each key driver at the industry level and how well MSFC is currently performing on each measure. The middle column compares how MSFC is performing relative to the "best practice" rate on each key driver. CSS defined the best practice rate as the best result among the nine plans contributing to the 2026 HealthChoice Aggregate. Room for improvement, represented by the length of the blue arrows, is the difference between the current level of MSFC performance and the best practice rate. The bar on the right displays the incremental gain in the overall *Rating of Health Plan* measure that MSFC could achieve if it performed on par with the best practice plan on each of the key driver measures. Each bar represents room for improvement on the key driver weighted by its contribution to the *Rating of Health Plan* measure.

Table 11. MSFC Adult Medicaid Members: Key Areas and Priorities for Improvement

Current Key Driver Performance		Room for Improvement on Key Driver		Overall Improvement Opportunity
MSFC 2026 Rate		Percentage Point Difference Between Current Key Driver Rate and **Best Practice Rate***		Expected Percentage Point **Improvement** in **Rating of Health Plan** (percent *9* or *10*) if Key Driver Performs at Best Practice Level
Q18. Rating of Personal Doctor (percent *9* or *10*)	64.58%	+8.75% →	73.33%	+2.08%
Q10. Has a personal doctor (percent *Yes*)	79.93%	+8.15% →	88.09%	+1.65%
Q9. Ease of getting needed care, tests, or treatment (percent *Usually* or *Always*)	84.04%	+5.02% →	89.06%	+1.37%
Q22. Rating of Specialist Seen Most Often (percent *9* or *10*)	65.52%	+8.70% →	74.22%	+1.08%
Q24. Customer service provided information or help (percent *Usually* or *Always*)	85.61%	+2.39% →	88.00%	+0.33%
Q19. Made specialist appointments (percent *Yes*)	49.51%	Performing at or above Best Practice Rate level	49.51%	None

* Best result among all plans included in the 2026 HealthChoice Aggregate

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HEALTH PLAN QUALITY IMPROVEMENT RESOURCES

CSS's *Key Driver Analysis* identified improvement opportunities and priorities for MSFC. This section, which lists some helpful publicly available quality improvement resources, is included as a guide to assist plan managers in their efforts. The inclusion of these sources should not be construed as an endorsement of any programs or activities. For a useful introduction to quality improvement (QI), refer to the Agency for Healthcare Research and Quality's (AHRQ) *CAHPS Ambulatory Care Improvement Guide*, Section 4: Ways to Approach the Quality Improvement Process, which includes descriptions of QI strategies in health delivery systems.

IMPROVING MEMBER ACCESS TO CARE

Removing barriers to care is central to improving the health care experience of plan members. The following resources suggest ways to improve patient access to care, tests, and treatment.

Same-Day Appointment Scheduling

- In Section 6 of its guide, AHRQ recommends a method of scheduling that leaves a part of each physician's day open for same-day appointments, rather than a traditional scheduling model that books appointments weeks or months in advance. Because the method does not differentiate between urgent and routine care, patients with non-urgent concerns are able to schedule appointments sooner than under traditional scheduling methods. For more information, see Strategy 6A: Open Access Scheduling for Routine and Urgent Appointments.

- Patients who switch health care providers often cite appointment availability as a key reason. The article "Same-Day Access: Making It Actually Work" describes same-day scheduling models including fixed carve-outs and dynamic capacity; it also discusses the best time of day to open appointment slots and triage criteria for scheduling patients for the next available appointment if a same-day appointment is unavailable.

- "Developing a New Paradigm for Healthcare Delivery: Lessons Learned from Same-Day Access" describes a pilot program to offer same-day appointments to newly-diagnosed cancer patients at an academic cancer center. The process included logistical, cultural, and resource challenges, but with strong leadership and communication it was ultimately successful in improving access, as well as potentially patient outcomes. The paper includes an examination of lessons learned about capacity, scheduling, workflow, culture, and use of technology.

- The American Academy of Pediatrics describes "Innovative Scheduling Models," including open access (same-day) and walk-in appointments and extended office hours (nights or weekends), as well as potential benefits of each.

Implement Process Improvements to Streamline Patient Flow

- Delays experienced by patients while waiting for care, tests, or treatment can be minimized through a variety of mechanisms. For example, reallocating tasks such as physical exams and ordering x-rays to physician assistants and nurse practitioners frees up physicians' time to attend to more pressing patient concerns. The exact form of these improvements will vary widely by practice. See AHRQ's *Improving Patient Flow and Reducing Emergency Department Crowding: A Guide for Hospitals* to help plan and implement patient flow improvement strategies.

- ***VIDEO*** A webinar on YouTube from the Virginia Mason Institute, "Fundamentals for Improving Flow in the Ambulatory Setting," demonstrates how Virginia Mason Franciscan Health approached this process in their facility.

- A literature review in *PLOS One*, "Understanding the Impacts of Health Information Systems on Patient Flow Management," discovered that HIS use improved patient flow management across different departments, systems, and outcome measures in 75% of the 44 studies reviewed.

Patient-Centered Medical Homes (PCMH)

- For AHRQ's resources detailing transitioning a practice to a patient-centered medical home model, see Patient Centered Medical Home (PCMH): Transforming the Organization and Delivery of Primary Care, as well as links to additional resources at Defining the PCMH.

- Not all primary care practices designated as PCMHs have lower costs, better care and outcomes. "Unpacking the Patient-Centered Medical Home" posits that practice-level research might discover which elements of PCMHs (e.g., use of decision support, participation in other alternative payment models) lead to such improvements, and for which patient populations.

- ***VIDEO*** "Quality Improvement and Patient Centered Medical Home (PCMH) for Clinical Leaders & Their Care Teams: A System-Based Approach" is a webinar from the National Association of Community Health Centers featuring presenters from The Joint Commission and the National Committee for Quality Assurance speaking about quality improvement as it relates to PCMHs (watch on YouTube).

- For more background on the PCMH model of care and health equity, see "The Impact of the Patient-Centered Medical Home on Health Care Disparities," "Effect of the Patient-Centered Medical Home on Racial Disparities in Quality of Care," and "Community Social Determinants and Health Outcomes Drive Availability of Patient-Centered Medical Homes."

Alternative Access Centers

- An article from the American Hospital Association, "Retail Clinics Target Chronic Diseases," describes how retail health clinics are increasingly providing primary care and notes that treating patients with chronic diseases is a growth opportunity. Retail clinics tend to be more convenient and lower-cost but currently operate primarily in metropolitan areas with more affluent customers.

- Alternative sites of care – including retail clinics, telehealth, community health centers, and others – can increase access to physical and mental health care for underserved populations, according to an article in *HealthLeaders* titled "Deloitte: Alternative Care Sites Provide Solutions to Several Healthcare Problems."

- In its data brief "Urgent Care Center and Retail Health Clinic Utilization Among Adults: United States, 2019," the National Center for Health Statistics provides statistics on utilization by sex, race, age, and education level.

Telehealth Solutions

- The COVID-19 pandemic accelerated the usage and acceptance of telehealth by providers and patients alike. An article in *The Lancet* details "Opportunities and Challenges for Telehealth Within, and Beyond, a Pandemic."

- Telemedicine was underutilized until the pandemic, when changes to regulations and payment policies permitted its rapid growth. Telemedicine improves access and equity, though barriers remain (see "The State of Telehealth Before and After the COVID-19 Pandemic").

- The meta-analysis "Digital Health Transformation Through Telemedicine (2020–2025): Barriers, Facilitators, and Clinical Outcomes" found that, for most types of telemedicine services, outcomes were comparable to those of in-person care, especially for chronic conditions. In addition, telemedicine improved patient access, convenience, and satisfaction.

- ***VIDEO*** The webinar "Telehealth and Its Emergence During the Pandemic" discusses "how people, processes, regulation, and technology work together to support a successful telehealth transformation… potentially improving access, quality and costs."

- ***PODCAST*** The American Medical Association's (AMA) "Moving Medicine: What Physicians Need to Know About Telehealth" describes how, post-pandemic, telehealth is key to the future of digitally enabled care, which integrates in-person and virtual care in a clinically appropriate manner.

- The U.S. Department of Health and Human Services (HHS) provides a website with telehealth resources for patients in a Q&A format, as well as best practices guides and other information for providers.

IMPROVING HEALTH PLAN PROVIDER NETWORK

These resources concentrate on improving the physician-patient relationship, with a focus on communication. Implementing the solutions proposed here may result in improved patient ratings of doctors.

Improve Physician Communication

- Seminars and workshops for physicians serve as resources to learn and practice patient-centered communication techniques. For general recommendations, see AHRQ's ambulatory care improvement guide, Strategy 6G: Training to Advance Physicians' Communication Skills.
- AHRQ also provides resources for using the SHARE Approach, including Using the Teach-Back Technique and Conversation Starters.
- The American College of Obstetricians & Gynecologists' Committee on Advancing Equity in Obstetric and Gynecologic Health Care released a statement on Effective Patient-Physician Communication, which emphasizes relationship-centered communication that engenders trust and improves patients' experiences and health outcomes. The statement includes a strong focus on communicating with "cultural humility."
- The AMA provides a list of 11 "Do's and Don'ts for Effective Patient-Physician Communication," takeaways from a more comprehensive *JAMA* Insights article (full article requires login).
- Similarly, a *HealthStream* blog post shares "10 Ways to Encourage Better Physician Communication" using the RELATE (Reassure, Explain, Listen, Answer questions, Take action, and Express appreciation) model.

Help Patients Communicate

- Patients who can effectively communicate their needs tend to have higher satisfaction with their care. AHRQ recommends four interventions that prepare patients to better communicate with their providers, including record sharing, writing down talking points prior to visits, and "coached care" programs. See Strategy 6I: Shared Decision-Making and Strategy 6H: Tools to Help Patients Communicate Their Needs in the improvement guide.

- ***TOOL*** The National Institutes of Health offers five worksheets to help patients choose a new health care provider and talk to their provider about family health history, medications, life changes, and health or other concerns.

- ***TOOL*** The National Institute on Aging has A Guide for Older Adults: Talking With Your Doctor, which includes checklists, worksheets, tips, and additional resources on various topics related to aging, as well as an infographic that lists "5 Ways to Make the Most of Your Doctor Visit."

- ***TOOL*** The AHRQ Questions Are the Answer page includes links to tools and resources including tips for patients to become more engaged in their health care before, during, and after the appointment; a list of "The 10 Questions You Should Know"; and a Question Builder tool that patients can use to customize a list of questions for their appointments. The tool is available for printing online and in a downloadable app in the Apple App Store and Google Play.

- ***TOOL*** AHRQ and Centers for Medicare & Medicaid Services (CMS) provide sample discharge preparation/care transition documents that health care providers, patients, and caregivers can fill out and discuss prior to discharge from a hospital or nursing home.

Build Physician-Patient Relationships

- An editorial in *Frontiers in Medicine*, "Patient-Centered Care: Strengthening Trust and Communication in Healthcare Relationships," describes the socioecological context of care, in which health experiences and outcomes are shaped across multiple interconnected levels, from individual to interpersonal (relationships) to community and societal. The editorial introduces a Research Topic that includes 23 articles.

- AHRQ describes the SHARE Approach to shared decision-making in a quick reference guide and provides links to SHARE Approach resources, including a three-part video training series, on their website.

- Cultural competence is increasingly important to the physician-patient relationship. Tips are available in The SHARE Approach: Cultural Competence and Getting to Know Your Patient.

Improve Referral Communication

- The coordination of care between primary and specialist providers can be a challenge and may affect patient perceptions of their specialist care. Improving coordination of care and case management can increase patient satisfaction with specialists. In "Communication Lays the Groundwork for Successful Physician Referral Strategies," the Medical Group Management Association gives tips for building relationships with specialists.

- AHRQ's *Health Literacy Universal Precautions Toolkit, 3rd Edition* includes a section on making the referral process easier for patients.
- High-functioning referral networks are critical for positive patient outcomes and require communication, measurement, and monitoring (see "Optimizing Physician Referrals: A Key to Successful Population Health Management").
- "A Guide to Maximizing Physician Referral Strategies" from the AMA includes tips for both primary care and specialist practices.
- The High Value Care Coordination Toolkit from the American College of Physicians includes resources to optimize communication between referring physicians and specialists, including information to include in the referral ("pertinent data sets"), checklists, and other resources.

IMPROVING CUSTOMER SERVICE

It is important that health plan information be both easily available and useful to members. As representatives of the plan, customer service staff must ensure that members have confidence and trust in the customer service staff's ability to address the members' questions and concerns. The following resources contain recommendations for improving customer service.

Develop Customer Service Standards

- To improve customer service, AHRQ suggests first articulating which aspects of customer service are most important to the plan. After developing these standards, monitor performance and promote accountability among staff. For more information, see Strategy 6Q: Standards for Customer Service in AHRQ's ambulatory care improvement guide.
- ***SAMPLE*** The Veterans Health Administration has published a directive, "VHA Veteran Patient Experience," that is focused on veterans and service members but includes information that is broadly applicable to customer service in other health care settings. It comprises sections on definitions, policies, responsibilities of key staff members, service recovery programs, process improvement mechanisms, and staff training.
- ***SAMPLE*** Froedtert Health has a "Customer Service Standards" brochure that can be used as a model.

Implement Service Recovery Procedures

- When members have a complaint, service recovery programs support customer service staff to identify and remedy the problem. While complaints may be inevitable, proper handling of complaints can reassure patients and restore loyalty to the health plan. For more information, see AHRQ's ambulatory care improvement guide Strategy 6P: Service Recovery Programs.

- An article in *Forbes*, "Service Recovery in Healthcare: Effective Strategies to Retain Unsatisfied Patients," defines service recovery and describes effective strategies to implement it.

- ***VIDEO*** Service Recovery in Health Care, a four-part training series, was developed as part of a grant from the Health Resources & Services Administration. The videos total one hour and focus on why service recovery matters, eight steps for front-line staff, tips for de-escalation, and embedding service recovery into everyday practice.

- ***SAMPLE*** Sharp HealthCare has an infographic, "Service Recovery: Foundations of The Sharp Experience," that can be used as a model.

IMPROVING HEALTH PLAN-RELATED INFORMATION

Many people look to their health plan for information not only on how the health plan works but also on resources to help them improve their health, particularly when dealing with chronic illnesses. Improved access to trusted health information has been shown to lead to improved outcomes.

Make Plan Information Accessible to All Members

- The AHIMA Foundation issue brief "The Critical Role of Web Accessibility in Health Information Access, Understanding, and Use" addresses the importance of website accessibility for older adults and persons with disabilities to obtain, understand, and use health information.

- Similarly, the U.S. Centers for Disease Control and Prevention (CDC) recommends using user-centered design approaches to ensure online health information meant for older adults is understandable and usable.

- CMS provides information on communication accessibility planning for individuals who are blind or have low vision, those who are deaf or hard-of-hearing, and those with limited English proficiency.

- ***TOOL*** The University of Michigan has developed a plain language medical dictionary that is available to be embedded as a website widget.

Increase Access to Trusted Health Information

- Online sources of reliable health information are available in multiple languages. These include the National Library of Medicine's MedlinePlus (arranged by language or health topic) and Health Information Translations (searchable by language, health topic, and keyword).
- The AMA offers "What Doctors Want Patients to Know™," articles that help consumers learn about health-related topics.
- The James Madison University Library's Consumer Health microsite includes sub-pages with links to reliable sources of health information, information for teens and young adults, and information about medications and supplements, among others.

Evaluate the Organization's Health Literacy Programs

- The National Academy of Medicine published a discussion paper describing Ten Attributes of Health Literate Health Care Organizations, including components of each. AHRQ includes a page on its website with links to resources to help address each of the attributes.
- The CDC has defined attributes of a health-literate organization and developed guidance on assessing an organization's health literacy and evaluating its health literacy program, including links to resources, tools, and training.
- The CDC's National Prevention Information Network also offers health communication language and literacy tools to create health materials in plain language to reduce health disparities.
- "Organizational Health Literacy as a Tool for Health Equity: Application in a High-Risk Infant Follow-Up Program" describes an evaluation of the accessibility of the hospital and clinic environment as well as patient forms, assessments, and education materials for high-risk infants, from discharge from the hospital's NICU through age 3. It includes information on assessment tools used, in addition to results and next steps.
- HHS has a strong focus on health literacy in its Healthy People 2030 initiative, with six objectives related to the topic. See information on these goals and the definitions of personal and organizational health literacy at Health Literacy in Healthy People 2030, as well as resources on their Health Literacy webpages.

Improve Patient Health Literacy

- The Center for Health Care Strategies offers five health literacy fact sheets that include definitions, ways to identify limited health literacy, how to improve health literacy to advance equity, guidelines for effective written and verbal communications, and resources.

- Health literacy resources assembled by the HHS Office of Disease Prevention and Health Promotion outline steps to improve health literacy, which may help patients to better absorb the information they obtain from written materials or the internet.

- AHRQ also has developed its own health literacy toolkit to support physicians, the *Health Literacy Universal Precautions Toolkit, 3rd Edition*.

- The companion *Guide to Implementing the AHRQ Health Literacy Universal Precautions Toolkit* presents advice based on the experiences of 12 primary-care practices that implemented the Toolkit.

APPENDIX A. SCORING METHODOLOGY AND GLOSSARY

NCQA CALCULATION GUIDELINES FOR RATING AND COMPOSITE GLOBAL PROPORTIONS

NCQA's *HEDIS 2026, Volume 3: Specifications for Survey Measures* contains detailed guidelines for calculating survey results. These guidelines include:

- Criteria for including a survey in the results calculation. A questionnaire must have the final disposition code of *Complete and Valid Survey* to be included in the calculation of plan-level scores.
- Rules for handling appropriately answered questions (i.e., questions that comply with survey skip-pattern instructions).
- Rules for handling inappropriately answered questions (e.g., unanswered questions, multiple-mark questions, questions that should have been skipped, and questions within a skip pattern of an inappropriately answered or skipped gate item).
- Denominator reporting thresholds. Health plans must achieve a denominator of at least 100 responses to obtain a reportable result. If the denominator for a particular survey result calculation is less than 100, NCQA assigns a measure result of "NA."
- Rules for calculating denominators for questions and composites. The denominator for a question is equal to the total number of responses to that question. The denominator for a composite is the average number of responses across all questions in the composite.
- Rules for handling changes in the definition of the submission entity (for example, if a health plan changes how it reports CAHPS results from one year to the next).

COMPOSITE GLOBAL PROPORTIONS

Global proportions are the average proportions of respondents who gave the plan a favorable rating on each question in a composite. The steps involved in calculating the composite global proportion are:

Step 1

For each question in a composite, determine the proportion of respondents selecting the reported response option(s).

Step 2

Calculate the average proportion across all the questions in the composite, as illustrated in Table 12 below. These are the composite global proportions. All questions in a composite are weighted equally, regardless of how many members responded.

Table 12. Example of Calculating a Composite Global Proportion

Response option	Question 4	Question 6	Global Proportion
Never or *Sometimes*	1 / 5 = 0.20	1 / 4 = 0.25	(0.20 + 0.25) / 2 = 0.2250
Usually	2 / 5 = 0.40	1 / 4 = 0.25	(0.40 + 0.25) / 2 = 0.3250
Always	2 / 5 = 0.40	2 / 4 = 0.50	(0.40 + 0.50) / 2 = 0.4500
Usually or *Always*	4 / 5 = 0.80	3 / 4 = 0.75	(0.80 + 0.75) / 2 = 0.7750

Therefore, 80% and 75% of members respectively provided favorable responses to the *Getting Care Quickly* questions 4 and 6. Averaging these two proportions yields the global proportion score of 77.5% for the *Getting Care Quickly* composite.

NCQA HEALTH PLAN RATINGS METHODOLOGY

NCQA's Health Plan Report Cards rate health plans based on their combined HEDIS® and CAHPS® scores and NCQA Accreditation status. NCQA evaluates health plans on the quality of care patients receive, how happy patients are with their care, and health plans' efforts to keep improving. Accredited plans earn an overall star rating (on a five-star scale) as well as measure-level, HPR composite-level, and HPR sub-composite-level star ratings. Note that HPR uses the terms "composite" and "sub-composite" to refer to groupings of individual measures. HPR composites (e.g., *Patient Experience*) are different from CAHPS composites (e.g., *Getting Care Quickly*).

The list of measures included in NCQA's 2026 Health Plan Ratings is provided in the *Estimated NCQA Health Plan Ratings (Star Ratings)* section (see Table 7 on page 20). Below are the steps to assign star ratings to applicable measures.

ASSIGNMENT OF STAR RATINGS

Step 1

Compare reported rates to the current-year National Percentiles for All Lines of Business. For any reports CSS issues **prior** to NCQA releasing the current-year benchmarks (usually in September), HPR scores are estimated based on the prior-year benchmarks. The reports CSS issues **after** NCQA releases the current-year benchmarks use these updated benchmarks. The reported rate is translated into a measure rating score – the 1-5 score derived by comparing the plan's reported rate to the current-year national 10th, 33rd, 67th, and 90th percentiles for All Lines of Business, unless the measure has a trending concern.

Step 2

Assign individual measure star ratings. The individual measure rating score (ultimately reported as a star rating) is calculated as follows:

- 5 stars: a plan that is in the top one-tenth (decile) of all plans
- 4 stars: a plan that is in the top one-third of plans, but not in the top decile
- 3 stars: a plan in the middle one-third of all plans
- 2 stars: a plan that is in the bottom one-third of plans, but not in the bottom decile

- 1 star: a plan that is in the bottom decile of plans

Step 3

Assign domain (HPR "composite") and sub-domain (HPR "sub-composite") star ratings. Measure rating scores for the *Patient Experience* domain and its three sub-domains (*Getting Care*, *Satisfaction With Plan Physicians*, and *Satisfaction With Plan Services*) are calculated using the formula:

Domain or Sub-Domain Measure Rating Score = ∑ (Measure Rating * Measure Weight) / ∑ Weights

All CAHPS measures have a weight of 1.5.

For example, if a plan earns 3 stars on *Getting Needed Care* and 4 stars on *Getting Care Quickly*, the plan's *Getting Care* sub-domain score is calculated as (3 * 1.5 + 4 * 1.5) / (1.5 + 1.5) = 3.5 stars.

SMALL DENOMINATORS

To be included in HPR scoring, individual *Patient Experience* (CAHPS) measures must achieve a reportable denominator of at least 100 valid responses. An HPR composite or sub-composite star rating is calculated only if at least half of all individual measures comprising the composite or sub-composite have reportable denominators. (Note: CSS ignores individual measure denominators in calculating HPR stars.)

GLOSSARY OF TERMS

Attributes	Areas of health plan performance and member experience assessed with the CAHPS survey.
Benchmark	A reference score (e.g., the NCQA National Average rate, the CSS multi-plan average, or the plan's own prior-year rate) against which performance on the measure is assessed.
Best Practice	The result of the top-performing plan on a given measure among all plans included in a reference distribution (e.g., the plans included in the calculation of the CSS multi-plan average).
CAHPS Surveys	Consumer Assessment of Healthcare Providers and Systems (CAHPS) is a series of surveys designed to collect consumer feedback on their health care experiences. The CAHPS 5.1H Health Plan Survey asks members to report on their experiences with access to appointments and care through their health plan, communication with doctors available through the plan, and customer service. The Commercial plan version asks about member experiences in the previous twelve months, whereas the Medicaid version refers to the previous six months. The Medicaid version is available for adults and children; the Commercial version is for adults only. The Adult survey is intended for respondents who are 18 and older; the Child survey asks parents or guardians about the experiences of children 17 and younger. Health plans report survey results as part of HEDIS data collection. NCQA uses survey results to create national benchmarks for care and to report health plan performance to consumers. Health plans might also collect CAHPS survey data for internal quality improvement purposes.
Composite Measures	Composite measures combine results from related survey questions into a single score to summarize health plan performance in a specific area of care or service. The set of applicable composites varies slightly by survey version.
Confidence Interval	A confidence interval (CI) is a range of values that is likely to contain the value of an unknown population parameter (e.g., mean or proportion). Since it is usually impossible to measure entire populations, these parameters are estimated using samples. Parameter estimates are subject to random sampling error. A confidence interval places a margin of error around the sample estimate to help us understand how wrong the estimate might be. A narrower CI indicates a more precise estimate, while a wider CI indicates a less precise estimate. For example, suppose the proportion of sample members rating their plan as *9* or *10* is 52%. A 95% confidence interval for the proportion was computed to be [49%, 55%], or 52 (±3%). This means that we are 95% confident that the proportion of the plan population that would rate it as *9* or *10* is between 49% and 55%.

Confidence Level	A confidence level is associated with tests of statistical significance of observed differences in survey scores. It is expressed as a percentage and represents how often the observed difference (e.g., between the plan's current-year rate and the relevant benchmark rate) is real and not simply due to chance. A 95% confidence level associated with a statistical test means that if repeated samples were surveyed, in 95 out of 100 samples the observed measure score would be truly different from the comparison score.
Correlation	A degree of association between two variables, or attributes, typically measured by the *Pearson correlation coefficient*. The coefficient value of 1 indicates a strong positive relationship; -1 indicates a strong negative relationship; zero indicates no relationship at all.
Denominator (*n*, or Usable Responses)	Number of valid (appropriately answered) responses available to calculate a measure result. Examples of inappropriately answered questions include ambiguously marked answers, multiple marks when a single answer choice is expected, and responses that violate survey skip patterns. The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in the composite. If the denominator is less than the NCQA-required minimum of 100 responses, NCQA assigns a measure result of "NA."
Disposition	The final status given to a member record in the survey sample at the end of the study (e.g., completed survey, refusal, non-response, etc.).
Eligible Population	Members who are eligible to participate in the survey based on the following NCQA criteria: • Current enrollment (as of the date the sample frame is generated). Some members may no longer be enrolled by the time they complete the survey. They become ineligible and will be excluded from survey results based on their responses to the first two questions on the survey, which confirm membership. • Continuous enrollment (twelve months for Commercial and six months for Medicaid, with no more than one enrollment break of 45 days or less). • Member age (18 years old or older for the Adult survey and 17 years old or younger for the Child survey as of December 31 of the measurement year).

	• Primary coverage (through Medicaid or a commercial product line for Medicaid and Commercial surveys, respectively).
Global Proportions	Applies to composite measures. The proportion of respondents selecting the favorable response(s) (e.g., *Usually* or *Always*) averaged across the questions that make up the composite.
Health Plan Ratings (HPR)	NCQA rates health plans in three categories: private/commercial plans in which people enroll through work or on their own; plans that serve Medicare beneficiaries in the Medicare Advantage program (not supplemental plans); and plans that serve Medicaid beneficiaries. NCQA ratings are based on three types of quality measures: measures of clinical quality from NCQA's Healthcare Effectiveness Data and Information Set (HEDIS); measures of patient experience using the Consumer Assessment of Healthcare Providers and Systems (CAHPS); and results from NCQA's review of a health plan's health quality processes (NCQA Accreditation). NCQA rates health plans that choose to report measures publicly. The overall rating is the weighted average of a plan's HEDIS and CAHPS measure ratings, plus Accreditation bonus points (if the plan is Accredited by NCQA), rounded to the nearest half point and displayed as stars. The overall rating is based on performance on dozens of measures of care and is calculated on a 0-5 (5 is highest) scale in half points. Performance includes three subcategories (also scored 0-5 in half points): • Patient Experience: Patient-reported experience of care, including experience with doctors, services, and customer service (measures in the *Patient Experience* category). • Rates for Clinical Measures: The proportion of eligible members who received preventive services (prevention measures) and the proportion of eligible members who received recommended care for certain conditions (treatment measures). • NCQA Health Plan Accreditation: For a plan with an Accredited or Provisional status, 0.5 bonus points are added to the overall rating before being rounded to the nearest half point and displayed as stars. A plan with an Interim status receives 0.15 bonus points added to the overall rating before being rounded to the nearest half point and displayed as stars.
HEDIS	The Healthcare Effectiveness Data and Information Set (HEDIS) is a set of performance measures in the managed care industry, developed and maintained by NCQA. HEDIS was designed to allow consumers to compare health plan performance to other plans and to national or regional benchmarks as well as to track year-to-year performance. HEDIS is one component

	of NCQA's Accreditation process, although some plans submit HEDIS data without seeking NCQA Accreditation. CAHPS measures are a subset of HEDIS.
Key Drivers	Key Drivers are plan attributes that have been shown to be closely related to members' overall assessment of the plan. Performance on these attributes predicts how the plan is rated overall and, when viewed from the industry perspective, helps to distinguish highly rated plans from poorly performing plans.
NCQA	The National Committee for Quality Assurance (NCQA) is an independent non-profit organization that works to improve health care quality through the administration of evidence-based standards, measures, programs, and accreditation. NCQA manages voluntary accreditation programs for individual physicians, medical groups, and health plans. Health plans seek NCQA Accreditation and measure performance through the administration and submission of the Healthcare Effectiveness Data and Information Set (HEDIS) and Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey.
Oversampling	Sampling more than the minimum NCQA-specified sample size for a given survey type. A health plan must oversample if it cannot eliminate disenrolled members from membership files; correct addresses and, when appropriate, telephone numbers; provide updated, accurate sample frames to the survey vendor by the required date; or if it anticipates a high rate of disenrollment after providing the sample frame to the survey vendor. In such cases, oversampling will help ensure that enough survey-eligible members remain in the sample. Another reason to oversample is to obtain a greater number of completed surveys. For example, the health plan may oversample if it has a prior history of low survey response rates or if it anticipates that a considerable number of the telephone numbers in the membership files are inaccurate. Collecting more completed surveys will help the plan to achieve reportable results and/or detect statistically significant differences or changes in scores. The oversampling rate must be a whole number representing the percent of the base sample to be oversampled (e.g., 7).
Question Summary Rate	Question Summary Rates express the proportion of respondents selecting the response option(s) of interest (typically representing the most favorable outcome(s) from a given question on the survey). Many survey items use a *Never*, *Sometimes*, *Usually*, or *Always* response scale, with *Always* being the most favorable outcome. Results are typically reported as the proportion of members selecting *Usually* or *Always*.
Regression Analysis	Regression analysis is a statistical technique used to identify which variables (e.g., member experience touch points) have a measurable impact on an outcome measure of interest (e.g., overall rating of the health plan).

Response Rate	Survey response rate is calculated by NCQA using the following formula: $\text{Response Rate} = \frac{\text{Complete and Eligible Surveys}}{\text{[Complete and Eligible + Incomplete (but Eligible) + Refusal + Nonresponse after maximum attempts + Added to Do Not Call (DNC) List]}}$
Rolling Average Rate Calculation Method	The rolling averages method was introduced by NCQA to accommodate measures with small denominators. To report the results of these measures, there must be at least 100 responses collected over two years of survey administration. The numerators and the denominators of these measures are combined over a two-year period to calculate the final reported rate.
Sample Size	The NCQA-required sample size is 1,100 for Adult Commercial plans, 1,350 for Adult Medicaid plans, and 1,650 for Child Medicaid plans.
Statistically Significant Difference	When survey results are calculated based on sample data and compared to a benchmark score (e.g., the NCQA National Average rate, the CSS multi-plan average, or the plan's own prior-year rate), the question is whether the observed difference is real or due to chance. A difference is said to be statistically significant at a given confidence level (e.g., 95%) if it has a 95% chance of being true.
Trending	Comparison of survey results over time.
Usable Responses (*n*)	See *Denominator*.
Valid Response	Any acceptable response to a survey question (i.e., falling within a predefined set) that follows the NCQA skip pattern rules and data cleaning guidelines.

APPENDIX B. SURVEY RESULTS AT A GLANCE

2026 (MY 2025) CAHPS® 5.1H Survey Results at a Glance

MedStar Family Choice (Adult Medicaid Survey)

Comparisons to NCQA Quality Compass National Scores and Estimated Health Plan Ratings are based on MY 2024 results.

Abbreviated Measure Name and Reported Rate	This Plan							Benchmark Comparisons				This Plan's Estimated 2026 NCQA Health Plan Rating (HPR)
	2026			2025		2024		2026 HealthChoice Aggregate		2025 (MY 2024) NCQA Quality Compass National Average (All LOBs)		
	Rate	95% CI	(n)	Rate	Change	Rate	Change	Rate	Difference	Rate	Difference	
PATIENT EXPERIENCE												★★★★★
Getting Care												★★½☆☆
Getting Needed Care (% A+U)	**81.49%**	(±5.63)	**(183)**	82.18%	[-0.69]	85.82%	[-4.33]	79.73%	[+1.76]	82.05%	[-0.56]	★★★☆☆
Ease of Getting Needed Care	**84.04%**	(±4.92)	**(213)**	83.72%	[+0.32]	88.16%	[-4.12]	84.74%	[-0.70]	85.15%	[-1.11]	Not reported in HPR
Ease of Seeing a Specialist	**78.95%**	(±6.48)	**(152)**	80.65%	[-1.70]	83.49%	[-4.54]	74.72%	[+4.23]	78.92%	[+0.03]	
Getting Care Quickly (% A+U)	**78.49%**	(±6.48)	**(155)**	73.88%	[+4.61]	83.09%	[-4.59]	77.35%	[+1.14]	81.57%	[-3.08]	★★☆☆☆
Ease of Getting Urgent Care	**80.67%**	(±7.09)	**(119)**	71.43%	[+9.24]	84.42%	[-3.74]	79.81%	[+0.86]	83.67%	[-3.00]	Not reported in HPR
Ease of Getting Routine Care	**76.32%**	(±6.05)	**(190)**	76.33%	[-0.02]	81.76%	[-5.44]	74.89%	[+1.42]	79.20%	[-2.88]	
Satisfaction With Plan and Plan Services												★★★☆☆
Rating of Health Plan (% 9+10)	**63.91%**	(±5.42)	**(302)**	62.35%	[+1.55]	59.44%	[+4.47]	57.24%	[+6.67] ✓	61.66%	[+2.25]	★★★☆☆
Rating of Health Care (% 9+10)	**56.54%**	(±6.64)	**(214)**	53.45%	[+3.09]	55.84%	[+0.70]	54.28%	[+2.26]	57.72%	[-1.18]	★★★☆☆
ADDITIONAL MEASURES AND RATES												
Coordination of Care (% A+U)	**84.38%**	(±6.29)	**(128)**	86.46%	[-2.08]	86.49%	[-2.11]	81.74%	[+2.63]	85.94%	[-1.57]	Not reported in HPR
Doctor Communication (% A+U)	**91.19%**	(±3.94)	**(199)**	93.48%	[-2.28]	94.82%	[-3.63]	91.33%	[-0.14]	93.37%	[-2.18]	
Doctor Explained Things	**90.95%**	(±3.99)	**(199)**	91.52%	[-0.56]	94.48%	[-3.53]	90.15%	[+0.80]	93.21%	[-2.26]	
Doctor Listened Carefully	**91.46%**	(±3.88)	**(199)**	93.90%	[-2.45]	95.14%	[-3.68]	92.12%	[-0.66]	93.65%	[-2.19]	
Doctor Showed Respect	**92.96%**	(±3.55)	**(199)**	96.36%	[-3.40]	93.79%	[-0.83]	94.40%	[-1.43]	95.14%	[-2.18]	
Doctor Spent Enough Time	**89.39%**	(±4.29)	**(198)**	92.12%	[-2.73]	95.86%	[-6.47] ✓	88.64%	[+0.75]	91.41%	[-2.02]	
Customer Service (% A+U)	**91.29%**	(±4.81)	**(132)**	93.20%	[-1.91]	91.76%	[-0.47]	88.91%	[+2.37]	89.27%	[+2.02]	
Customer Service Provided Info/Help	**85.61%**	(±5.99)	**(132)**	92.71%	[-7.10]	86.81%	[-1.21]	82.22%	[+3.38]	83.83%	[+1.78]	
Customer Service Courteous/Respectful	**96.97%**	(±2.92)	**(132)**	93.68%	[+3.29]	96.70%	[+0.27]	95.61%	[+1.36]	94.72%	[+2.25]	
Rating of Health Care (% 8+9+10)	**76.17%**	(±5.71)	**(214)**	77.59%	[-1.42]	75.97%	[+0.19]	76.38%	[-0.21]	76.48%	[-0.31]	
Rating of Doctor (% 8+9+10)	**81.25%**	(±4.94)	**(240)**	84.73%	[-3.48]	82.26%	[-1.01]	84.06%	[-2.81]	84.56%	[-3.31]	
Rating of Doctor (% 9+10)	**64.58%**	(±6.05)	**(240)**	64.04%	[+0.54]	69.89%	[-5.31]	67.58%	[-3.00]	70.70%	[-6.12] ✓	
Rating of Specialist (% 8+9+10)	**82.07%**	(±6.24)	**(145)**	81.51%	[+0.56]	84.26%	[-2.19]	81.02%	[+1.05]	83.06%	[-0.99]	
Rating of Specialist (% 9+10)	**65.52%**	(±7.74)	**(145)**	62.18%	[+3.33]	67.59%	[-2.08]	65.85%	[-0.33]	68.19%	[-2.67]	
Rating of Health Plan (% 8+9+10)	**79.14%**	(±4.58)	**(302)**	79.61%	[-0.47]	73.90%	[+5.24]	74.48%	[+4.66]	77.61%	[+1.53]	
MEDICAL ASSISTANCE WITH SMOKING CESSATION												
Advising Smokers to Quit (% A+U+S)	**79.49%**	(±7.32)	**(117)**	78.72%	[+0.76]	75.96%	[+3.53]	71.15%	[+8.34]	73.42%	[+6.07]	Not reported in HPR
Discussing Cessation Meds (% A+U+S)	**65.25%**	(±8.59)	**(118)**	62.50%	[+2.75]	47.06%	[+18.20] ✓	50.53%	[+14.72] ✓	53.23%	[+12.02] ✓	
Discussing Cessation Strategies (% A+U+S)	**61.02%**	(±8.80)	**(118)**	56.25%	[+4.77]	46.53%	[+14.48] ✓	48.40%	[+12.61] ✓	47.23%	[+13.79] ✓	

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The 95% confidence interval (CI) and the number of valid responses (*n* , or measure denominator) are provided for the current-year measure rate only. Statistically significant differences between the current-year rate and the comparison rate are marked with a checkmark (✓) symbol.

Unofficial Health Plan Ratings (HPR) were estimated by CSS based on the prior-year (2025, or MY 2024) NCQA Quality Compass national benchmarks. The official 2026 Health Plan Ratings, based on the current-year (2026, or MY 2025) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2026. NCQA removed Rating of Personal Doctor from HPR 2026 (MY 2025).

APPENDIX C. CROSS-TABULATIONS

MedStar Family Choice

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Patient Experience Measures

	Reportable Rates					Estimated Health Plan Rating (HPR)	
	2025 NCQA Quality Compass National Average, All LOBs	2026 HealthChoice Aggregate	Plan Rate			Percentile	Stars
			2026	2025	2024		
Consumer Satisfaction							3.0
Getting Care							2.5
Getting Needed Care (% A+U)	82.05%	79.73%	**81.49%**	82.18%	85.82%	33rd	3.0
Getting Care Quickly (% A+U)	81.57%	77.35%	**78.49%**	73.88%	83.09%	10th	2.0
Satisfaction with Plan and Plan Services							3.0
Rating of All Health Care (% 9+10)	57.72%	54.28%	**56.54%**	53.45%	55.84%	33rd	3.0
Rating of Health Plan (% 9+10)	61.66%	57.24%	**63.91%**	62.35%	59.44%	33rd	3.0
Non-HPR Measures							
Rating of Specialist Seen Most Often (% 9+10)	68.19%	65.85%	**65.52%**	62.18%	67.59%		
Rating of Personal Doctor (% 9+10)	70.70%	67.58%	**64.58%**	64.04%	69.89%		
Coordination of Care (% A+U)	85.94%	81.74%	**84.38%**	86.46%	86.49%		
How Well Doctors Communicate (% A+U)	93.37%	91.33%	**91.19%**	93.48%	94.82%		
Customer Service (% A+U)	89.27%	88.91%	**91.29%**	93.20%	91.76%		

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Note: The official Health Plan Ratings (HPR) scores will be released by NCQA in September 2026 using current year (2026 or MY 2025) benchmarks. The results presented in this report use the 2025 benchmarks (MY 2024) released by NCQA to estimate the MY 2025 HPR; therefore the HPR scores presented in this report should be treated as estimates. Results are presented for NCQA's top-box rates (% 9+10 or % Usually+Always). At least 100 valid responses must be collected for a measure to be reportable by NCQA. A lighter display is used to indicate that a result is not reportable by NCQA due to insufficient denominator (fewer than 100 responses). In such cases, CSS calculates measure results only for internal plan reporting.

MedStar Family Choice

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Effectiveness of Care Measures

		2026 Reported Rate	2026 Rate (Single Year)	2025 Rate (Single Year)
Medical Assistance with Smoking and Tobacco Use Cessation (MSC)				
Base: All eligible respondents who smoke or use tobacco				
Advising Smokers and Tobacco Users to Quit	Advised to quit	93	56	37
	Usable responses	117	70	47
	MSC Rate	79.5%	80.0%	78.7%
Discussing Cessation Medications	Discussed medications	77	47	30
	Usable responses	118	70	48
	MSC Rate	65.3%	67.1%	62.5%
Discussing Cessation Strategies	Discussed strategies	72	45	27
	Usable responses	118	70	48
	MSC Rate	61.0%	64.3%	56.3%

5153000

Note: Results are presented regardless of whether the plan is reporting the measure(s) to NCQA or meets the minimum reporting threshold of 100 valid responses. A lighter display is used to indicate that the measure does not meet the NCQA minimum denominator threshold. The 2026 Reported Rate for the MSC measures were calculated using NCQA's rolling average methodology. For more detail on the calculation of these rates, please refer to HEDIS® Measurement Year 2025, Volume 3: Specifications for Survey Measures, Section 2: Effectiveness of Care. CSS provides unofficial Effectiveness of Care results only for internal plan reporting.

MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 3

In the last 6 months, did you have an illness, injury, or condition that needed care right away?

Base: All respondents

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,644	**309**	263	257	77	128	102	136	171	180	78	44	35	268	97	129	74	87	167	48	109	116	82
Number missing or multiple answer	24	**3**	3	1	0	1	2	1	2	2	0	0	1	2	1	1	1	0	2	0	2	0	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,620	**306**	260	256	77	127	100	135	169	178	78	44	34	266	96	128	73	87	165	48	107	116	81
	99.1%	**99.0%**	98.9%	99.6%	100.0%	99.2%	98.0%	99.3%	98.8%	98.9%	100.0%	100.0%	97.1%	99.3%	99.0%	99.2%	98.6%	100.0%	98.8%	100.0%	98.2%	100.0%	98.8%
Yes	877	**122**	100	82	26	55	40	47	74	62	36	20	14	107	42	47	31	14	72	34	35	45	42
	33.5%	**39.9%**	38.5%	32.0%	33.8%	43.3%	40.0%	34.8%	43.8%	34.8%	46.2%	45.5%	41.2%	40.2%	43.8%	36.7%	42.5%	16.1%	43.6%	70.8%	32.7%	38.8%	51.9%
No	1,743	**184**	160	174	51	72	60	88	95	116	42	24	20	159	54	81	42	73	93	14	72	71	39
	66.5%	**60.1%**	61.5%	68.0%	66.2%	56.7%	60.0%	65.2%	56.2%	65.2%	53.8%	54.5%	58.8%	59.8%	56.3%	63.3%	57.5%	83.9%	56.4%	29.2%	67.3%	61.2%	48.1%
Significantly different from column:*		**A**																ST	RT	RS	W		U

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 4

In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

Base: All respondents who needed care right away (Q3)

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	877	**122**	100	82	26	55	40	47	74	62	36	20	14	107	42	47	31	14	72	34	35	45	42
Number missing or multiple answer	30	**3**	2	5	0	0	3	1	2	1	1	0	1	2	2	0	1	0	2	1	0	2	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	847	**119**	98	77	26	55	37	46	72	61	35	20	13	105	40	47	30	14	70	33	35	43	41
	96.6%	**97.5%**	98.0%	93.9%	100.0%	100.0%	92.5%	97.9%	97.3%	98.4%	97.2%	100.0%	92.9%	98.1%	95.2%	100.0%	96.8%	100.0%	97.2%	97.1%	100.0%	95.6%	97.6%
Never	22	**1**	2	2	0	1	0	0	1	0	0	1	0	1	1	0	0	0	0	1	1	0	0
	2.6%	**0.8%**	2.0%	2.6%	0.0%	1.8%	0.0%	0.0%	1.4%	0.0%	0.0%	5.0%	0.0%	1.0%	2.5%	0.0%	0.0%	0.0%	0.0%	3.0%	2.9%	0.0%	0.0%
Sometimes	149	**22**	26	10	8	7	7	7	15	11	8	3	1	21	7	7	8	3	17	2	8	6	8
	17.6%	**18.5%**	26.5%	13.0%	30.8%	12.7%	18.9%	15.2%	20.8%	18.0%	22.9%	15.0%	7.7%	20.0%	17.5%	14.9%	26.7%	21.4%	24.3%	6.1%	22.9%	14.0%	19.5%
Usually	180	**27**	20	21	6	9	11	11	15	11	11	4	5	21	9	8	9	2	13	11	7	8	12
	21.3%	**22.7%**	20.4%	27.3%	23.1%	16.4%	29.7%	23.9%	20.8%	18.0%	31.4%	20.0%	38.5%	20.0%	22.5%	17.0%	30.0%	14.3%	18.6%	33.3%	20.0%	18.6%	29.3%
Always	496	**69**	50	44	12	38	19	28	41	39	16	12	7	62	23	32	13	9	40	19	19	29	21
	58.6%	**58.0%**	51.0%	57.1%	46.2%	69.1%	51.4%	60.9%	56.9%	63.9%	45.7%	60.0%	53.8%	59.0%	57.5%	68.1%	43.3%	64.3%	57.1%	57.6%	54.3%	67.4%	51.2%
Significantly different from column:*					F	E										Q	P						
Usually or Always	676	**96**	70	65	18	47	30	39	56	50	27	16	12	83	32	40	22	11	53	30	26	37	33
	79.8%	**80.7%**	71.4%	84.4%	69.2%	85.5%	81.1%	84.8%	77.8%	82.0%	77.1%	80.0%	92.3%	79.0%	80.0%	85.1%	73.3%	78.6%	75.7%	90.9%	74.3%	86.0%	80.5%
Significantly different from column:*																							

NA - Not applicable

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MedStar Family Choice

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 5

In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care?

Base: All respondents

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,644	**309**	263	257	77	128	102	136	171	180	78	44	35	268	97	129	74	87	167	48	109	116	82
Number missing or multiple answer	39	**4**	5	4	1	0	3	0	4	3	0	1	2	2	1	2	1	0	3	1	1	1	2
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,605	**305**	258	253	76	128	99	136	167	177	78	43	33	266	96	127	73	87	164	47	108	115	80
	98.5%	**98.7%**	98.1%	98.4%	98.7%	100.0%	97.1%	100.0%	97.7%	98.3%	100.0%	97.7%	94.3%	99.3%	99.0%	98.4%	98.6%	100.0%	98.2%	97.9%	99.1%	99.1%	97.6%
Yes	1,630	**192**	175	155	42	86	63	78	113	102	57	28	21	169	68	74	45	26	122	41	67	73	51
	62.6%	**63.0%**	67.8%	61.3%	55.3%	67.2%	63.6%	57.4%	67.7%	57.6%	73.1%	65.1%	63.6%	63.5%	70.8%	58.3%	61.6%	29.9%	74.4%	87.2%	62.0%	63.5%	63.8%
No	975	**113**	83	98	34	42	36	58	54	75	21	15	12	97	28	53	28	61	42	6	41	42	29
	37.4%	**37.0%**	32.2%	38.7%	44.7%	32.8%	36.4%	42.6%	32.3%	42.4%	26.9%	34.9%	36.4%	36.5%	29.2%	41.7%	38.4%	70.1%	25.6%	12.8%	38.0%	36.5%	36.3%
Significantly different from column:*										K	J							ST	R	R			

NA - Not applicable

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MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 6

In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?

Base: All respondents who made an appointment for a check-up or routine care (Q5)

					Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
	2026 HealthChoice Aggregate	**2026**	2025	2024	18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,630	**192**	175	155	42	86	63	78	113	102	57	28	21	169	68	74	45	26	122	41	67	73	51
Number missing or multiple answer	25	**2**	6	7	0	0	2	0	2	0	2	0	0	2	1	1	0	0	2	0	2	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,605	**190**	169	148	42	86	61	78	111	102	55	28	21	167	67	73	45	26	120	41	65	73	51
	98.5%	**99.0%**	96.6%	95.5%	100.0%	100.0%	96.8%	100.0%	98.2%	100.0%	96.5%	100.0%	100.0%	98.8%	98.5%	98.6%	100.0%	100.0%	98.4%	100.0%	97.0%	100.0%	100.0%
Never	45	**7**	6	3	3	3	1	3	4	3	2	2	1	6	3	3	1	3	2	2	4	1	2
	2.8%	**3.7%**	3.6%	2.0%	7.1%	3.5%	1.6%	3.8%	3.6%	2.9%	3.6%	7.1%	4.8%	3.6%	4.5%	4.1%	2.2%	11.5%	1.7%	4.9%	6.2%	1.4%	3.9%
Sometimes	358	**38**	34	24	11	19	7	16	21	15	12	9	5	31	12	13	11	6	27	5	18	15	5
	22.3%	**20.0%**	20.1%	16.2%	26.2%	22.1%	11.5%	20.5%	18.9%	14.7%	21.8%	32.1%	23.8%	18.6%	17.9%	17.8%	24.4%	23.1%	22.5%	12.2%	27.7%	20.5%	9.8%
Usually	435	**51**	59	38	10	18	23	28	23	28	17	4	6	45	18	19	13	10	28	13	15	23	13
	27.1%	**26.8%**	34.9%	25.7%	23.8%	20.9%	37.7%	35.9%	20.7%	27.5%	30.9%	14.3%	28.6%	26.9%	26.9%	26.0%	28.9%	38.5%	23.3%	31.7%	23.1%	31.5%	25.5%
Always	767	**94**	70	83	18	46	30	31	63	56	24	13	9	85	34	38	20	7	63	21	28	34	31
	47.8%	**49.5%**	41.4%	56.1%	42.9%	53.5%	49.2%	39.7%	56.8%	54.9%	43.6%	46.4%	42.9%	50.9%	50.7%	52.1%	44.4%	26.9%	52.5%	51.2%	43.1%	46.6%	60.8%
Significantly different from column:*								I	H									ST	R	R			
Usually or Always	1,202	**145**	129	121	28	64	53	59	86	84	41	17	15	130	52	57	33	17	91	34	43	57	44
	74.9%	**76.3%**	76.3%	81.8%	66.7%	74.4%	86.9%	75.6%	77.5%	82.4%	74.5%	60.7%	71.4%	77.8%	77.6%	78.1%	73.3%	65.4%	75.8%	82.9%	66.2%	78.1%	86.3%
Significantly different from column:*					G		E			L		J									W		U

NA - Not applicable

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MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 7

In the last 6 months, not counting the times you went to an emergency room, how many times did you get health care for yourself in person, by phone, or by video?

Base: All respondents

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,644	**309**	263	257	77	128	102	136	171	180	78	44	35	268	97	129	74	87	167	48	109	116	82
Number missing or multiple answer	56	**7**	7	7	3	2	2	2	5	4	3	0	0	7	4	2	1	0	0	0	2	2	2
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,588	**302**	256	250	74	126	100	134	166	176	75	44	35	261	93	127	73	87	167	48	107	114	80
	97.9%	**97.7%**	97.3%	97.3%	96.1%	98.4%	98.0%	98.5%	97.1%	97.8%	96.2%	100.0%	100.0%	97.4%	95.9%	98.4%	98.6%	100.0%	100.0%	100.0%	98.2%	98.3%	97.6%
None	866	**87**	81	95	27	30	29	45	41	58	15	12	15	69	20	39	23	87	0	0	34	36	17
	33.5%	**28.8%**	31.6%	38.0%	36.5%	23.8%	29.0%	33.6%	24.7%	33.0%	20.0%	27.3%	42.9%	26.4%	21.5%	30.7%	31.5%	100.0%	0.0%	0.0%	31.8%	31.6%	21.3%
1 time	454	**59**	46	39	13	29	17	32	27	33	18	7	3	55	18	19	21	0	59	0	19	28	11
	17.5%	**19.5%**	18.0%	15.6%	17.6%	23.0%	17.0%	23.9%	16.3%	18.8%	24.0%	15.9%	8.6%	21.1%	19.4%	15.0%	28.8%	0.0%	35.3%	0.0%	17.8%	24.6%	13.8%
2	401	**43**	41	41	12	19	11	18	24	26	10	6	6	35	13	18	9	0	43	0	11	18	14
	15.5%	**14.2%**	16.0%	16.4%	16.2%	15.1%	11.0%	13.4%	14.5%	14.8%	13.3%	13.6%	17.1%	13.4%	14.0%	14.2%	12.3%	0.0%	25.7%	0.0%	10.3%	15.8%	17.5%
3	281	**41**	35	29	8	14	19	20	21	22	13	5	6	35	11	21	9	0	41	0	16	10	15
	10.9%	**13.6%**	13.7%	11.6%	10.8%	11.1%	19.0%	14.9%	12.7%	12.5%	17.3%	11.4%	17.1%	13.4%	11.8%	16.5%	12.3%	0.0%	24.6%	0.0%	15.0%	8.8%	18.8%
4	150	**24**	12	17	4	11	9	6	18	14	6	4	1	23	9	13	2	0	24	0	8	9	7
	5.8%	**7.9%**	4.7%	6.8%	5.4%	8.7%	9.0%	4.5%	10.8%	8.0%	8.0%	9.1%	2.9%	8.8%	9.7%	10.2%	2.7%	0.0%	14.4%	0.0%	7.5%	7.9%	8.8%
5 to 9	293	**33**	32	15	7	15	11	7	26	16	10	7	2	31	13	13	7	0	0	33	11	11	11
	11.3%	**10.9%**	12.5%	6.0%	9.5%	11.9%	11.0%	5.2%	15.7%	9.1%	13.3%	15.9%	5.7%	11.9%	14.0%	10.2%	9.6%	0.0%	0.0%	68.8%	10.3%	9.6%	13.8%
10 or more times	143	**15**	9	14	3	8	4	6	9	7	3	3	2	13	9	4	2	0	0	15	8	2	5
	5.5%	**5.0%**	3.5%	5.6%	4.1%	6.3%	4.0%	4.5%	5.4%	4.0%	4.0%	6.8%	5.7%	5.0%	9.7%	3.1%	2.7%	0.0%	0.0%	31.3%	7.5%	1.8%	6.3%
5 or more times	436	**48**	41	29	10	23	15	13	35	23	13	10	4	44	22	17	9	0	0	48	19	13	16
	16.8%	**15.9%**	16.0%	11.6%	13.5%	18.3%	15.0%	9.7%	21.1%	13.1%	17.3%	22.7%	11.4%	16.9%	23.7%	13.4%	12.3%	0.0%	0.0%	100.0%	17.8%	11.4%	20.0%
Significantly different from column:*								I	H						P	O		T	T	RS			

NA - Not applicable

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MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 8

Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

Base: All respondents who got care in person, by phone, or by video, excluding emergency room visits (Q7)

					Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
	2026 HealthChoice Aggregate	**2026**	2025	2024	18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,722	**215**	175	155	47	96	71	89	125	118	60	32	20	192	73	88	50	0	167	48	73	78	63
Number missing or multiple answer	16	**1**	1	1	0	0	1	0	1	0	1	0	0	1	1	0	0	0	1	0	1	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,706	**214**	174	154	47	96	70	89	124	118	59	32	20	191	72	88	50	0	166	48	72	78	63
	99.1%	**99.5%**	99.4%	99.4%	100.0%	100.0%	98.6%	100.0%	99.2%	100.0%	98.3%	100.0%	100.0%	99.5%	98.6%	100.0%	100.0%	---	99.4%	100.0%	98.6%	100.0%	100.0%
0 Worst health care possible	4	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%
1	5	**1**	2	0	1	0	0	0	1	1	0	0	0	1	0	1	0	0	1	0	0	0	1
	0.3%	**0.5%**	1.1%	0.0%	2.1%	0.0%	0.0%	0.0%	0.8%	0.8%	0.0%	0.0%	0.0%	0.5%	0.0%	1.1%	0.0%	---	0.6%	0.0%	0.0%	0.0%	1.6%
2	5	**2**	3	1	0	1	1	1	1	1	1	0	1	1	1	0	0	0	2	0	1	0	1
	0.3%	**0.9%**	1.7%	0.6%	0.0%	1.0%	1.4%	1.1%	0.8%	0.8%	1.7%	0.0%	5.0%	0.5%	1.4%	0.0%	0.0%	---	1.2%	0.0%	1.4%	0.0%	1.6%
3	14	**0**	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.8%	**0.0%**	1.1%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%
4	23	**2**	2	0	1	0	1	0	2	1	1	0	0	2	2	0	0	0	1	1	0	1	1
	1.3%	**0.9%**	1.1%	0.0%	2.1%	0.0%	1.4%	0.0%	1.6%	0.8%	1.7%	0.0%	0.0%	1.0%	2.8%	0.0%	0.0%	---	0.6%	2.1%	0.0%	1.3%	1.6%
5	83	**12**	8	9	4	7	1	5	7	6	3	3	0	12	4	5	3	0	6	6	3	4	5
	4.9%	**5.6%**	4.6%	5.8%	8.5%	7.3%	1.4%	5.6%	5.6%	5.1%	5.1%	9.4%	0.0%	6.3%	5.6%	5.7%	6.0%	---	3.6%	12.5%	4.2%	5.1%	7.9%
6	73	**9**	5	5	2	5	2	3	6	6	2	1	1	7	5	3	1	0	6	3	6	2	1
	4.3%	**4.2%**	2.9%	3.2%	4.3%	5.2%	2.9%	3.4%	4.8%	5.1%	3.4%	3.1%	5.0%	3.7%	6.9%	3.4%	2.0%	---	3.6%	6.3%	8.3%	2.6%	1.6%
7	196	**25**	17	20	8	11	6	13	12	12	8	4	3	22	6	9	9	0	20	5	4	12	9
	11.5%	**11.7%**	9.8%	13.0%	17.0%	11.5%	8.6%	14.6%	9.7%	10.2%	13.6%	12.5%	15.0%	11.5%	8.3%	10.2%	18.0%	---	12.0%	10.4%	5.6%	15.4%	14.3%
8	377	**42**	42	31	8	18	15	21	20	25	8	6	2	39	15	17	9	0	32	10	13	12	17
	22.1%	**19.6%**	24.1%	20.1%	17.0%	18.8%	21.4%	23.6%	16.1%	21.2%	13.6%	18.8%	10.0%	20.4%	20.8%	19.3%	18.0%	---	19.3%	20.8%	18.1%	15.4%	27.0%
9	254	**38**	33	27	6	15	17	13	25	13	14	10	5	32	12	14	11	0	32	6	11	18	9
	14.9%	**17.8%**	19.0%	17.5%	12.8%	15.6%	24.3%	14.6%	20.2%	11.0%	23.7%	31.3%	25.0%	16.8%	16.7%	15.9%	22.0%	---	19.3%	12.5%	15.3%	23.1%	14.3%
10 Best health care possible	672	**83**	60	59	17	39	27	33	50	53	22	8	8	75	27	39	17	0	66	17	34	29	19
	39.4%	**38.8%**	34.5%	38.3%	36.2%	40.6%	38.6%	37.1%	40.3%	44.9%	37.3%	25.0%	40.0%	39.3%	37.5%	44.3%	34.0%	---	39.8%	35.4%	47.2%	37.2%	30.2%

NA - Not applicable

MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 8

Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

Base: All respondents who got care in person, by phone, or by video, excluding emergency room visits (Q7)

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,722	**215**	175	155	47	96	71	89	125	118	60	32	20	192	73	88	50	0	167	48	73	78	63
Number missing or multiple answer	16	**1**	1	1	0	0	1	0	1	0	1	0	0	1	1	0	0	0	1	0	1	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,706	**214**	174	154	47	96	70	89	124	118	59	32	20	191	72	88	50	0	166	48	72	78	63
	99.1%	**99.5%**	99.4%	99.4%	100.0%	100.0%	98.6%	100.0%	99.2%	100.0%	98.3%	100.0%	100.0%	99.5%	98.6%	100.0%	100.0%	---	99.4%	100.0%	98.6%	100.0%	100.0%
0 to 4	51	**5**	9	3	2	1	2	1	4	3	2	0	1	4	3	1	0	0	4	1	1	1	3
	3.0%	**2.3%**	5.2%	1.9%	4.3%	1.0%	2.9%	1.1%	3.2%	2.5%	3.4%	0.0%	5.0%	2.1%	4.2%	1.1%	0.0%	---	2.4%	2.1%	1.4%	1.3%	4.8%
5	83	**12**	8	9	4	7	1	5	7	6	3	3	0	12	4	5	3	0	6	6	3	4	5
	4.9%	**5.6%**	4.6%	5.8%	8.5%	7.3%	1.4%	5.6%	5.6%	5.1%	5.1%	9.4%	0.0%	6.3%	5.6%	5.7%	6.0%	---	3.6%	12.5%	4.2%	5.1%	7.9%
6 to 7	269	**34**	22	25	10	16	8	16	18	18	10	5	4	29	11	12	10	0	26	8	10	14	10
	15.8%	**15.9%**	12.6%	16.2%	21.3%	16.7%	11.4%	18.0%	14.5%	15.3%	16.9%	15.6%	20.0%	15.2%	15.3%	13.6%	20.0%	---	15.7%	16.7%	13.9%	17.9%	15.9%
8 to 10	1,303	**163**	135	117	31	72	59	67	95	91	44	24	15	146	54	70	37	0	130	33	58	59	45
	76.4%	**76.2%**	77.6%	76.0%	66.0%	75.0%	84.3%	75.3%	76.6%	77.1%	74.6%	75.0%	75.0%	76.4%	75.0%	79.5%	74.0%	---	78.3%	68.8%	80.6%	75.6%	71.4%
Significantly different from column:*					G		E																
0 to 6	207	**26**	22	17	8	13	5	9	17	15	7	4	2	23	12	9	4	0	16	10	10	7	9
	12.1%	**12.1%**	12.6%	11.0%	17.0%	13.5%	7.1%	10.1%	13.7%	12.7%	11.9%	12.5%	10.0%	12.0%	16.7%	10.2%	8.0%	---	9.6%	20.8%	13.9%	9.0%	14.3%
7 to 8	573	**67**	59	51	16	29	21	34	32	37	16	10	5	61	21	26	18	0	52	15	17	24	26
	33.6%	**31.3%**	33.9%	33.1%	34.0%	30.2%	30.0%	38.2%	25.8%	31.4%	27.1%	31.3%	25.0%	31.9%	29.2%	29.5%	36.0%	---	31.3%	31.3%	23.6%	30.8%	41.3%
9 to 10	926	**121**	93	86	23	54	44	46	75	66	36	18	13	107	39	53	28	0	98	23	45	47	28
	54.3%	**56.5%**	53.4%	55.8%	48.9%	56.3%	62.9%	51.7%	60.5%	55.9%	61.0%	56.3%	65.0%	56.0%	54.2%	60.2%	56.0%	---	59.0%	47.9%	62.5%	60.3%	44.4%
Significantly different from column:*																					W		U

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

MedStar Family Choice

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 9

In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

Base: All respondents who got care in person, by phone, or by video, excluding emergency room visits (Q7)

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,722	**215**	175	155	47	96	71	89	125	118	60	32	20	192	73	88	50	0	167	48	73	78	63
Number missing or multiple answer	12	**2**	3	3	0	0	2	0	2	0	1	1	0	2	1	0	1	0	2	0	1	0	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,710	**213**	172	152	47	96	69	89	123	118	59	31	20	190	72	88	49	0	165	48	72	78	62
	99.3%	**99.1%**	98.3%	98.1%	100.0%	100.0%	97.2%	100.0%	98.4%	100.0%	98.3%	96.9%	100.0%	99.0%	98.6%	100.0%	98.0%	---	98.8%	100.0%	98.6%	100.0%	98.4%
Never	27	**3**	2	1	1	2	0	1	2	3	0	0	0	3	1	2	0	0	3	0	0	0	3
	1.6%	**1.4%**	1.2%	0.7%	2.1%	2.1%	0.0%	1.1%	1.6%	2.5%	0.0%	0.0%	0.0%	1.6%	1.4%	2.3%	0.0%	---	1.8%	0.0%	0.0%	0.0%	4.8%
Sometimes	234	**31**	26	17	9	15	7	14	17	16	9	5	3	28	12	11	7	0	22	9	13	8	10
	13.7%	**14.6%**	15.1%	11.2%	19.1%	15.6%	10.1%	15.7%	13.8%	13.6%	15.3%	16.1%	15.0%	14.7%	16.7%	12.5%	14.3%	---	13.3%	18.8%	18.1%	10.3%	16.1%
Usually	474	**61**	56	56	18	26	17	25	36	32	18	9	6	54	19	19	21	0	45	16	19	21	21
	27.7%	**28.6%**	32.6%	36.8%	38.3%	27.1%	24.6%	28.1%	29.3%	27.1%	30.5%	29.0%	30.0%	28.4%	26.4%	21.6%	42.9%	---	27.3%	33.3%	26.4%	26.9%	33.9%
Always	975	**118**	88	78	19	53	45	49	68	67	32	17	11	105	40	56	21	0	95	23	40	49	28
	57.0%	**55.4%**	51.2%	51.3%	40.4%	55.2%	65.2%	55.1%	55.3%	56.8%	54.2%	54.8%	55.0%	55.3%	55.6%	63.6%	42.9%	---	57.6%	47.9%	55.6%	62.8%	45.2%
Significantly different from column:*					G		E									Q	P					W	V
Usually or Always	1,449	**179**	144	134	37	79	62	74	104	99	50	26	17	159	59	75	42	0	140	39	59	70	49
	84.7%	**84.0%**	83.7%	88.2%	78.7%	82.3%	89.9%	83.1%	84.6%	83.9%	84.7%	83.9%	85.0%	83.7%	81.9%	85.2%	85.7%	---	84.8%	81.3%	81.9%	89.7%	79.0%
Significantly different from column:*																							

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

MedStar Family Choice

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 10

A personal doctor is the one you would talk to if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

Base: All respondents

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,644	**309**	263	257	77	128	102	136	171	180	78	44	35	268	97	129	74	87	167	48	109	116	82
Number missing or multiple answer	28	**5**	3	4	0	1	4	1	4	4	0	1	0	5	1	2	2	2	2	0	2	1	2
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,616	**304**	260	253	77	127	98	135	167	176	78	43	35	263	96	127	72	85	165	48	107	115	80
	98.9%	**98.4%**	98.9%	98.4%	100.0%	99.2%	96.1%	99.3%	97.7%	97.8%	100.0%	97.7%	100.0%	98.1%	99.0%	98.4%	97.3%	97.7%	98.8%	100.0%	98.2%	99.1%	97.6%
Yes	2,112	**243**	207	193	56	103	83	104	138	140	64	34	27	212	77	101	59	55	140	42	84	92	65
	80.7%	**79.9%**	79.6%	76.3%	72.7%	81.1%	84.7%	77.0%	82.6%	79.5%	82.1%	79.1%	77.1%	80.6%	80.2%	79.5%	81.9%	64.7%	84.8%	87.5%	78.5%	80.0%	81.3%
No	504	**61**	53	60	21	24	15	31	29	36	14	9	8	51	19	26	13	30	25	6	23	23	15
	19.3%	**20.1%**	20.4%	23.7%	27.3%	18.9%	15.3%	23.0%	17.4%	20.5%	17.9%	20.9%	22.9%	19.4%	19.8%	20.5%	18.1%	35.3%	15.2%	12.5%	21.5%	20.0%	18.8%
Significantly different from column:*																		ST	R	R			

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 11

In the last 6 months, how many times did you have an in person, phone, or video visit with your personal doctor about your health?

Base: All respondents who have a personal doctor (Q10)

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,112	**243**	207	193	56	103	83	104	138	140	64	34	27	212	77	101	59	55	140	42	84	92	65
Number missing or multiple answer	45	**6**	3	5	2	2	2	0	6	5	1	0	1	5	3	2	1	1	2	0	1	1	3
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,067	**237**	204	188	54	101	81	104	132	135	63	34	26	207	74	99	58	54	138	42	83	91	62
	97.9%	**97.5%**	98.6%	97.4%	96.4%	98.1%	97.6%	100.0%	95.7%	96.4%	98.4%	100.0%	96.3%	97.6%	96.1%	98.0%	98.3%	98.2%	98.6%	100.0%	98.8%	98.9%	95.4%
None	476	**38**	39	43	13	12	12	16	21	17	10	9	4	32	10	13	14	19	15	3	20	12	6
	23.0%	**16.0%**	19.1%	22.9%	24.1%	11.9%	14.8%	15.4%	15.9%	12.6%	15.9%	26.5%	15.4%	15.5%	13.5%	13.1%	24.1%	35.2%	10.9%	7.1%	24.1%	13.2%	9.7%
1 time	586	**78**	62	60	16	39	23	33	45	41	26	10	8	69	28	31	16	17	56	4	30	33	15
	28.4%	**32.9%**	30.4%	31.9%	29.6%	38.6%	28.4%	31.7%	34.1%	30.4%	41.3%	29.4%	30.8%	33.3%	37.8%	31.3%	27.6%	31.5%	40.6%	9.5%	36.1%	36.3%	24.2%
2	461	**53**	45	41	9	26	18	22	31	33	13	6	9	43	13	22	17	9	33	11	13	24	16
	22.3%	**22.4%**	22.1%	21.8%	16.7%	25.7%	22.2%	21.2%	23.5%	24.4%	20.6%	17.6%	34.6%	20.8%	17.6%	22.2%	29.3%	16.7%	23.9%	26.2%	15.7%	26.4%	25.8%
3	230	**27**	23	23	9	10	8	13	14	18	6	3	2	25	10	9	8	3	16	8	9	8	10
	11.1%	**11.4%**	11.3%	12.2%	16.7%	9.9%	9.9%	12.5%	10.6%	13.3%	9.5%	8.8%	7.7%	12.1%	13.5%	9.1%	13.8%	5.6%	11.6%	19.0%	10.8%	8.8%	16.1%
4	98	**19**	14	9	3	5	11	10	9	14	3	1	2	17	4	13	2	4	9	5	5	8	5
	4.7%	**8.0%**	6.9%	4.8%	5.6%	5.0%	13.6%	9.6%	6.8%	10.4%	4.8%	2.9%	7.7%	8.2%	5.4%	13.1%	3.4%	7.4%	6.5%	11.9%	6.0%	8.8%	8.1%
5 to 9	164	**18**	18	10	2	7	9	9	9	10	4	4	0	18	5	11	1	2	9	7	4	5	9
	7.9%	**7.6%**	8.8%	5.3%	3.7%	6.9%	11.1%	8.7%	6.8%	7.4%	6.3%	11.8%	0.0%	8.7%	6.8%	11.1%	1.7%	3.7%	6.5%	16.7%	4.8%	5.5%	14.5%
10 or more times	52	**4**	3	2	2	2	0	1	3	2	1	1	1	3	4	0	0	0	0	4	2	1	1
	2.5%	**1.7%**	1.5%	1.1%	3.7%	2.0%	0.0%	1.0%	2.3%	1.5%	1.6%	2.9%	3.8%	1.4%	5.4%	0.0%	0.0%	0.0%	0.0%	9.5%	2.4%	1.1%	1.6%
5 or more times	216	**22**	21	12	4	9	9	10	12	12	5	5	1	21	9	11	1	2	9	11	6	6	10
	10.4%	**9.3%**	10.3%	6.4%	7.4%	8.9%	11.1%	9.6%	9.1%	8.9%	7.9%	14.7%	3.8%	10.1%	12.2%	11.1%	1.7%	3.7%	6.5%	26.2%	7.2%	6.6%	16.1%
Significantly different from column:*																		T		R			

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 12

In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

Base: All respondents who have a personal doctor and visited their personal doctor to get care (Q10 & Q11)

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,591	**199**	165	145	41	89	69	88	111	118	53	25	22	175	64	86	44	35	123	39	63	79	56
Number missing or multiple answer	7	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,584	**199**	165	145	41	89	69	88	111	118	53	25	22	175	64	86	44	35	123	39	63	79	56
	99.6%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	17	**1**	1	2	0	1	0	1	0	0	0	1	0	1	0	1	0	0	1	0	1	0	0
	1.1%	**0.5%**	0.6%	1.4%	0.0%	1.1%	0.0%	1.1%	0.0%	0.0%	0.0%	4.0%	0.0%	0.6%	0.0%	1.2%	0.0%	0.0%	0.8%	0.0%	1.6%	0.0%	0.0%
Sometimes	139	**17**	13	6	5	8	4	7	10	11	2	3	5	12	1	8	7	6	7	4	3	7	7
	8.8%	**8.5%**	7.9%	4.1%	12.2%	9.0%	5.8%	8.0%	9.0%	9.3%	3.8%	12.0%	22.7%	6.9%	1.6%	9.3%	15.9%	17.1%	5.7%	10.3%	4.8%	8.9%	12.5%
Usually	254	**34**	29	25	14	11	9	22	12	19	10	4	2	32	15	10	8	6	20	8	8	13	13
	16.0%	**17.1%**	17.6%	17.2%	34.1%	12.4%	13.0%	25.0%	10.8%	16.1%	18.9%	16.0%	9.1%	18.3%	23.4%	11.6%	18.2%	17.1%	16.3%	20.5%	12.7%	16.5%	23.2%
Always	1,174	**147**	122	112	22	69	56	58	89	88	41	17	15	130	48	67	29	23	95	27	51	59	36
	74.1%	**73.9%**	73.9%	77.2%	53.7%	77.5%	81.2%	65.9%	80.2%	74.6%	77.4%	68.0%	68.2%	74.3%	75.0%	77.9%	65.9%	65.7%	77.2%	69.2%	81.0%	74.7%	64.3%
Significantly different from column:*					FG	E	E	I	H												W		U
Usually or Always	1,428	**181**	151	137	36	80	65	80	101	107	51	21	17	162	63	77	37	29	115	35	59	72	49
	90.2%	**91.0%**	91.5%	94.5%	87.8%	89.9%	94.2%	90.9%	91.0%	90.7%	96.2%	84.0%	77.3%	92.6%	98.4%	89.5%	84.1%	82.9%	93.5%	89.7%	93.7%	91.1%	87.5%
Significantly different from column:*																							

NA - Not applicable

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MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 13

In the last 6 months, how often did your personal doctor listen carefully to you?

Base: All respondents who have a personal doctor and visited their personal doctor to get care (Q10 & Q11)

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,591	**199**	165	145	41	89	69	88	111	118	53	25	22	175	64	86	44	35	123	39	63	79	56
Number missing or multiple answer	5	**0**	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,586	**199**	164	144	41	89	69	88	111	118	53	25	22	175	64	86	44	35	123	39	63	79	56
	99.7%	**100.0%**	99.4%	99.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	17	**2**	2	1	0	2	0	1	1	1	0	1	0	2	1	1	0	0	2	0	1	0	1
	1.1%	**1.0%**	1.2%	0.7%	0.0%	2.2%	0.0%	1.1%	0.9%	0.8%	0.0%	4.0%	0.0%	1.1%	1.6%	1.2%	0.0%	0.0%	1.6%	0.0%	1.6%	0.0%	1.8%
Sometimes	108	**15**	8	6	3	9	3	10	5	10	2	2	4	11	3	5	5	5	5	5	2	8	5
	6.8%	**7.5%**	4.9%	4.2%	7.3%	10.1%	4.3%	11.4%	4.5%	8.5%	3.8%	8.0%	18.2%	6.3%	4.7%	5.8%	11.4%	14.3%	4.1%	12.8%	3.2%	10.1%	8.9%
Usually	234	**31**	25	21	12	10	9	14	17	19	7	4	2	29	12	12	6	3	21	7	9	14	8
	14.8%	**15.6%**	15.2%	14.6%	29.3%	11.2%	13.0%	15.9%	15.3%	16.1%	13.2%	16.0%	9.1%	16.6%	18.8%	14.0%	13.6%	8.6%	17.1%	17.9%	14.3%	17.7%	14.3%
Always	1,227	**151**	129	116	26	68	57	63	88	88	44	18	16	133	48	68	33	27	95	27	51	57	42
	77.4%	**75.9%**	78.7%	80.6%	63.4%	76.4%	82.6%	71.6%	79.3%	74.6%	83.0%	72.0%	72.7%	76.0%	75.0%	79.1%	75.0%	77.1%	77.2%	69.2%	81.0%	72.2%	75.0%
Significantly different from column:*					G		E																
Usually or Always	1,461	**182**	154	137	38	78	66	77	105	107	51	22	18	162	60	80	39	30	116	34	60	71	50
	92.1%	**91.5%**	93.9%	95.1%	92.7%	87.6%	95.7%	87.5%	94.6%	90.7%	96.2%	88.0%	81.8%	92.6%	93.8%	93.0%	88.6%	85.7%	94.3%	87.2%	95.2%	89.9%	89.3%
Significantly different from column:*																							

NA - Not applicable

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MedStar Family Choice

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 14

In the last 6 months, how often did your personal doctor show respect for what you had to say?

Base: All respondents who have a personal doctor and visited their personal doctor to get care (Q10 & Q11)

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,591	**199**	165	145	41	89	69	88	111	118	53	25	22	175	64	86	44	35	123	39	63	79	56
Number missing or multiple answer	2	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,589	**199**	165	145	41	89	69	88	111	118	53	25	22	175	64	86	44	35	123	39	63	79	56
	99.9%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	14	**1**	1	1	0	1	0	1	0	0	0	1	0	1	0	1	0	0	1	0	1	0	0
	0.9%	**0.5%**	0.6%	0.7%	0.0%	1.1%	0.0%	1.1%	0.0%	0.0%	0.0%	4.0%	0.0%	0.6%	0.0%	1.2%	0.0%	0.0%	0.8%	0.0%	1.6%	0.0%	0.0%
Sometimes	75	**13**	5	8	3	6	4	10	3	8	1	2	1	12	3	6	3	5	5	3	2	6	5
	4.7%	**6.5%**	3.0%	5.5%	7.3%	6.7%	5.8%	11.4%	2.7%	6.8%	1.9%	8.0%	4.5%	6.9%	4.7%	7.0%	6.8%	14.3%	4.1%	7.7%	3.2%	7.6%	8.9%
Usually	181	**22**	20	16	9	8	5	13	9	14	5	3	2	20	7	8	6	2	14	6	6	12	4
	11.4%	**11.1%**	12.1%	11.0%	22.0%	9.0%	7.2%	14.8%	8.1%	11.9%	9.4%	12.0%	9.1%	11.4%	10.9%	9.3%	13.6%	5.7%	11.4%	15.4%	9.5%	15.2%	7.1%
Always	1,319	**163**	139	120	29	74	60	64	99	96	47	19	19	142	54	71	35	28	103	30	54	61	47
	83.0%	**81.9%**	84.2%	82.8%	70.7%	83.1%	87.0%	72.7%	89.2%	81.4%	88.7%	76.0%	86.4%	81.1%	84.4%	82.6%	79.5%	80.0%	83.7%	76.9%	85.7%	77.2%	83.9%
Significantly different from column:*					G		E	I	H														
Usually or Always	1,500	**185**	159	136	38	82	65	77	108	110	52	22	21	162	61	79	41	30	117	36	60	73	51
	94.4%	**93.0%**	96.4%	93.8%	92.7%	92.1%	94.2%	87.5%	97.3%	93.2%	98.1%	88.0%	95.5%	92.6%	95.3%	91.9%	93.2%	85.7%	95.1%	92.3%	95.2%	92.4%	91.1%
Significantly different from column:*								I	H														

NA - Not applicable

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MedStar Family Choice

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 15

In the last 6 months, how often did your personal doctor spend enough time with you?

Base: All respondents who have a personal doctor and visited their personal doctor to get care (Q10 & Q11)

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,591	**199**	165	145	41	89	69	88	111	118	53	25	22	175	64	86	44	35	123	39	63	79	56
Number missing or multiple answer	6	**1**	0	0	0	0	1	0	1	1	0	0	0	1	0	1	0	0	0	1	0	0	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,585	**198**	165	145	41	89	68	88	110	117	53	25	22	174	64	85	44	35	123	38	63	79	55
	99.6%	**99.5%**	100.0%	100.0%	100.0%	100.0%	98.6%	100.0%	99.1%	99.2%	100.0%	100.0%	100.0%	99.4%	100.0%	98.8%	100.0%	100.0%	100.0%	97.4%	100.0%	100.0%	98.2%
Never	29	**4**	2	0	0	4	0	4	0	2	0	1	2	2	0	2	2	1	3	0	2	0	2
	1.8%	**2.0%**	1.2%	0.0%	0.0%	4.5%	0.0%	4.5%	0.0%	1.7%	0.0%	4.0%	9.1%	1.1%	0.0%	2.4%	4.5%	2.9%	2.4%	0.0%	3.2%	0.0%	3.6%
Sometimes	151	**17**	11	6	4	7	6	10	7	9	5	2	3	14	5	7	4	4	9	3	3	8	6
	9.5%	**8.6%**	6.7%	4.1%	9.8%	7.9%	8.8%	11.4%	6.4%	7.7%	9.4%	8.0%	13.6%	8.0%	7.8%	8.2%	9.1%	11.4%	7.3%	7.9%	4.8%	10.1%	10.9%
Usually	297	**40**	35	35	14	14	12	22	18	21	12	7	4	36	14	15	10	4	28	8	14	16	10
	18.7%	**20.2%**	21.2%	24.1%	34.1%	15.7%	17.6%	25.0%	16.4%	17.9%	22.6%	28.0%	18.2%	20.7%	21.9%	17.6%	22.7%	11.4%	22.8%	21.1%	22.2%	20.3%	18.2%
Always	1,108	**137**	117	104	23	64	50	52	85	85	36	15	13	122	45	61	28	26	83	27	44	55	37
	69.9%	**69.2%**	70.9%	71.7%	56.1%	71.9%	73.5%	59.1%	77.3%	72.6%	67.9%	60.0%	59.1%	70.1%	70.3%	71.8%	63.6%	74.3%	67.5%	71.1%	69.8%	69.6%	67.3%
Significantly different from column:*								I	H														
Usually or Always	1,405	**177**	152	139	37	78	62	74	103	106	48	22	17	158	59	76	38	30	111	35	58	71	47
	88.6%	**89.4%**	92.1%	95.9%	90.2%	87.6%	91.2%	84.1%	93.6%	90.6%	90.6%	88.0%	77.3%	90.8%	92.2%	89.4%	86.4%	85.7%	90.2%	92.1%	92.1%	89.9%	85.5%
Significantly different from column:*		**D**						I	H														

NA - Not applicable

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MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 16

In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

Base: All respondents who have a personal doctor and visited their personal doctor to get care (Q10 & Q11)

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,591	**199**	165	145	41	89	69	88	111	118	53	25	22	175	64	86	44	35	123	39	63	79	56
Number missing or multiple answer	20	**2**	2	2	0	0	2	2	0	1	0	0	0	2	2	0	0	0	1	1	0	0	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,571	**197**	163	143	41	89	67	86	111	117	53	25	22	173	62	86	44	35	122	38	63	79	55
	98.7%	**99.0%**	98.8%	98.6%	100.0%	100.0%	97.1%	97.7%	100.0%	99.2%	100.0%	100.0%	100.0%	98.9%	96.9%	100.0%	100.0%	100.0%	99.2%	97.4%	100.0%	100.0%	98.2%
Yes	944	**130**	98	75	25	60	45	57	73	75	34	19	13	115	47	52	30	13	83	33	43	51	36
	60.1%	**66.0%**	60.1%	52.4%	61.0%	67.4%	67.2%	66.3%	65.8%	64.1%	64.2%	76.0%	59.1%	66.5%	75.8%	60.5%	68.2%	37.1%	68.0%	86.8%	68.3%	64.6%	65.5%
No	627	**67**	65	68	16	29	22	29	38	42	19	6	9	58	15	34	14	22	39	5	20	28	19
	39.9%	**34.0%**	39.9%	47.6%	39.0%	32.6%	32.8%	33.7%	34.2%	35.9%	35.8%	24.0%	40.9%	33.5%	24.2%	39.5%	31.8%	62.9%	32.0%	13.2%	31.7%	35.4%	34.5%
Significantly different from column:*		**D**																ST	RT	RS			

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 17

In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

Base: All respondents who have a personal doctor, visited their personal doctor, and got care from another health provider besides their personal doctor (Q10, Q11, & Q16)

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	944	**130**	98	75	25	60	45	57	73	75	34	19	13	115	47	52	30	13	83	33	43	51	36
Number missing or multiple answer	13	**2**	2	1	0	1	1	0	2	2	0	0	0	1	1	1	0	1	1	0	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	931	**128**	96	74	25	59	44	57	71	73	34	19	13	114	46	51	30	12	82	33	43	49	36
	98.6%	**98.5%**	98.0%	98.7%	100.0%	98.3%	97.8%	100.0%	97.3%	97.3%	100.0%	100.0%	100.0%	99.1%	97.9%	98.1%	100.0%	92.3%	98.8%	100.0%	100.0%	96.1%	100.0%
Never	42	**3**	1	3	1	1	1	2	1	1	1	1	0	3	0	2	1	0	2	1	0	3	0
	4.5%	**2.3%**	1.0%	4.1%	4.0%	1.7%	2.3%	3.5%	1.4%	1.4%	2.9%	5.3%	0.0%	2.6%	0.0%	3.9%	3.3%	0.0%	2.4%	3.0%	0.0%	6.1%	0.0%
Sometimes	128	**17**	12	7	3	11	3	9	8	9	4	3	2	15	5	8	4	4	10	3	6	5	6
	13.7%	**13.3%**	12.5%	9.5%	12.0%	18.6%	6.8%	15.8%	11.3%	12.3%	11.8%	15.8%	15.4%	13.2%	10.9%	15.7%	13.3%	33.3%	12.2%	9.1%	14.0%	10.2%	16.7%
Usually	218	**31**	27	18	11	11	9	15	16	17	9	5	6	25	11	11	9	4	18	9	13	9	9
	23.4%	**24.2%**	28.1%	24.3%	44.0%	18.6%	20.5%	26.3%	22.5%	23.3%	26.5%	26.3%	46.2%	21.9%	23.9%	21.6%	30.0%	33.3%	22.0%	27.3%	30.2%	18.4%	25.0%
Always	543	**77**	56	46	10	36	31	31	46	46	20	10	5	71	30	30	16	4	52	20	24	32	21
	58.3%	**60.2%**	58.3%	62.2%	40.0%	61.0%	70.5%	54.4%	64.8%	63.0%	58.8%	52.6%	38.5%	62.3%	65.2%	58.8%	53.3%	33.3%	63.4%	60.6%	55.8%	65.3%	58.3%
Significantly different from column:*					G		E																
Usually or Always	761	**108**	83	64	21	47	40	46	62	63	29	15	11	96	41	41	25	8	70	29	37	41	30
	81.7%	**84.4%**	86.5%	86.5%	84.0%	79.7%	90.9%	80.7%	87.3%	86.3%	85.3%	78.9%	84.6%	84.2%	89.1%	80.4%	83.3%	66.7%	85.4%	87.9%	86.0%	83.7%	83.3%
Significantly different from column:*																							

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 18

Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

Base: All respondents who have a personal doctor (Q10)

					Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
	2026 HealthChoice Aggregate	**2026**	2025	2024	18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,112	**243**	207	193	56	103	83	104	138	140	64	34	27	212	77	101	59	55	140	42	84	92	65
Number missing or multiple answer	42	**3**	4	7	1	2	0	1	2	2	1	0	0	3	1	2	0	2	1	0	1	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,070	**240**	203	186	55	101	83	103	136	138	63	34	27	209	76	99	59	53	139	42	83	91	64
	98.0%	**98.8%**	98.1%	96.4%	98.2%	98.1%	100.0%	99.0%	98.6%	98.6%	98.4%	100.0%	100.0%	98.6%	98.7%	98.0%	100.0%	96.4%	99.3%	100.0%	98.8%	98.9%	98.5%
0 Worst personal doctor possible	19	**1**	3	0	0	0	1	0	1	1	0	0	1	0	0	0	1	1	0	0	0	1	0
	0.9%	**0.4%**	1.5%	0.0%	0.0%	0.0%	1.2%	0.0%	0.7%	0.7%	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%	1.7%	1.9%	0.0%	0.0%	0.0%	1.1%	0.0%
1	10	**3**	1	0	0	1	2	1	2	1	2	0	0	3	1	1	1	1	1	1	1	1	1
	0.5%	**1.3%**	0.5%	0.0%	0.0%	1.0%	2.4%	1.0%	1.5%	0.7%	3.2%	0.0%	0.0%	1.4%	1.3%	1.0%	1.7%	1.9%	0.7%	2.4%	1.2%	1.1%	1.6%
2	6	**0**	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	**0.0%**	0.5%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	9	**2**	0	2	1	1	0	1	1	1	1	0	0	2	0	2	0	1	1	0	1	0	1
	0.4%	**0.8%**	0.0%	1.1%	1.8%	1.0%	0.0%	1.0%	0.7%	0.7%	1.6%	0.0%	0.0%	1.0%	0.0%	2.0%	0.0%	1.9%	0.7%	0.0%	1.2%	0.0%	1.6%
4	12	**4**	3	6	1	2	1	2	2	3	0	1	0	4	2	2	0	0	4	0	1	1	2
	0.6%	**1.7%**	1.5%	3.2%	1.8%	2.0%	1.2%	1.9%	1.5%	2.2%	0.0%	2.9%	0.0%	1.9%	2.6%	2.0%	0.0%	0.0%	2.9%	0.0%	1.2%	1.1%	3.1%
5	73	**7**	5	7	3	2	2	5	2	4	2	1	0	6	2	3	2	2	4	1	4	2	1
	3.5%	**2.9%**	2.5%	3.8%	5.5%	2.0%	2.4%	4.9%	1.5%	2.9%	3.2%	2.9%	0.0%	2.9%	2.6%	3.0%	3.4%	3.8%	2.9%	2.4%	4.8%	2.2%	1.6%
6	64	**7**	10	7	0	4	2	2	4	4	1	1	1	5	1	2	3	2	4	1	0	5	2
	3.1%	**2.9%**	4.9%	3.8%	0.0%	4.0%	2.4%	1.9%	2.9%	2.9%	1.6%	2.9%	3.7%	2.4%	1.3%	2.0%	5.1%	3.8%	2.9%	2.4%	0.0%	5.5%	3.1%
7	137	**21**	8	10	3	11	7	14	7	12	4	3	2	19	7	8	5	4	11	5	4	10	7
	6.6%	**8.8%**	3.9%	5.4%	5.5%	10.9%	8.4%	13.6%	5.1%	8.7%	6.3%	8.8%	7.4%	9.1%	9.2%	8.1%	8.5%	7.5%	7.9%	11.9%	4.8%	11.0%	10.9%
8	341	**40**	42	23	13	13	14	21	19	23	9	8	2	38	8	21	10	11	23	6	13	16	11
	16.5%	**16.7%**	20.7%	12.4%	23.6%	12.9%	16.9%	20.4%	14.0%	16.7%	14.3%	23.5%	7.4%	18.2%	10.5%	21.2%	16.9%	20.8%	16.5%	14.3%	15.7%	17.6%	17.2%
9	346	**43**	40	28	9	18	16	19	24	18	15	9	6	36	21	10	11	8	23	11	16	17	10
	16.7%	**17.9%**	19.7%	15.1%	16.4%	17.8%	19.3%	18.4%	17.6%	13.0%	23.8%	26.5%	22.2%	17.2%	27.6%	10.1%	18.6%	15.1%	16.5%	26.2%	19.3%	18.7%	15.6%
10 Best personal doctor possible	1,053	**112**	90	102	25	49	38	38	74	71	29	11	15	96	34	50	26	23	68	17	43	38	29
	50.9%	**46.7%**	44.3%	54.8%	45.5%	48.5%	45.8%	36.9%	54.4%	51.4%	46.0%	32.4%	55.6%	45.9%	44.7%	50.5%	44.1%	43.4%	48.9%	40.5%	51.8%	41.8%	45.3%

NA - Not applicable

MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 18

Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

Base: All respondents who have a personal doctor (Q10)

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,112	**243**	207	193	56	103	83	104	138	140	64	34	27	212	77	101	59	55	140	42	84	92	65
Number missing or multiple answer	42	**3**	4	7	1	2	0	1	2	2	1	0	0	3	1	2	0	2	1	0	1	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,070	**240**	203	186	55	101	83	103	136	138	63	34	27	209	76	99	59	53	139	42	83	91	64
	98.0%	**98.8%**	98.1%	96.4%	98.2%	98.1%	100.0%	99.0%	98.6%	98.6%	98.4%	100.0%	100.0%	98.6%	98.7%	98.0%	100.0%	96.4%	99.3%	100.0%	98.8%	98.9%	98.5%
0 to 4	56	**10**	8	9	2	4	4	4	6	6	3	1	1	9	3	5	2	3	6	1	3	3	4
	2.7%	**4.2%**	3.9%	4.8%	3.6%	4.0%	4.8%	3.9%	4.4%	4.3%	4.8%	2.9%	3.7%	4.3%	3.9%	5.1%	3.4%	5.7%	4.3%	2.4%	3.6%	3.3%	6.3%
5	73	**7**	5	7	3	2	2	5	2	4	2	1	0	6	2	3	2	2	4	1	4	2	1
	3.5%	**2.9%**	2.5%	3.8%	5.5%	2.0%	2.4%	4.9%	1.5%	2.9%	3.2%	2.9%	0.0%	2.9%	2.6%	3.0%	3.4%	3.8%	2.9%	2.4%	4.8%	2.2%	1.6%
6 to 7	201	**28**	18	17	3	15	9	16	11	16	5	4	3	24	8	10	8	6	15	6	4	15	9
	9.7%	**11.7%**	8.9%	9.1%	5.5%	14.9%	10.8%	15.5%	8.1%	11.6%	7.9%	11.8%	11.1%	11.5%	10.5%	10.1%	13.6%	11.3%	10.8%	14.3%	4.8%	16.5%	14.1%
8 to 10	1,740	**195**	172	153	47	80	68	78	117	112	53	28	23	170	63	81	47	42	114	34	72	71	50
	84.1%	**81.3%**	84.7%	82.3%	85.5%	79.2%	81.9%	75.7%	86.0%	81.2%	84.1%	82.4%	85.2%	81.3%	82.9%	81.8%	79.7%	79.2%	82.0%	81.0%	86.7%	78.0%	78.1%
Significantly different from column:*								I	H														
0 to 6	193	**24**	23	23	5	10	8	11	12	14	6	3	2	20	6	10	7	7	14	3	7	10	7
	9.3%	**10.0%**	11.3%	12.4%	9.1%	9.9%	9.6%	10.7%	8.8%	10.1%	9.5%	8.8%	7.4%	9.6%	7.9%	10.1%	11.9%	13.2%	10.1%	7.1%	8.4%	11.0%	10.9%
7 to 8	478	**61**	50	33	16	24	21	35	26	35	13	11	4	57	15	29	15	15	34	11	17	26	18
	23.1%	**25.4%**	24.6%	17.7%	29.1%	23.8%	25.3%	34.0%	19.1%	25.4%	20.6%	32.4%	14.8%	27.3%	19.7%	29.3%	25.4%	28.3%	24.5%	26.2%	20.5%	28.6%	28.1%
9 to 10	1,399	**155**	130	130	34	67	54	57	98	89	44	20	21	132	55	60	37	31	91	28	59	55	39
	67.6%	**64.6%**	64.0%	69.9%	61.8%	66.3%	65.1%	55.3%	72.1%	64.5%	69.8%	58.8%	77.8%	63.2%	72.4%	60.6%	62.7%	58.5%	65.5%	66.7%	71.1%	60.4%	60.9%
Significantly different from column:*								I	H														

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 19

Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments with a specialist?

Base: All respondents

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,644	**309**	263	257	77	128	102	136	171	180	78	44	35	268	97	129	74	87	167	48	109	116	82
Number missing or multiple answer	31	**2**	2	1	0	0	2	0	2	2	0	0	0	2	0	2	0	1	0	1	1	0	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,613	**307**	261	256	77	128	100	136	169	178	78	44	35	266	97	127	74	86	167	47	108	116	81
	98.8%	**99.4%**	99.2%	99.6%	100.0%	100.0%	98.0%	100.0%	98.8%	98.9%	100.0%	100.0%	100.0%	99.3%	100.0%	98.4%	100.0%	98.9%	100.0%	97.9%	99.1%	100.0%	98.8%
Yes	1,086	**152**	125	111	27	65	59	68	83	80	41	26	12	138	54	69	26	18	96	35	47	49	55
	41.6%	**49.5%**	47.9%	43.4%	35.1%	50.8%	59.0%	50.0%	49.1%	44.9%	52.6%	59.1%	34.3%	51.9%	55.7%	54.3%	35.1%	20.9%	57.5%	74.5%	43.5%	42.2%	67.9%
No	1,527	**155**	136	145	50	63	41	68	86	98	37	18	23	128	43	58	48	68	71	12	61	67	26
	58.4%	**50.5%**	52.1%	56.6%	64.9%	49.2%	41.0%	50.0%	50.9%	55.1%	47.4%	40.9%	65.7%	48.1%	44.3%	45.7%	64.9%	79.1%	42.5%	25.5%	56.5%	57.8%	32.1%
Significantly different from column:*		**A**			FG	E	E								Q	Q	OP	ST	RT	RS	W	W	UV

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 20

In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?

Base: All respondents who made an appointment to see a specialist (Q19)

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,086	**152**	125	111	27	65	59	68	83	80	41	26	12	138	54	69	26	18	96	35	47	49	55
Number missing or multiple answer	6	**0**	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,080	**152**	124	109	27	65	59	68	83	80	41	26	12	138	54	69	26	18	96	35	47	49	55
	99.4%	**100.0%**	99.2%	98.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	43	**10**	6	1	1	6	3	3	7	5	3	2	0	10	6	2	2	2	5	3	2	3	5
	4.0%	**6.6%**	4.8%	0.9%	3.7%	9.2%	5.1%	4.4%	8.4%	6.3%	7.3%	7.7%	0.0%	7.2%	11.1%	2.9%	7.7%	11.1%	5.2%	8.6%	4.3%	6.1%	9.1%
Sometimes	230	**22**	18	17	3	12	6	8	13	7	9	4	5	16	7	7	6	3	10	9	8	8	6
	21.3%	**14.5%**	14.5%	15.6%	11.1%	18.5%	10.2%	11.8%	15.7%	8.8%	22.0%	15.4%	41.7%	11.6%	13.0%	10.1%	23.1%	16.7%	10.4%	25.7%	17.0%	16.3%	10.9%
Usually	314	**45**	54	33	13	13	19	23	22	26	9	9	3	41	15	22	7	5	34	6	16	11	18
	29.1%	**29.6%**	43.5%	30.3%	48.1%	20.0%	32.2%	33.8%	26.5%	32.5%	22.0%	34.6%	25.0%	29.7%	27.8%	31.9%	26.9%	27.8%	35.4%	17.1%	34.0%	22.4%	32.7%
Always	493	**75**	46	58	10	34	31	34	41	42	20	11	4	71	26	38	11	8	47	17	21	27	26
	45.6%	**49.3%**	37.1%	53.2%	37.0%	52.3%	52.5%	50.0%	49.4%	52.5%	48.8%	42.3%	33.3%	51.4%	48.1%	55.1%	42.3%	44.4%	49.0%	48.6%	44.7%	55.1%	47.3%
Significantly different from column:*		**C**																					
Usually or Always	807	**120**	100	91	23	47	50	57	63	68	29	20	7	112	41	60	18	13	81	23	37	38	44
	74.7%	**78.9%**	80.6%	83.5%	85.2%	72.3%	84.7%	83.8%	75.9%	85.0%	70.7%	76.9%	58.3%	81.2%	75.9%	87.0%	69.2%	72.2%	84.4%	65.7%	78.7%	77.6%	80.0%
Significantly different from column:*																			T	S			

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 21

How many specialists have you talked to in the last 6 months?

Base: All respondents who made an appointment to see a specialist (Q19)

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,086	**152**	125	111	27	65	59	68	83	80	41	26	12	138	54	69	26	18	96	35	47	49	55
Number missing or multiple answer	9	**0**	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,077	**152**	123	109	27	65	59	68	83	80	41	26	12	138	54	69	26	18	96	35	47	49	55
	99.2%	**100.0%**	98.4%	98.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
None	41	**7**	4	0	3	2	2	4	3	6	1	0	0	7	3	4	0	2	3	0	3	0	3
	3.8%	**4.6%**	3.3%	0.0%	11.1%	3.1%	3.4%	5.9%	3.6%	7.5%	2.4%	0.0%	0.0%	5.1%	5.6%	5.8%	0.0%	11.1%	3.1%	0.0%	6.4%	0.0%	5.5%
1 specialist	491	**68**	50	46	16	31	21	34	34	33	22	10	6	61	27	23	17	5	52	10	25	27	16
	45.6%	**44.7%**	40.7%	42.2%	59.3%	47.7%	35.6%	50.0%	41.0%	41.3%	53.7%	38.5%	50.0%	44.2%	50.0%	33.3%	65.4%	27.8%	54.2%	28.6%	53.2%	55.1%	29.1%
2	291	**43**	35	33	5	19	19	16	27	23	12	8	4	39	14	23	6	8	23	12	12	18	13
	27.0%	**28.3%**	28.5%	30.3%	18.5%	29.2%	32.2%	23.5%	32.5%	28.8%	29.3%	30.8%	33.3%	28.3%	25.9%	33.3%	23.1%	44.4%	24.0%	34.3%	25.5%	36.7%	23.6%
3	147	**19**	26	22	2	7	10	7	12	11	3	5	1	18	7	9	3	2	8	9	3	2	14
	13.6%	**12.5%**	21.1%	20.2%	7.4%	10.8%	16.9%	10.3%	14.5%	13.8%	7.3%	19.2%	8.3%	13.0%	13.0%	13.0%	11.5%	11.1%	8.3%	25.7%	6.4%	4.1%	25.5%
4	57	**10**	5	3	1	4	5	6	4	6	2	2	0	10	1	8	0	1	7	2	3	2	5
	5.3%	**6.6%**	4.1%	2.8%	3.7%	6.2%	8.5%	8.8%	4.8%	7.5%	4.9%	7.7%	0.0%	7.2%	1.9%	11.6%	0.0%	5.6%	7.3%	5.7%	6.4%	4.1%	9.1%
5 or more specialists	50	**5**	3	5	0	2	2	1	3	1	1	1	1	3	2	2	0	0	3	2	1	0	4
	4.6%	**3.3%**	2.4%	4.6%	0.0%	3.1%	3.4%	1.5%	3.6%	1.3%	2.4%	3.8%	8.3%	2.2%	3.7%	2.9%	0.0%	0.0%	3.1%	5.7%	2.1%	0.0%	7.3%
3 or more specialists	254	**34**	34	30	3	13	17	14	19	18	6	8	2	31	10	19	3	3	18	13	7	4	23
	23.6%	**22.4%**	27.6%	27.5%	11.1%	20.0%	28.8%	20.6%	22.9%	22.5%	14.6%	30.8%	16.7%	22.5%	18.5%	27.5%	11.5%	16.7%	18.8%	37.1%	14.9%	8.2%	41.8%
Significantly different from column:*																			T	S	W	W	UV

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

MedStar Family Choice

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 22

We want to know your rating of the specialist you talked to most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

Base: All respondents who saw a specialist (Q19 & Q21)

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,036	**145**	119	109	24	63	57	64	80	74	40	26	12	131	51	65	26	16	93	35	44	49	52
Number missing or multiple answer	14	**0**	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,022	**145**	119	108	24	63	57	64	80	74	40	26	12	131	51	65	26	16	93	35	44	49	52
	98.6%	**100.0%**	100.0%	99.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
0 Worst specialist possible	3	**0**	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	**0.0%**	0.8%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1	4	**1**	0	0	0	1	0	0	1	0	1	0	0	1	1	0	0	0	0	1	0	0	1
	0.4%	**0.7%**	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	1.3%	0.0%	2.5%	0.0%	0.0%	0.8%	2.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	1.9%
2	4	**1**	1	0	0	1	0	0	1	1	0	0	0	1	1	0	0	0	0	1	0	0	1
	0.4%	**0.7%**	0.8%	0.0%	0.0%	1.6%	0.0%	0.0%	1.3%	1.4%	0.0%	0.0%	0.0%	0.8%	2.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	1.9%
3	15	**1**	1	0	0	1	0	0	1	0	0	1	1	0	0	0	1	0	0	1	1	0	0
	1.5%	**0.7%**	0.8%	0.0%	0.0%	1.6%	0.0%	0.0%	1.3%	0.0%	0.0%	3.8%	8.3%	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%	2.9%	2.3%	0.0%	0.0%
4	15	**2**	0	0	0	1	1	0	2	0	2	0	0	2	1	1	0	0	1	1	1	0	1
	1.5%	**1.4%**	0.0%	0.0%	0.0%	1.6%	1.8%	0.0%	2.5%	0.0%	5.0%	0.0%	0.0%	1.5%	2.0%	1.5%	0.0%	0.0%	1.1%	2.9%	2.3%	0.0%	1.9%
5	34	**5**	3	3	2	1	1	2	2	3	1	0	0	4	1	3	0	1	2	2	2	2	1
	3.3%	**3.4%**	2.5%	2.8%	8.3%	1.6%	1.8%	3.1%	2.5%	4.1%	2.5%	0.0%	0.0%	3.1%	2.0%	4.6%	0.0%	6.3%	2.2%	5.7%	4.5%	4.1%	1.9%
6	31	**2**	6	6	0	2	0	1	1	1	1	0	0	2	1	1	0	0	1	1	0	2	0
	3.0%	**1.4%**	5.0%	5.6%	0.0%	3.2%	0.0%	1.6%	1.3%	1.4%	2.5%	0.0%	0.0%	1.5%	2.0%	1.5%	0.0%	0.0%	1.1%	2.9%	0.0%	4.1%	0.0%
7	88	**14**	10	7	3	4	7	12	2	3	5	5	2	12	6	6	2	1	11	2	3	5	6
	8.6%	**9.7%**	8.4%	6.5%	12.5%	6.3%	12.3%	18.8%	2.5%	4.1%	12.5%	19.2%	16.7%	9.2%	11.8%	9.2%	7.7%	6.3%	11.8%	5.7%	6.8%	10.2%	11.5%
8	155	**24**	23	18	5	10	9	11	13	15	4	4	2	22	6	12	5	5	13	6	7	11	6
	15.2%	**16.6%**	19.3%	16.7%	20.8%	15.9%	15.8%	17.2%	16.3%	20.3%	10.0%	15.4%	16.7%	16.8%	11.8%	18.5%	19.2%	31.3%	14.0%	17.1%	15.9%	22.4%	11.5%
9	179	**30**	26	19	3	14	13	11	19	15	8	6	3	27	8	12	9	4	21	5	8	8	14
	17.5%	**20.7%**	21.8%	17.6%	12.5%	22.2%	22.8%	17.2%	23.8%	20.3%	20.0%	23.1%	25.0%	20.6%	15.7%	18.5%	34.6%	25.0%	22.6%	14.3%	18.2%	16.3%	26.9%
10 Best specialist possible	494	**65**	48	54	11	28	26	27	38	36	18	10	4	60	26	30	9	5	44	15	22	21	22
	48.3%	**44.8%**	40.3%	50.0%	45.8%	44.4%	45.6%	42.2%	47.5%	48.6%	45.0%	38.5%	33.3%	45.8%	51.0%	46.2%	34.6%	31.3%	47.3%	42.9%	50.0%	42.9%	42.3%

NA - Not applicable

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 22

We want to know your rating of the specialist you talked to most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

Base: All respondents who saw a specialist (Q19 & Q21)

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,036	**145**	119	109	24	63	57	64	80	74	40	26	12	131	51	65	26	16	93	35	44	49	52
Number missing or multiple answer	14	**0**	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,022	**145**	119	108	24	63	57	64	80	74	40	26	12	131	51	65	26	16	93	35	44	49	52
	98.6%	**100.0%**	100.0%	99.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
0 to 4	41	**5**	3	1	0	4	1	0	5	1	3	1	1	4	3	1	1	0	1	4	2	0	3
	4.0%	**3.4%**	2.5%	0.9%	0.0%	6.3%	1.8%	0.0%	6.3%	1.4%	7.5%	3.8%	8.3%	3.1%	5.9%	1.5%	3.8%	0.0%	1.1%	11.4%	4.5%	0.0%	5.8%
5	34	**5**	3	3	2	1	1	2	2	3	1	0	0	4	1	3	0	1	2	2	2	2	1
	3.3%	**3.4%**	2.5%	2.8%	8.3%	1.6%	1.8%	3.1%	2.5%	4.1%	2.5%	0.0%	0.0%	3.1%	2.0%	4.6%	0.0%	6.3%	2.2%	5.7%	4.5%	4.1%	1.9%
6 to 7	119	**16**	16	13	3	6	7	13	3	4	6	5	2	14	7	7	2	1	12	3	3	7	6
	11.6%	**11.0%**	13.4%	12.0%	12.5%	9.5%	12.3%	20.3%	3.8%	5.4%	15.0%	19.2%	16.7%	10.7%	13.7%	10.8%	7.7%	6.3%	12.9%	8.6%	6.8%	14.3%	11.5%
8 to 10	828	**119**	97	91	19	52	48	49	70	66	30	20	9	109	40	54	23	14	78	26	37	40	42
	81.0%	**82.1%**	81.5%	84.3%	79.2%	82.5%	84.2%	76.6%	87.5%	89.2%	75.0%	76.9%	75.0%	83.2%	78.4%	83.1%	88.5%	87.5%	83.9%	74.3%	84.1%	81.6%	80.8%
Significantly different from column:*										K	J												
0 to 6	106	**12**	12	10	2	7	2	3	8	5	5	1	1	10	5	5	1	1	4	7	4	4	4
	10.4%	**8.3%**	10.1%	9.3%	8.3%	11.1%	3.5%	4.7%	10.0%	6.8%	12.5%	3.8%	8.3%	7.6%	9.8%	7.7%	3.8%	6.3%	4.3%	20.0%	9.1%	8.2%	7.7%
7 to 8	243	**38**	33	25	8	14	16	23	15	18	9	9	4	34	12	18	7	6	24	8	10	16	12
	23.8%	**26.2%**	27.7%	23.1%	33.3%	22.2%	28.1%	35.9%	18.8%	24.3%	22.5%	34.6%	33.3%	26.0%	23.5%	27.7%	26.9%	37.5%	25.8%	22.9%	22.7%	32.7%	23.1%
9 to 10	673	**95**	74	73	14	42	39	38	57	51	26	16	7	87	34	42	18	9	65	20	30	29	36
	65.9%	**65.5%**	62.2%	67.6%	58.3%	66.7%	68.4%	59.4%	71.3%	68.9%	65.0%	61.5%	58.3%	66.4%	66.7%	64.6%	69.2%	56.3%	69.9%	57.1%	68.2%	59.2%	69.2%
Significantly different from column:*																							

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

MedStar Family Choice

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 23

In the last 6 months, did you get information or help from your health plan's customer service?

Base: All respondents

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,644	**309**	263	257	77	128	102	136	171	180	78	44	35	268	97	129	74	87	167	48	109	116	82
Number missing or multiple answer	64	**2**	9	1	0	0	2	1	1	1	0	0	0	2	2	0	0	0	0	1	0	0	2
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,580	**307**	254	256	77	128	100	135	170	179	78	44	35	266	95	129	74	87	167	47	109	116	80
	97.6%	**99.4%**	96.6%	99.6%	100.0%	100.0%	98.0%	99.3%	99.4%	99.4%	100.0%	100.0%	100.0%	99.3%	97.9%	100.0%	100.0%	100.0%	100.0%	97.9%	100.0%	100.0%	97.6%
Yes	1,042	**133**	97	91	34	52	45	55	76	83	25	21	19	111	30	67	31	29	79	23	44	55	32
	40.4%	**43.3%**	38.2%	35.5%	44.2%	40.6%	45.0%	40.7%	44.7%	46.4%	32.1%	47.7%	54.3%	41.7%	31.6%	51.9%	41.9%	33.3%	47.3%	48.9%	40.4%	47.4%	40.0%
No	1,538	**174**	157	165	43	76	55	80	94	96	53	23	16	155	65	62	43	58	88	24	65	61	48
	59.6%	**56.7%**	61.8%	64.5%	55.8%	59.4%	55.0%	59.3%	55.3%	53.6%	67.9%	52.3%	45.7%	58.3%	68.4%	48.1%	58.1%	66.7%	52.7%	51.1%	59.6%	52.6%	60.0%
Significantly different from column:*										K	J				P	O		S	R				

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 24

In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

Base: All respondents who got information or help from the health plan's customer service (Q23)

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,042	**133**	97	91	34	52	45	55	76	83	25	21	19	111	30	67	31	29	79	23	44	55	32
Number missing or multiple answer	7	**1**	1	0	0	0	1	1	0	1	0	0	0	1	0	1	0	0	1	0	0	0	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,035	**132**	96	91	34	52	44	54	76	82	25	21	19	110	30	66	31	29	78	23	44	55	31
	99.3%	**99.2%**	99.0%	100.0%	100.0%	100.0%	97.8%	98.2%	100.0%	98.8%	100.0%	100.0%	100.0%	99.1%	100.0%	98.5%	100.0%	100.0%	98.7%	100.0%	100.0%	100.0%	96.9%
Never	26	**0**	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.5%	**0.0%**	1.0%	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	158	**19**	6	9	8	5	5	8	10	9	3	6	3	15	3	10	4	7	8	4	6	8	5
	15.3%	**14.4%**	6.3%	9.9%	23.5%	9.6%	11.4%	14.8%	13.2%	11.0%	12.0%	28.6%	15.8%	13.6%	10.0%	15.2%	12.9%	24.1%	10.3%	17.4%	13.6%	14.5%	16.1%
Usually	257	**33**	29	30	9	12	11	15	17	21	7	4	4	28	6	19	7	8	19	6	12	15	6
	24.8%	**25.0%**	30.2%	33.0%	26.5%	23.1%	25.0%	27.8%	22.4%	25.6%	28.0%	19.0%	21.1%	25.5%	20.0%	28.8%	22.6%	27.6%	24.4%	26.1%	27.3%	27.3%	19.4%
Always	594	**80**	60	49	17	35	28	31	49	52	15	11	12	67	21	37	20	14	51	13	26	32	20
	57.4%	**60.6%**	62.5%	53.8%	50.0%	67.3%	63.6%	57.4%	64.5%	63.4%	60.0%	52.4%	63.2%	60.9%	70.0%	56.1%	64.5%	48.3%	65.4%	56.5%	59.1%	58.2%	64.5%
Significantly different from column:*																							
Usually or Always	851	**113**	89	79	26	47	39	46	66	73	22	15	16	95	27	56	27	22	70	19	38	47	26
	82.2%	**85.6%**	92.7%	86.8%	76.5%	90.4%	88.6%	85.2%	86.8%	89.0%	88.0%	71.4%	84.2%	86.4%	90.0%	84.8%	87.1%	75.9%	89.7%	82.6%	86.4%	85.5%	83.9%
Significantly different from column:*																							

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 25

In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

Base: All respondents who got information or help from the health plan's customer service (Q23)

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,042	**133**	97	91	34	52	45	55	76	83	25	21	19	111	30	67	31	29	79	23	44	55	32
Number missing or multiple answer	18	**1**	2	0	0	0	1	1	0	1	0	0	0	1	0	1	0	0	1	0	0	0	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,024	**132**	95	91	34	52	44	54	76	82	25	21	19	110	30	66	31	29	78	23	44	55	31
	98.3%	**99.2%**	97.9%	100.0%	100.0%	100.0%	97.8%	98.2%	100.0%	98.8%	100.0%	100.0%	100.0%	99.1%	100.0%	98.5%	100.0%	100.0%	98.7%	100.0%	100.0%	100.0%	96.9%
Never	5	**2**	0	0	2	0	0	1	1	2	0	0	2	0	0	0	1	2	0	0	0	1	1
	0.5%	**1.5%**	0.0%	0.0%	5.9%	0.0%	0.0%	1.9%	1.3%	2.4%	0.0%	0.0%	10.5%	0.0%	0.0%	0.0%	3.2%	6.9%	0.0%	0.0%	0.0%	1.8%	3.2%
Sometimes	40	**2**	6	3	1	0	1	2	0	2	0	0	0	2	1	1	0	0	2	0	1	0	0
	3.9%	**1.5%**	6.3%	3.3%	2.9%	0.0%	2.3%	3.7%	0.0%	2.4%	0.0%	0.0%	0.0%	1.8%	3.3%	1.5%	0.0%	0.0%	2.6%	0.0%	2.3%	0.0%	0.0%
Usually	168	**23**	13	18	9	6	6	8	13	13	4	4	4	17	5	10	6	7	13	3	8	10	5
	16.4%	**17.4%**	13.7%	19.8%	26.5%	11.5%	13.6%	14.8%	17.1%	15.9%	16.0%	19.0%	21.1%	15.5%	16.7%	15.2%	19.4%	24.1%	16.7%	13.0%	18.2%	18.2%	16.1%
Always	811	**105**	76	70	22	46	37	43	62	65	21	17	13	91	24	55	24	20	63	20	35	44	25
	79.2%	**79.5%**	80.0%	76.9%	64.7%	88.5%	84.1%	79.6%	81.6%	79.3%	84.0%	81.0%	68.4%	82.7%	80.0%	83.3%	77.4%	69.0%	80.8%	87.0%	79.5%	80.0%	80.6%
Significantly different from column:*					FG	E	E																
Usually or Always	979	**128**	89	88	31	52	43	51	75	78	25	21	17	108	29	65	30	27	76	23	43	54	30
	95.6%	**97.0%**	93.7%	96.7%	91.2%	100.0%	97.7%	94.4%	98.7%	95.1%	100.0%	100.0%	89.5%	98.2%	96.7%	98.5%	96.8%	93.1%	97.4%	100.0%	97.7%	98.2%	96.8%
Significantly different from column:*																							

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 26

In the last 6 months, did your health plan give you any forms to fill out?

Base: All respondents

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,644	**309**	263	257	77	128	102	136	171	180	78	44	35	268	97	129	74	87	167	48	109	116	82
Number missing or multiple answer	105	**6**	10	1	0	2	4	2	4	1	3	1	0	6	3	3	0	1	2	3	2	2	2
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,539	**303**	253	256	77	126	98	134	167	179	75	43	35	262	94	126	74	86	165	45	107	114	80
	96.0%	**98.1%**	96.2%	99.6%	100.0%	98.4%	96.1%	98.5%	97.7%	99.4%	96.2%	97.7%	100.0%	97.8%	96.9%	97.7%	100.0%	98.9%	98.8%	93.8%	98.2%	98.3%	97.6%
Yes	619	**76**	74	62	19	29	28	32	44	42	19	13	9	67	19	36	20	13	41	22	30	28	18
	24.4%	**25.1%**	29.2%	24.2%	24.7%	23.0%	28.6%	23.9%	26.3%	23.5%	25.3%	30.2%	25.7%	25.6%	20.2%	28.6%	27.0%	15.1%	24.8%	48.9%	28.0%	24.6%	22.5%
No	1,920	**227**	179	194	58	97	70	102	123	137	56	30	26	195	75	90	54	73	124	23	77	86	62
	75.6%	**74.9%**	70.8%	75.8%	75.3%	77.0%	71.4%	76.1%	73.7%	76.5%	74.7%	69.8%	74.3%	74.4%	79.8%	71.4%	73.0%	84.9%	75.2%	51.1%	72.0%	75.4%	77.5%
Significantly different from column:*																		T	T	RS			

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 27

In the last 6 months, how often were the forms from your health plan easy to fill out?

*Base: All respondents***

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,539	**303**	253	256	77	126	98	134	167	179	75	43	35	262	94	126	74	86	165	45	107	114	80
Number missing or multiple answer	18	**0**	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,521	**303**	250	256	77	126	98	134	167	179	75	43	35	262	94	126	74	86	165	45	107	114	80
	99.3%	**100.0%**	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	22	**1**	1	3	1	0	0	1	0	0	0	1	0	1	0	1	0	1	0	0	1	0	0
	0.9%	**0.3%**	0.4%	1.2%	1.3%	0.0%	0.0%	0.7%	0.0%	0.0%	0.0%	2.3%	0.0%	0.4%	0.0%	0.8%	0.0%	1.2%	0.0%	0.0%	0.9%	0.0%	0.0%
Sometimes	88	**14**	7	10	3	6	5	7	7	9	3	2	3	11	5	4	4	3	9	2	3	8	3
	3.5%	**4.6%**	2.8%	3.9%	3.9%	4.8%	5.1%	5.2%	4.2%	5.0%	4.0%	4.7%	8.6%	4.2%	5.3%	3.2%	5.4%	3.5%	5.5%	4.4%	2.8%	7.0%	3.8%
Usually	164	**19**	26	18	6	7	6	10	9	12	5	2	3	16	4	11	4	3	10	6	8	8	3
	6.5%	**6.3%**	10.4%	7.0%	7.8%	5.6%	6.1%	7.5%	5.4%	6.7%	6.7%	4.7%	8.6%	6.1%	4.3%	8.7%	5.4%	3.5%	6.1%	13.3%	7.5%	7.0%	3.8%
Always	2,247	**269**	216	225	67	113	87	116	151	158	67	38	29	234	85	110	66	79	146	37	95	98	74
	89.1%	**88.8%**	86.4%	87.9%	87.0%	89.7%	88.8%	86.6%	90.4%	88.3%	89.3%	88.4%	82.9%	89.3%	90.4%	87.3%	89.2%	91.9%	88.5%	82.2%	88.8%	86.0%	92.5%
Significantly different from column:*																							
Usually or Always	2,411	**288**	242	243	73	120	93	126	160	170	72	40	32	250	89	121	70	82	156	43	103	106	77
	95.6%	**95.0%**	96.8%	94.9%	94.8%	95.2%	94.9%	94.0%	95.8%	95.0%	96.0%	93.0%	91.4%	95.4%	94.7%	96.0%	94.6%	95.3%	94.5%	95.6%	96.3%	93.0%	96.3%
Significantly different from column:*																							

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Respondents answering "No" to question 26 are reported to NCQA as "Always" in question 27, and are used in calculating the Question Summary Rate.

MedStar Family Choice

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 28

Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

Base: All respondents

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,644	**309**	263	257	77	128	102	136	171	180	78	44	35	268	97	129	74	87	167	48	109	116	82
Number missing or multiple answer	81	**7**	8	8	3	0	4	2	5	1	2	2	1	6	4	1	2	2	4	1	2	2	3
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,563	**302**	255	249	74	128	98	134	166	179	76	42	34	262	93	128	72	85	163	47	107	114	79
	96.9%	**97.7%**	97.0%	96.9%	96.1%	100.0%	96.1%	98.5%	97.1%	99.4%	97.4%	95.5%	97.1%	97.8%	95.9%	99.2%	97.3%	97.7%	97.6%	97.9%	98.2%	98.3%	96.3%
0 Worst health plan possible	33	**2**	0	5	1	0	1	1	1	2	0	0	0	2	1	1	0	1	1	0	0	0	2
	1.3%	**0.7%**	0.0%	2.0%	1.4%	0.0%	1.0%	0.7%	0.6%	1.1%	0.0%	0.0%	0.0%	0.8%	1.1%	0.8%	0.0%	1.2%	0.6%	0.0%	0.0%	0.0%	2.5%
1	11	**1**	2	1	0	0	1	1	0	1	0	0	0	1	0	1	0	1	0	0	0	0	1
	0.4%	**0.3%**	0.8%	0.4%	0.0%	0.0%	1.0%	0.7%	0.0%	0.6%	0.0%	0.0%	0.0%	0.4%	0.0%	0.8%	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%	1.3%
2	10	**1**	0	1	0	1	0	0	1	1	0	0	0	1	1	0	0	1	0	0	0	1	0
	0.4%	**0.3%**	0.0%	0.4%	0.0%	0.8%	0.0%	0.0%	0.6%	0.6%	0.0%	0.0%	0.0%	0.4%	1.1%	0.0%	0.0%	1.2%	0.0%	0.0%	0.0%	0.9%	0.0%
3	17	**1**	2	2	0	0	1	0	1	0	1	0	0	1	1	0	0	0	1	0	0	0	1
	0.7%	**0.3%**	0.8%	0.8%	0.0%	0.0%	1.0%	0.0%	0.6%	0.0%	1.3%	0.0%	0.0%	0.4%	1.1%	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%	0.0%	1.3%
4	47	**2**	4	5	0	1	1	0	2	0	1	1	0	2	1	1	0	0	0	2	0	1	1
	1.8%	**0.7%**	1.6%	2.0%	0.0%	0.8%	1.0%	0.0%	1.2%	0.0%	1.3%	2.4%	0.0%	0.8%	1.1%	0.8%	0.0%	0.0%	0.0%	4.3%	0.0%	0.9%	1.3%
5	141	**10**	11	14	3	6	1	6	4	6	3	1	1	9	5	2	3	4	3	3	1	4	5
	5.5%	**3.3%**	4.3%	5.6%	4.1%	4.7%	1.0%	4.5%	2.4%	3.4%	3.9%	2.4%	2.9%	3.4%	5.4%	1.6%	4.2%	4.7%	1.8%	6.4%	0.9%	3.5%	6.3%
6	127	**13**	4	12	2	8	3	4	9	8	3	2	1	10	1	6	6	6	5	2	1	8	4
	5.0%	**4.3%**	1.6%	4.8%	2.7%	6.3%	3.1%	3.0%	5.4%	4.5%	3.9%	4.8%	2.9%	3.8%	1.1%	4.7%	8.3%	7.1%	3.1%	4.3%	0.9%	7.0%	5.1%
7	268	**33**	29	25	17	10	5	20	12	16	9	6	4	28	8	14	9	12	20	0	11	17	5
	10.5%	**10.9%**	11.4%	10.0%	23.0%	7.8%	5.1%	14.9%	7.2%	8.9%	11.8%	14.3%	11.8%	10.7%	8.6%	10.9%	12.5%	14.1%	12.3%	0.0%	10.3%	14.9%	6.3%
8	442	**46**	44	36	9	20	16	23	22	24	14	7	5	40	12	17	14	12	26	7	19	19	8
	17.2%	**15.2%**	17.3%	14.5%	12.2%	15.6%	16.3%	17.2%	13.3%	13.4%	18.4%	16.7%	14.7%	15.3%	12.9%	13.3%	19.4%	14.1%	16.0%	14.9%	17.8%	16.7%	10.1%
9	399	**55**	57	36	15	22	18	29	26	30	12	12	7	47	24	16	14	13	29	11	17	22	16
	15.6%	**18.2%**	22.4%	14.5%	20.3%	17.2%	18.4%	21.6%	15.7%	16.8%	15.8%	28.6%	20.6%	17.9%	25.8%	12.5%	19.4%	15.3%	17.8%	23.4%	15.9%	19.3%	20.3%
10 Best health plan possible	1,068	**138**	102	112	27	60	51	50	88	91	33	13	16	121	39	70	26	35	78	22	58	42	36
	41.7%	**45.7%**	40.0%	45.0%	36.5%	46.9%	52.0%	37.3%	53.0%	50.8%	43.4%	31.0%	47.1%	46.2%	41.9%	54.7%	36.1%	41.2%	47.9%	46.8%	54.2%	36.8%	45.6%

NA - Not applicable

MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 28

Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

Base: All respondents

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,644	**309**	263	257	77	128	102	136	171	180	78	44	35	268	97	129	74	87	167	48	109	116	82
Number missing or multiple answer	81	**7**	8	8	3	0	4	2	5	1	2	2	1	6	4	1	2	2	4	1	2	2	3
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,563	**302**	255	249	74	128	98	134	166	179	76	42	34	262	93	128	72	85	163	47	107	114	79
	96.9%	**97.7%**	97.0%	96.9%	96.1%	100.0%	96.1%	98.5%	97.1%	99.4%	97.4%	95.5%	97.1%	97.8%	95.9%	99.2%	97.3%	97.7%	97.6%	97.9%	98.2%	98.3%	96.3%
0 to 4	118	**7**	8	14	1	2	4	2	5	4	2	1	0	7	4	3	0	3	2	2	0	2	5
	4.6%	**2.3%**	3.1%	5.6%	1.4%	1.6%	4.1%	1.5%	3.0%	2.2%	2.6%	2.4%	0.0%	2.7%	4.3%	2.3%	0.0%	3.5%	1.2%	4.3%	0.0%	1.8%	6.3%
5	141	**10**	11	14	3	6	1	6	4	6	3	1	1	9	5	2	3	4	3	3	1	4	5
	5.5%	**3.3%**	4.3%	5.6%	4.1%	4.7%	1.0%	4.5%	2.4%	3.4%	3.9%	2.4%	2.9%	3.4%	5.4%	1.6%	4.2%	4.7%	1.8%	6.4%	0.9%	3.5%	6.3%
6 to 7	395	**46**	33	37	19	18	8	24	21	24	12	8	5	38	9	20	15	18	25	2	12	25	9
	15.4%	**15.2%**	12.9%	14.9%	25.7%	14.1%	8.2%	17.9%	12.7%	13.4%	15.8%	19.0%	14.7%	14.5%	9.7%	15.6%	20.8%	21.2%	15.3%	4.3%	11.2%	21.9%	11.4%
8 to 10	1,909	**239**	203	184	51	102	85	102	136	145	59	32	28	208	75	103	54	60	133	40	94	83	60
	74.5%	**79.1%**	79.6%	73.9%	68.9%	79.7%	86.7%	76.1%	81.9%	81.0%	77.6%	76.2%	82.4%	79.4%	80.6%	80.5%	75.0%	70.6%	81.6%	85.1%	87.9%	72.8%	75.9%
Significantly different from column:*					G		E											S	R		VW	U	U
0 to 6	386	**30**	23	40	6	16	8	12	18	18	8	4	2	26	10	11	9	13	10	7	2	14	14
	15.1%	**9.9%**	9.0%	16.1%	8.1%	12.5%	8.2%	9.0%	10.8%	10.1%	10.5%	9.5%	5.9%	9.9%	10.8%	8.6%	12.5%	15.3%	6.1%	14.9%	1.9%	12.3%	17.7%
7 to 8	710	**79**	73	61	26	30	21	43	34	40	23	13	9	68	20	31	23	24	46	7	30	36	13
	27.7%	**26.2%**	28.6%	24.5%	35.1%	23.4%	21.4%	32.1%	20.5%	22.3%	30.3%	31.0%	26.5%	26.0%	21.5%	24.2%	31.9%	28.2%	28.2%	14.9%	28.0%	31.6%	16.5%
9 to 10	1,467	**193**	159	148	42	82	69	79	114	121	45	25	23	168	63	86	40	48	107	33	75	64	52
	57.2%	**63.9%**	62.4%	59.4%	56.8%	64.1%	70.4%	59.0%	68.7%	67.6%	59.2%	59.5%	67.6%	64.1%	67.7%	67.2%	55.6%	56.5%	65.6%	70.2%	70.1%	56.1%	65.8%
Significantly different from column:*		**A**																			V	U	

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

MedStar Family Choice

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 29

In general, how would you rate your overall health?

Base: All respondents

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,644	**309**	263	257	77	128	102	136	171	180	78	44	35	268	97	129	74	87	167	48	109	116	82
Number missing or multiple answer	59	**2**	9	5	1	0	1	1	1	2	0	0	0	2	1	1	0	0	1	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,585	**307**	254	252	76	128	101	135	170	178	78	44	35	266	96	128	74	87	166	48	109	116	82
	97.8%	**99.4%**	96.6%	98.1%	98.7%	100.0%	99.0%	99.3%	99.4%	98.9%	100.0%	100.0%	100.0%	99.3%	99.0%	99.2%	100.0%	100.0%	99.4%	100.0%	100.0%	100.0%	100.0%
Poor	104	**11**	7	10	0	2	8	6	4	6	1	2	0	10	4	6	0	1	7	2	0	0	11
	4.0%	**3.6%**	2.8%	4.0%	0.0%	1.6%	7.9%	4.4%	2.4%	3.4%	1.3%	4.5%	0.0%	3.8%	4.2%	4.7%	0.0%	1.1%	4.2%	4.2%	0.0%	0.0%	13.4%
Fair	526	**71**	51	40	14	28	29	34	37	52	10	8	8	62	23	30	16	16	40	14	0	0	71
	20.3%	**23.1%**	20.1%	15.9%	18.4%	21.9%	28.7%	25.2%	21.8%	29.2%	12.8%	18.2%	22.9%	23.3%	24.0%	23.4%	21.6%	18.4%	24.1%	29.2%	0.0%	0.0%	86.6%
Good	909	**116**	99	91	25	51	39	52	63	63	36	15	14	99	34	43	34	36	65	13	0	116	0
	35.2%	**37.8%**	39.0%	36.1%	32.9%	39.8%	38.6%	38.5%	37.1%	35.4%	46.2%	34.1%	40.0%	37.2%	35.4%	33.6%	45.9%	41.4%	39.2%	27.1%	0.0%	100.0%	0.0%
Very good	693	**75**	64	74	22	33	20	32	43	30	28	15	5	69	26	32	17	20	40	15	75	0	0
	26.8%	**24.4%**	25.2%	29.4%	28.9%	25.8%	19.8%	23.7%	25.3%	16.9%	35.9%	34.1%	14.3%	25.9%	27.1%	25.0%	23.0%	23.0%	24.1%	31.3%	68.8%	0.0%	0.0%
Excellent	353	**34**	33	37	15	14	5	11	23	27	3	4	8	26	9	17	7	14	14	4	34	0	0
	13.7%	**11.1%**	13.0%	14.7%	19.7%	10.9%	5.0%	8.1%	13.5%	15.2%	3.8%	9.1%	22.9%	9.8%	9.4%	13.3%	9.5%	16.1%	8.4%	8.3%	31.2%	0.0%	0.0%
Excellent or Very good	1,046	**109**	97	111	37	47	25	43	66	57	31	19	13	95	35	49	24	34	54	19	109	0	0
	40.5%	**35.5%**	38.2%	44.0%	48.7%	36.7%	24.8%	31.9%	38.8%	32.0%	39.7%	43.2%	37.1%	35.7%	36.5%	38.3%	32.4%	39.1%	32.5%	39.6%	100.0%	0.0%	0.0%
Significantly different from column:*		**D**			G		E														VW	U	U

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

MedStar Family Choice

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 30

In general, how would you rate your overall mental or emotional health?

Base: All respondents

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,644	**309**	263	257	77	128	102	136	171	180	78	44	35	268	97	129	74	87	167	48	109	116	82
Number missing or multiple answer	57	**1**	9	7	1	0	0	0	1	1	0	0	0	1	0	1	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,587	**308**	254	250	76	128	102	136	170	179	78	44	35	267	97	128	74	87	167	48	109	116	82
	97.8%	**99.7%**	96.6%	97.3%	98.7%	100.0%	100.0%	100.0%	99.4%	99.4%	100.0%	100.0%	100.0%	99.6%	100.0%	99.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Poor	124	**13**	14	17	2	8	3	5	8	7	3	2	1	12	7	4	2	5	5	3	1	3	9
	4.8%	**4.2%**	5.5%	6.8%	2.6%	6.3%	2.9%	3.7%	4.7%	3.9%	3.8%	4.5%	2.9%	4.5%	7.2%	3.1%	2.7%	5.7%	3.0%	6.3%	0.9%	2.6%	11.0%
Fair	530	**62**	42	50	13	30	18	27	34	39	14	8	3	57	21	26	13	13	37	11	13	18	31
	20.5%	**20.1%**	16.5%	20.0%	17.1%	23.4%	17.6%	19.9%	20.0%	21.8%	17.9%	18.2%	8.6%	21.3%	21.6%	20.3%	17.6%	14.9%	22.2%	22.9%	11.9%	15.5%	37.8%
Good	782	**94**	83	56	30	31	32	44	49	52	28	12	14	79	28	32	30	32	45	15	22	48	23
	30.2%	**30.5%**	32.7%	22.4%	39.5%	24.2%	31.4%	32.4%	28.8%	29.1%	35.9%	27.3%	40.0%	29.6%	28.9%	25.0%	40.5%	36.8%	26.9%	31.3%	20.2%	41.4%	28.0%
Very good	619	**83**	64	62	17	34	32	37	46	43	21	17	11	71	28	33	21	22	46	14	34	38	11
	23.9%	**26.9%**	25.2%	24.8%	22.4%	26.6%	31.4%	27.2%	27.1%	24.0%	26.9%	38.6%	31.4%	26.6%	28.9%	25.8%	28.4%	25.3%	27.5%	29.2%	31.2%	32.8%	13.4%
Excellent	532	**56**	51	65	14	25	17	23	33	38	12	5	6	48	13	33	8	15	34	5	39	9	8
	20.6%	**18.2%**	20.1%	26.0%	18.4%	19.5%	16.7%	16.9%	19.4%	21.2%	15.4%	11.4%	17.1%	18.0%	13.4%	25.8%	10.8%	17.2%	20.4%	10.4%	35.8%	7.8%	9.8%
Excellent or Very good	1,151	**139**	115	127	31	59	49	60	79	81	33	22	17	119	41	66	29	37	80	19	73	47	19
	44.5%	**45.1%**	45.3%	50.8%	40.8%	46.1%	48.0%	44.1%	46.5%	45.3%	42.3%	50.0%	48.6%	44.6%	42.3%	51.6%	39.2%	42.5%	47.9%	39.6%	67.0%	40.5%	23.2%
Significantly different from column:*																					VW	UW	UV

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

MedStar Family Choice

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 31

Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

Base: All respondents

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,644	**309**	263	257	77	128	102	136	171	180	78	44	35	268	97	129	74	87	167	48	109	116	82
Number missing or multiple answer	73	**1**	7	5	0	0	1	0	1	1	0	0	0	1	1	0	0	0	1	0	1	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,571	**308**	256	252	77	128	101	136	170	179	78	44	35	267	96	129	74	87	166	48	108	116	82
	97.2%	**99.7%**	97.3%	98.1%	100.0%	100.0%	99.0%	100.0%	99.4%	99.4%	100.0%	100.0%	100.0%	99.6%	99.0%	100.0%	100.0%	100.0%	99.4%	100.0%	99.1%	100.0%	100.0%
Every day	316	**38**	23	36	4	16	17	15	22	28	8	1	1	36	19	13	5	11	19	8	7	13	18
	12.3%	**12.3%**	9.0%	14.3%	5.2%	12.5%	16.8%	11.0%	12.9%	15.6%	10.3%	2.3%	2.9%	13.5%	19.8%	10.1%	6.8%	12.6%	11.4%	16.7%	6.5%	11.2%	22.0%
Some days	259	**33**	25	24	6	15	12	20	13	23	7	3	2	31	11	19	2	14	17	2	9	12	12
	10.1%	**10.7%**	9.8%	9.5%	7.8%	11.7%	11.9%	14.7%	7.6%	12.8%	9.0%	6.8%	5.7%	11.6%	11.5%	14.7%	2.7%	16.1%	10.2%	4.2%	8.3%	10.3%	14.6%
Not at all	1,959	**233**	205	185	66	94	72	98	134	125	63	40	30	198	66	95	65	62	127	37	89	91	51
	76.2%	**75.6%**	80.1%	73.4%	85.7%	73.4%	71.3%	72.1%	78.8%	69.8%	80.8%	90.9%	85.7%	74.2%	68.8%	73.6%	87.8%	71.3%	76.5%	77.1%	82.4%	78.4%	62.2%
Don't know	37	**4**	3	7	1	3	0	3	1	3	0	0	2	2	0	2	2	0	3	1	3	0	1
	1.4%	**1.3%**	1.2%	2.8%	1.3%	2.3%	0.0%	2.2%	0.6%	1.7%	0.0%	0.0%	5.7%	0.7%	0.0%	1.6%	2.7%	0.0%	1.8%	2.1%	2.8%	0.0%	1.2%
Every day or Some days	575	**71**	48	60	10	31	29	35	35	51	15	4	3	67	30	32	7	25	36	10	16	25	30
	22.4%	**23.1%**	18.8%	23.8%	13.0%	24.2%	28.7%	25.7%	20.6%	28.5%	19.2%	9.1%	8.6%	25.1%	31.3%	24.8%	9.5%	28.7%	21.7%	20.8%	14.8%	21.6%	36.6%
Significantly different from column:*					G		E			L		J	N	M	Q	Q	OP				W	W	UV

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

MedStar Family Choice

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 32

In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

Base: All respondents who smoke cigarettes or use tobacco (Q31)

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	575	**71**	48	60	10	31	29	35	35	51	15	4	3	67	30	32	7	25	36	10	16	25	30
Number missing or multiple answer	10	**1**	1	0	0	1	0	0	1	0	1	0	0	1	1	0	0	1	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	565	**70**	47	60	10	30	29	35	34	51	14	4	3	66	29	32	7	24	36	10	16	24	30
	98.3%	**98.6%**	97.9%	100.0%	100.0%	96.8%	100.0%	100.0%	97.1%	100.0%	93.3%	100.0%	100.0%	98.5%	96.7%	100.0%	100.0%	96.0%	100.0%	100.0%	100.0%	96.0%	100.0%
Never	163	**14**	10	15	6	4	4	10	4	12	2	0	2	12	6	8	0	8	5	1	5	5	4
	28.8%	**20.0%**	21.3%	25.0%	60.0%	13.3%	13.8%	28.6%	11.8%	23.5%	14.3%	0.0%	66.7%	18.2%	20.7%	25.0%	0.0%	33.3%	13.9%	10.0%	31.3%	20.8%	13.3%
Sometimes	117	**12**	7	6	0	7	4	7	4	9	2	0	0	11	6	3	2	3	6	3	2	2	8
	20.7%	**17.1%**	14.9%	10.0%	0.0%	23.3%	13.8%	20.0%	11.8%	17.6%	14.3%	0.0%	0.0%	16.7%	20.7%	9.4%	28.6%	12.5%	16.7%	30.0%	12.5%	8.3%	26.7%
Usually	81	**12**	7	10	1	6	5	6	6	11	1	0	0	12	4	5	2	2	8	2	1	7	4
	14.3%	**17.1%**	14.9%	16.7%	10.0%	20.0%	17.2%	17.1%	17.6%	21.6%	7.1%	0.0%	0.0%	18.2%	13.8%	15.6%	28.6%	8.3%	22.2%	20.0%	6.3%	29.2%	13.3%
Always	204	**32**	23	29	3	13	16	12	20	19	9	4	1	31	13	16	3	11	17	4	8	10	14
	36.1%	**45.7%**	48.9%	48.3%	30.0%	43.3%	55.2%	34.3%	58.8%	37.3%	64.3%	100.0%	33.3%	47.0%	44.8%	50.0%	42.9%	45.8%	47.2%	40.0%	50.0%	41.7%	46.7%
Significantly different from column:*								I	H														
Sometimes, Usually, or Always	402	**56**	37	45	4	26	25	25	30	39	12	4	1	54	23	24	7	16	31	9	11	19	26
	71.2%	**80.0%**	78.7%	75.0%	40.0%	86.7%	86.2%	71.4%	88.2%	76.5%	85.7%	100.0%	33.3%	81.8%	79.3%	75.0%	100.0%	66.7%	86.1%	90.0%	68.8%	79.2%	86.7%
Significantly different from column:*																							

NA - Not applicable

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MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 33

In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

Base: All respondents who smoke cigarettes or use tobacco (Q31)

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	575	**71**	48	60	10	31	29	35	35	51	15	4	3	67	30	32	7	25	36	10	16	25	30
Number missing or multiple answer	11	**1**	0	1	0	1	0	0	1	0	1	0	0	1	1	0	0	1	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	564	**70**	48	59	10	30	29	35	34	51	14	4	3	66	29	32	7	24	36	10	16	24	30
	98.1%	**98.6%**	100.0%	98.3%	100.0%	96.8%	100.0%	100.0%	97.1%	100.0%	93.3%	100.0%	100.0%	98.5%	96.7%	100.0%	100.0%	96.0%	100.0%	100.0%	100.0%	96.0%	100.0%
Never	279	**23**	18	32	7	9	7	14	9	17	6	0	1	22	9	12	2	9	12	2	5	8	10
	49.5%	**32.9%**	37.5%	54.2%	70.0%	30.0%	24.1%	40.0%	26.5%	33.3%	42.9%	0.0%	33.3%	33.3%	31.0%	37.5%	28.6%	37.5%	33.3%	20.0%	31.3%	33.3%	33.3%
Sometimes	101	**16**	10	7	1	9	5	9	6	11	3	1	0	15	7	5	3	5	10	1	2	7	7
	17.9%	**22.9%**	20.8%	11.9%	10.0%	30.0%	17.2%	25.7%	17.6%	21.6%	21.4%	25.0%	0.0%	22.7%	24.1%	15.6%	42.9%	20.8%	27.8%	10.0%	12.5%	29.2%	23.3%
Usually	66	**10**	8	9	2	3	5	7	3	6	2	2	0	10	4	6	0	5	4	1	3	4	3
	11.7%	**14.3%**	16.7%	15.3%	20.0%	10.0%	17.2%	20.0%	8.8%	11.8%	14.3%	50.0%	0.0%	15.2%	13.8%	18.8%	0.0%	20.8%	11.1%	10.0%	18.8%	16.7%	10.0%
Always	118	**21**	12	11	0	9	12	5	16	17	3	1	2	19	9	9	2	5	10	6	6	5	10
	20.9%	**30.0%**	25.0%	18.6%	0.0%	30.0%	41.4%	14.3%	47.1%	33.3%	21.4%	25.0%	66.7%	28.8%	31.0%	28.1%	28.6%	20.8%	27.8%	60.0%	37.5%	20.8%	33.3%
Significantly different from column:*								I	H														
Sometimes, Usually, or Always	285	**47**	30	27	3	21	22	21	25	34	8	4	2	44	20	20	5	15	24	8	11	16	20
	50.5%	**67.1%**	62.5%	45.8%	30.0%	70.0%	75.9%	60.0%	73.5%	66.7%	57.1%	100.0%	66.7%	66.7%	69.0%	62.5%	71.4%	62.5%	66.7%	80.0%	68.8%	66.7%	66.7%
Significantly different from column:*		**AD**																					

NA - Not applicable

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MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 34

In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

Base: All respondents who smoke cigarettes or use tobacco (Q31)

					Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
	2026 HealthChoice Aggregate	**2026**	2025	2024	18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	575	**71**	48	60	10	31	29	35	35	51	15	4	3	67	30	32	7	25	36	10	16	25	30
Number missing or multiple answer	11	**1**	0	1	0	1	0	0	1	0	1	0	0	1	1	0	0	1	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	564	**70**	48	59	10	30	29	35	34	51	14	4	3	66	29	32	7	24	36	10	16	24	30
	98.1%	**98.6%**	100.0%	98.3%	100.0%	96.8%	100.0%	100.0%	97.1%	100.0%	93.3%	100.0%	100.0%	98.5%	96.7%	100.0%	100.0%	96.0%	100.0%	100.0%	100.0%	96.0%	100.0%
Never	291	**25**	21	33	7	11	7	17	8	19	5	1	2	23	10	14	1	10	14	1	6	9	10
	51.6%	**35.7%**	43.8%	55.9%	70.0%	36.7%	24.1%	48.6%	23.5%	37.3%	35.7%	25.0%	66.7%	34.8%	34.5%	43.8%	14.3%	41.7%	38.9%	10.0%	37.5%	37.5%	33.3%
Sometimes	96	**13**	8	8	2	5	5	6	6	7	3	2	0	12	7	3	1	2	10	1	1	7	5
	17.0%	**18.6%**	16.7%	13.6%	20.0%	16.7%	17.2%	17.1%	17.6%	13.7%	21.4%	50.0%	0.0%	18.2%	24.1%	9.4%	14.3%	8.3%	27.8%	10.0%	6.3%	29.2%	16.7%
Usually	74	**16**	7	9	1	8	7	9	7	11	4	1	0	16	5	8	3	8	5	3	5	5	6
	13.1%	**22.9%**	14.6%	15.3%	10.0%	26.7%	24.1%	25.7%	20.6%	21.6%	28.6%	25.0%	0.0%	24.2%	17.2%	25.0%	42.9%	33.3%	13.9%	30.0%	31.3%	20.8%	20.0%
Always	103	**16**	12	9	0	6	10	3	13	14	2	0	1	15	7	7	2	4	7	5	4	3	9
	18.3%	**22.9%**	25.0%	15.3%	0.0%	20.0%	34.5%	8.6%	38.2%	27.5%	14.3%	0.0%	33.3%	22.7%	24.1%	21.9%	28.6%	16.7%	19.4%	50.0%	25.0%	12.5%	30.0%
Significantly different from column:*								I	H														
Sometimes, Usually, or Always	273	**45**	27	26	3	19	22	18	26	32	9	3	1	43	19	18	6	14	22	9	10	15	20
	48.4%	**64.3%**	56.3%	44.1%	30.0%	63.3%	75.9%	51.4%	76.5%	62.7%	64.3%	75.0%	33.3%	65.2%	65.5%	56.3%	85.7%	58.3%	61.1%	90.0%	62.5%	62.5%	66.7%
Significantly different from column:*		**AD**						I	H														

NA - Not applicable

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MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 35

What is your age?

Base: All respondents

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,644	**309**	263	257	77	128	102	136	171	180	78	44	35	268	97	129	74	87	167	48	109	116	82
Number missing or multiple answer	64	**2**	9	3	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,580	**307**	254	254	77	128	102	136	171	180	78	44	35	268	97	129	74	86	166	48	109	115	81
	97.6%	**99.4%**	96.6%	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.9%	99.4%	100.0%	100.0%	99.1%	98.8%
18 to 24	370	**32**	24	24	32	0	0	16	16	23	6	2	5	27	9	12	11	10	18	2	17	9	5
	14.3%	**10.4%**	9.4%	9.4%	41.6%	0.0%	0.0%	11.8%	9.4%	12.8%	7.7%	4.5%	14.3%	10.1%	9.3%	9.3%	14.9%	11.6%	10.8%	4.2%	15.6%	7.8%	6.2%
25 to 34	490	**45**	47	48	45	0	0	14	31	21	17	7	8	36	13	18	13	17	19	8	20	16	9
	19.0%	**14.7%**	18.5%	18.9%	58.4%	0.0%	0.0%	10.3%	18.1%	11.7%	21.8%	15.9%	22.9%	13.4%	13.4%	14.0%	17.6%	19.8%	11.4%	16.7%	18.3%	13.9%	11.1%
35 to 44	549	**68**	61	55	0	68	0	32	36	35	22	11	8	59	21	25	20	16	37	13	28	25	15
	21.3%	**22.1%**	24.0%	21.7%	0.0%	53.1%	0.0%	23.5%	21.1%	19.4%	28.2%	25.0%	22.9%	22.0%	21.6%	19.4%	27.0%	18.6%	22.3%	27.1%	25.7%	21.7%	18.5%
45 to 54	430	**60**	53	43	0	60	0	30	30	35	16	8	5	54	17	27	15	14	36	10	19	26	15
	16.7%	**19.5%**	20.9%	16.9%	0.0%	46.9%	0.0%	22.1%	17.5%	19.4%	20.5%	18.2%	14.3%	20.1%	17.5%	20.9%	20.3%	16.3%	21.7%	20.8%	17.4%	22.6%	18.5%
55 to 64	703	**96**	66	84	0	0	96	41	55	61	16	16	9	86	35	44	14	28	52	14	24	37	34
	27.2%	**31.3%**	26.0%	33.1%	0.0%	0.0%	94.1%	30.1%	32.2%	33.9%	20.5%	36.4%	25.7%	32.1%	36.1%	34.1%	18.9%	32.6%	31.3%	29.2%	22.0%	32.2%	42.0%
65 to 74	33	**5**	3	0	0	0	5	2	3	4	1	0	0	5	2	2	1	1	3	1	1	2	2
	1.3%	**1.6%**	1.2%	0.0%	0.0%	0.0%	4.9%	1.5%	1.8%	2.2%	1.3%	0.0%	0.0%	1.9%	2.1%	1.6%	1.4%	1.2%	1.8%	2.1%	0.9%	1.7%	2.5%
75 or older	5	**1**	0	0	0	0	1	1	0	1	0	0	0	1	0	1	0	0	1	0	0	0	1
	0.2%	**0.3%**	0.0%	0.0%	0.0%	0.0%	1.0%	0.7%	0.0%	0.6%	0.0%	0.0%	0.0%	0.4%	0.0%	0.8%	0.0%	0.0%	0.6%	0.0%	0.0%	0.0%	1.2%
55 or older	741	**102**	69	84	0	0	102	44	58	66	17	16	9	92	37	47	15	29	56	15	25	39	37
	28.7%	**33.2%**	27.2%	33.1%	0.0%	0.0%	100.0%	32.4%	33.9%	36.7%	21.8%	36.4%	25.7%	34.3%	38.1%	36.4%	20.3%	33.7%	33.7%	31.3%	22.9%	33.9%	45.7%
Significantly different from column:*					G	G	EF			K	J				Q	Q	OP				W		U

NA - Not applicable

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MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 36

Are you male or female?

Base: All respondents

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,644	**309**	263	257	77	128	102	136	171	180	78	44	35	268	97	129	74	87	167	48	109	116	82
Number missing or multiple answer	73	**2**	8	3	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,571	**307**	255	254	77	128	102	136	171	180	78	44	35	268	97	129	74	86	166	48	109	115	81
	97.2%	**99.4%**	97.0%	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.9%	99.4%	100.0%	100.0%	99.1%	98.8%
Male	1,079	**136**	115	101	30	62	44	136	0	89	29	15	13	122	38	59	34	45	76	13	43	52	40
	42.0%	**44.3%**	45.1%	39.8%	39.0%	48.4%	43.1%	100.0%	0.0%	49.4%	37.2%	34.1%	37.1%	45.5%	39.2%	45.7%	45.9%	52.3%	45.8%	27.1%	39.4%	45.2%	49.4%
Female	1,492	**171**	140	153	47	66	58	0	171	91	49	29	22	146	59	70	40	41	90	35	66	63	41
	58.0%	**55.7%**	54.9%	60.2%	61.0%	51.6%	56.9%	0.0%	100.0%	50.6%	62.8%	65.9%	62.9%	54.5%	60.8%	54.3%	54.1%	47.7%	54.2%	72.9%	60.6%	54.8%	50.6%
Significantly different from column:*								I	H									T	T	RS			

NA - Not applicable

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MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 37

What is the highest grade or level of school that you have completed?

Base: All respondents

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,644	**309**	263	257	77	128	102	136	171	180	78	44	35	268	97	129	74	87	167	48	109	116	82
Number missing or multiple answer	89	**7**	12	4	1	1	3	3	2	0	0	0	1	4	2	0	3	2	3	2	2	2	3
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,555	**302**	251	253	76	127	99	133	169	180	78	44	34	264	95	129	71	85	164	46	107	114	79
	96.6%	**97.7%**	95.4%	98.4%	98.7%	99.2%	97.1%	97.8%	98.8%	100.0%	100.0%	100.0%	97.1%	98.5%	97.9%	100.0%	95.9%	97.7%	98.2%	95.8%	98.2%	98.3%	96.3%
8th grade or less	106	**11**	4	10	2	4	5	3	8	11	0	0	3	8	4	2	4	5	3	2	2	3	5
	4.1%	**3.6%**	1.6%	4.0%	2.6%	3.1%	5.1%	2.3%	4.7%	6.1%	0.0%	0.0%	8.8%	3.0%	4.2%	1.6%	5.6%	5.9%	1.8%	4.3%	1.9%	2.6%	6.3%
Some high school, but did not graduate	307	**38**	20	25	5	16	17	20	18	38	0	0	7	31	14	14	9	15	18	5	10	10	18
	12.0%	**12.6%**	8.0%	9.9%	6.6%	12.6%	17.2%	15.0%	10.7%	21.1%	0.0%	0.0%	20.6%	11.7%	14.7%	10.9%	12.7%	17.6%	11.0%	10.9%	9.3%	8.8%	22.8%
High school graduate or GED	1,019	**131**	112	103	37	50	44	66	65	131	0	0	14	114	41	66	20	38	74	16	45	50	35
	39.9%	**43.4%**	44.6%	40.7%	48.7%	39.4%	44.4%	49.6%	38.5%	72.8%	0.0%	0.0%	41.2%	43.2%	43.2%	51.2%	28.2%	44.7%	45.1%	34.8%	42.1%	43.9%	44.3%
Some college or 2-year degree	694	**78**	73	84	23	38	17	29	49	0	78	0	5	73	24	31	23	15	47	13	31	36	11
	27.2%	**25.8%**	29.1%	33.2%	30.3%	29.9%	17.2%	21.8%	29.0%	0.0%	100.0%	0.0%	14.7%	27.7%	25.3%	24.0%	32.4%	17.6%	28.7%	28.3%	29.0%	31.6%	13.9%
4-year college graduate	262	**26**	29	23	7	13	6	10	16	0	0	26	2	23	6	8	11	7	14	5	12	8	6
	10.3%	**8.6%**	11.6%	9.1%	9.2%	10.2%	6.1%	7.5%	9.5%	0.0%	0.0%	59.1%	5.9%	8.7%	6.3%	6.2%	15.5%	8.2%	8.5%	10.9%	11.2%	7.0%	7.6%
More than 4-year college degree	167	**18**	13	8	2	6	10	5	13	0	0	18	3	15	6	8	4	5	8	5	7	7	4
	6.5%	**6.0%**	5.2%	3.2%	2.6%	4.7%	10.1%	3.8%	7.7%	0.0%	0.0%	40.9%	8.8%	5.7%	6.3%	6.2%	5.6%	5.9%	4.9%	10.9%	6.5%	6.1%	5.1%
4-year college graduate or more	429	**44**	42	31	9	19	16	15	29	0	0	44	5	38	12	16	15	12	22	10	19	15	10
	16.8%	**14.6%**	16.7%	12.3%	11.8%	15.0%	16.2%	11.3%	17.2%	0.0%	0.0%	100.0%	14.7%	14.4%	12.6%	12.4%	21.1%	14.1%	13.4%	21.7%	17.8%	13.2%	12.7%
Significantly different from column:*										L	L	JK											

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 38

Are you of Hispanic or Latino origin or descent?

Base: All respondents

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,644	**309**	263	257	77	128	102	136	171	180	78	44	35	268	97	129	74	87	167	48	109	116	82
Number missing or multiple answer	117	**6**	18	9	1	2	1	1	3	3	0	1	0	0	1	2	1	3	3	0	1	3	2
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,527	**303**	245	248	76	126	101	135	168	177	78	43	35	268	96	127	73	84	164	48	108	113	80
	95.6%	**98.1%**	93.2%	96.5%	98.7%	98.4%	99.0%	99.3%	98.2%	98.3%	100.0%	97.7%	100.0%	100.0%	99.0%	98.4%	98.6%	96.6%	98.2%	100.0%	99.1%	97.4%	97.6%
Yes, Hispanic or Latino	411	**35**	29	26	13	13	9	13	22	24	5	5	35	0	10	3	19	15	16	4	13	14	8
	16.3%	**11.6%**	11.8%	10.5%	17.1%	10.3%	8.9%	9.6%	13.1%	13.6%	6.4%	11.6%	100.0%	0.0%	10.4%	2.4%	26.0%	17.9%	9.8%	8.3%	12.0%	12.4%	10.0%
No, not Hispanic or Latino	2,116	**268**	216	222	63	113	92	122	146	153	73	38	0	268	86	124	54	69	148	44	95	99	72
	83.7%	**88.4%**	88.2%	89.5%	82.9%	89.7%	91.1%	90.4%	86.9%	86.4%	93.6%	88.4%	0.0%	100.0%	89.6%	97.6%	74.0%	82.1%	90.2%	91.7%	88.0%	87.6%	90.0%
Significantly different from column:*		**A**													PQ	OQ	OP						

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 39

What is your race? Mark one or more.

Base: All respondents

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,644	**309**	263	257	77	128	102	136	171	180	78	44	35	268	97	129	74	87	167	48	109	116	82
Number missing or multiple answer	139	**9**	18	11	1	3	3	5	2	6	0	1	3	4	0	0	0	5	4	0	1	5	3
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,505	**300**	245	246	76	125	99	131	169	174	78	43	32	264	97	129	74	82	163	48	108	111	79
	94.7%	**97.1%**	93.2%	95.7%	98.7%	97.7%	97.1%	96.3%	98.8%	96.7%	100.0%	97.7%	91.4%	98.5%	100.0%	100.0%	100.0%	94.3%	97.6%	100.0%	99.1%	95.7%	96.3%
White	892	**112**	103	86	29	44	39	47	65	66	32	12	11	100	97	0	15	22	59	26	36	44	31
	35.6%	**37.3%**	42.0%	35.0%	38.2%	35.2%	39.4%	35.9%	38.5%	37.9%	41.0%	27.9%	34.4%	37.9%	100.0%	0.0%	20.3%	26.8%	36.2%	54.2%	33.3%	39.6%	39.2%
Black or African American	1,236	**149**	116	132	38	63	48	70	79	90	42	17	4	143	0	129	20	43	81	22	56	53	39
	49.3%	**49.7%**	47.3%	53.7%	50.0%	50.4%	48.5%	53.4%	46.7%	51.7%	53.8%	39.5%	12.5%	54.2%	0.0%	100.0%	27.0%	52.4%	49.7%	45.8%	51.9%	47.7%	49.4%
Asian	198	**25**	15	18	6	12	7	12	13	8	6	9	0	25	0	0	25	8	15	2	7	14	4
	7.9%	**8.3%**	6.1%	7.3%	7.9%	9.6%	7.1%	9.2%	7.7%	4.6%	7.7%	20.9%	0.0%	9.5%	0.0%	0.0%	33.8%	9.8%	9.2%	4.2%	6.5%	12.6%	5.1%
Native Hawaiian or other Pacific Islander	25	**5**	5	4	1	4	0	0	5	0	2	3	1	3	0	0	5	1	2	2	3	1	1
	1.0%	**1.7%**	2.0%	1.6%	1.3%	3.2%	0.0%	0.0%	3.0%	0.0%	2.6%	7.0%	3.1%	1.1%	0.0%	0.0%	6.8%	1.2%	1.2%	4.2%	2.8%	0.9%	1.3%
American Indian or Alaska Native	63	**9**	9	13	3	5	1	6	3	2	6	1	0	9	0	0	9	4	4	0	4	5	0
	2.5%	**3.0%**	3.7%	5.3%	3.9%	4.0%	1.0%	4.6%	1.8%	1.1%	7.7%	2.3%	0.0%	3.4%	0.0%	0.0%	12.2%	4.9%	2.5%	0.0%	3.7%	4.5%	0.0%
Other	353	**37**	34	21	12	18	7	17	20	22	9	5	17	19	0	0	37	13	19	5	12	16	9
	14.1%	**12.3%**	13.9%	8.5%	15.8%	14.4%	7.1%	13.0%	11.8%	12.6%	11.5%	11.6%	53.1%	7.2%	0.0%	0.0%	50.0%	15.9%	11.7%	10.4%	11.1%	14.4%	11.4%

NA - Not applicable

Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 40

X042

In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?

Base: All respondents

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,644	**309**	263	257	77	128	102	136	171	180	78	44	35	268	97	129	74	87	167	48	109	116	82
Number missing or multiple answer	115	**6**	12	6	0	2	2	3	1	3	0	0	0	4	1	0	0	3	2	1	0	4	2
Number no experience	474	**53**	45	45	24	19	10	27	26	35	9	8	9	44	17	23	12	33	15	3	28	17	8
Usable responses	2,055	**250**	206	206	53	107	90	106	144	142	69	36	26	220	79	106	62	51	150	44	81	95	72
	77.7%	**80.9%**	78.3%	80.2%	68.8%	83.6%	88.2%	77.9%	84.2%	78.9%	88.5%	81.8%	74.3%	82.1%	81.4%	82.2%	83.8%	58.6%	89.8%	91.7%	74.3%	81.9%	87.8%
Yes	1,366	**177**	151	135	32	76	69	72	105	101	50	25	15	161	57	78	40	28	108	37	54	70	51
	66.5%	**70.8%**	73.3%	65.5%	60.4%	71.0%	76.7%	67.9%	72.9%	71.1%	72.5%	69.4%	57.7%	73.2%	72.2%	73.6%	64.5%	54.9%	72.0%	84.1%	66.7%	73.7%	70.8%
No	689	**73**	55	71	21	31	21	34	39	41	19	11	11	59	22	28	22	23	42	7	27	25	21
	33.5%	**29.2%**	26.7%	34.5%	39.6%	29.0%	23.3%	32.1%	27.1%	28.9%	27.5%	30.6%	42.3%	26.8%	27.8%	26.4%	35.5%	45.1%	28.0%	15.9%	33.3%	26.3%	29.2%
Significantly different from column:*	[redacted]		[redacted]		G		E											ST	R	R			

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 41

X043

In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?

Base: All respondents who talked to a doctor or other health provider about specific things to do to prevent illness (Q40)

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,055	**250**	206	206	53	107	90	106	144	142	69	36	26	220	79	106	62	51	150	44	81	95	72
Number missing or multiple answer	62	**4**	9	10	1	0	3	1	3	4	0	0	0	3	1	3	0	1	1	1	1	2	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,993	**246**	197	196	52	107	87	105	141	138	69	36	26	217	78	103	62	50	149	43	80	93	71
	97.0%	**98.4%**	95.6%	95.1%	98.1%	100.0%	96.7%	99.1%	97.9%	97.2%	100.0%	100.0%	100.0%	98.6%	98.7%	97.2%	100.0%	98.0%	99.3%	97.7%	98.8%	97.9%	98.6%
Yes	833	**112**	89	81	19	54	39	40	72	57	34	19	11	101	37	50	24	13	63	35	34	42	36
	41.8%	**45.5%**	45.2%	41.3%	36.5%	50.5%	44.8%	38.1%	51.1%	41.3%	49.3%	52.8%	42.3%	46.5%	47.4%	48.5%	38.7%	26.0%	42.3%	81.4%	42.5%	45.2%	50.7%
No	1,160	**134**	108	115	33	53	48	65	69	81	35	17	15	116	41	53	38	37	86	8	46	51	35
	58.2%	**54.5%**	54.8%	58.7%	63.5%	49.5%	55.2%	61.9%	48.9%	58.7%	50.7%	47.2%	57.7%	53.5%	52.6%	51.5%	61.3%	74.0%	57.7%	18.6%	57.5%	54.8%	49.3%
Significantly different from column:*								I	H									ST	RT	RS			

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 42

X044

Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?

Base: All respondents who talked to a doctor or other health provider about starting/stopping medication (Q40 and Q41)

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	833	**112**	89	81	19	54	39	40	72	57	34	19	11	101	37	50	24	13	63	35	34	42	36
Number missing or multiple answer	5	**0**	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	828	**112**	87	80	19	54	39	40	72	57	34	19	11	101	37	50	24	13	63	35	34	42	36
	99.4%	**100.0%**	97.8%	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	771	**106**	84	75	18	51	37	39	67	55	31	18	11	95	34	47	24	13	57	35	30	40	36
	93.1%	**94.6%**	96.6%	93.8%	94.7%	94.4%	94.9%	97.5%	93.1%	96.5%	91.2%	94.7%	100.0%	94.1%	91.9%	94.0%	100.0%	100.0%	90.5%	100.0%	88.2%	95.2%	100.0%
No	57	**6**	3	5	1	3	2	1	5	2	3	1	0	6	3	3	0	0	6	0	4	2	0
	6.9%	**5.4%**	3.4%	6.3%	5.3%	5.6%	5.1%	2.5%	6.9%	3.5%	8.8%	5.3%	0.0%	5.9%	8.1%	6.0%	0.0%	0.0%	9.5%	0.0%	11.8%	4.8%	0.0%
Significantly different from column:*																							

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 43

X045

Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?

Base: All respondents who talked to a doctor or other health provider about starting/stopping medication (Q40 and Q41)

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	833	**112**	89	81	19	54	39	40	72	57	34	19	11	101	37	50	24	13	63	35	34	42	36
Number missing or multiple answer	6	**2**	1	1	0	2	0	0	2	0	1	1	0	2	0	2	0	0	1	1	1	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	827	**110**	88	80	19	52	39	40	70	57	33	18	11	99	37	48	24	13	62	34	33	41	36
	99.3%	**98.2%**	98.9%	98.8%	100.0%	96.3%	100.0%	100.0%	97.2%	100.0%	97.1%	94.7%	100.0%	98.0%	100.0%	96.0%	100.0%	100.0%	98.4%	97.1%	97.1%	97.6%	100.0%
Yes	580	**82**	73	49	13	41	28	29	53	43	28	11	9	73	23	39	19	11	43	27	23	31	28
	70.1%	**74.5%**	83.0%	61.3%	68.4%	78.8%	71.8%	72.5%	75.7%	75.4%	84.8%	61.1%	81.8%	73.7%	62.2%	81.3%	79.2%	84.6%	69.4%	79.4%	69.7%	75.6%	77.8%
No	247	**28**	15	31	6	11	11	11	17	14	5	7	2	26	14	9	5	2	19	7	10	10	8
	29.9%	**25.5%**	17.0%	38.8%	31.6%	21.2%	28.2%	27.5%	24.3%	24.6%	15.2%	38.9%	18.2%	26.3%	37.8%	18.8%	20.8%	15.4%	30.6%	20.6%	30.3%	24.4%	22.2%
Significantly different from column:*															P	O							

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 44

X046

When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?

Base: All respondents who talked to a doctor or other health provider about starting/stopping medication (Q40 and Q41)

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	833	**112**	89	81	19	54	39	40	72	57	34	19	11	101	37	50	24	13	63	35	34	42	36
Number missing or multiple answer	7	**1**	2	2	0	1	0	0	1	0	1	0	0	1	0	1	0	0	1	0	1	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	826	**111**	87	79	19	53	39	40	71	57	33	19	11	100	37	49	24	13	62	35	33	42	36
	99.2%	**99.1%**	97.8%	97.5%	100.0%	98.1%	100.0%	100.0%	98.6%	100.0%	97.1%	100.0%	100.0%	99.0%	100.0%	98.0%	100.0%	100.0%	98.4%	100.0%	97.1%	100.0%	100.0%
Yes	668	**85**	79	59	15	39	31	27	58	44	28	12	10	75	25	37	22	13	45	26	22	35	28
	80.9%	**76.6%**	90.8%	74.7%	78.9%	73.6%	79.5%	67.5%	81.7%	77.2%	84.8%	63.2%	90.9%	75.0%	67.6%	75.5%	91.7%	100.0%	72.6%	74.3%	66.7%	83.3%	77.8%
No	158	**26**	8	20	4	14	8	13	13	13	5	7	1	25	12	12	2	0	17	9	11	7	8
	19.1%	**23.4%**	9.2%	25.3%	21.1%	26.4%	20.5%	32.5%	18.3%	22.8%	15.2%	36.8%	9.1%	25.0%	32.4%	24.5%	8.3%	0.0%	27.4%	25.7%	33.3%	16.7%	22.2%
Significantly different from column:*		**C**													Q		O						

NA - Not applicable

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MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 45

X035

Do you feel that the medical care you received in the last 6 months has improved your health?

Base: All respondents

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,644	**309**	263	257	77	128	102	136	171	180	78	44	35	268	97	129	74	87	167	48	109	116	82
Number missing or multiple answer	227	**21**	14	17	6	8	5	9	10	12	3	2	3	16	7	5	4	11	8	1	8	8	4
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,417	**288**	249	240	71	120	97	127	161	168	75	42	32	252	90	124	70	76	159	47	101	108	78
	91.4%	**93.2%**	94.7%	93.4%	92.2%	93.8%	95.1%	93.4%	94.2%	93.3%	96.2%	95.5%	91.4%	94.0%	92.8%	96.1%	94.6%	87.4%	95.2%	97.9%	92.7%	93.1%	95.1%
Yes	1,844	**226**	200	181	50	95	81	92	134	129	58	36	23	200	68	98	57	54	126	41	85	87	53
	76.3%	**78.5%**	80.3%	75.4%	70.4%	79.2%	83.5%	72.4%	83.2%	76.8%	77.3%	85.7%	71.9%	79.4%	75.6%	79.0%	81.4%	71.1%	79.2%	87.2%	84.2%	80.6%	67.9%
No	573	**62**	49	59	21	25	16	35	27	39	17	6	9	52	22	26	13	22	33	6	16	21	25
	23.7%	**21.5%**	19.7%	24.6%	29.6%	20.8%	16.5%	27.6%	16.8%	23.2%	22.7%	14.3%	28.1%	20.6%	24.4%	21.0%	18.6%	28.9%	20.8%	12.8%	15.8%	19.4%	32.1%
Significantly different from column:*					G		E	I	H									T		R	W	W	UV

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 46

X036

In the last 6 months, how many times have you changed your personal doctor or nurse?

Base: All respondents

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,644	**309**	263	257	77	128	102	136	171	180	78	44	35	268	97	129	74	87	167	48	109	116	82
Number missing or multiple answer	139	**9**	13	8	1	3	3	4	3	5	2	0	0	7	2	2	0	5	4	0	3	4	2
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,505	**300**	250	249	76	125	99	132	168	175	76	44	35	261	95	127	74	82	163	48	106	112	80
	94.7%	**97.1%**	95.1%	96.9%	98.7%	97.7%	97.1%	97.1%	98.2%	97.2%	97.4%	100.0%	100.0%	97.4%	97.9%	98.4%	100.0%	94.3%	97.6%	100.0%	97.2%	96.6%	97.6%
1 time	204	**31**	17	20	12	10	9	22	9	16	8	6	2	29	8	14	8	11	16	4	11	12	8
	8.1%	**10.3%**	6.8%	8.0%	15.8%	8.0%	9.1%	16.7%	5.4%	9.1%	10.5%	13.6%	5.7%	11.1%	8.4%	11.0%	10.8%	13.4%	9.8%	8.3%	10.4%	10.7%	10.0%
2 times	39	**5**	5	5	1	2	2	1	4	4	1	0	0	5	3	2	0	0	2	3	3	0	2
	1.6%	**1.7%**	2.0%	2.0%	1.3%	1.6%	2.0%	0.8%	2.4%	2.3%	1.3%	0.0%	0.0%	1.9%	3.2%	1.6%	0.0%	0.0%	1.2%	6.3%	2.8%	0.0%	2.5%
3 or more times	29	**5**	3	2	0	4	1	0	5	1	2	2	1	4	2	2	1	1	2	2	2	1	2
	1.2%	**1.7%**	1.2%	0.8%	0.0%	3.2%	1.0%	0.0%	3.0%	0.6%	2.6%	4.5%	2.9%	1.5%	2.1%	1.6%	1.4%	1.2%	1.2%	4.2%	1.9%	0.9%	2.5%
I have not changed my personal doctor or nurse in the last 6 months	2,233	**259**	225	222	63	109	87	109	150	154	65	36	32	223	82	109	65	70	143	39	90	99	68
	89.1%	**86.3%**	90.0%	89.2%	82.9%	87.2%	87.9%	82.6%	89.3%	88.0%	85.5%	81.8%	91.4%	85.4%	86.3%	85.8%	87.8%	85.4%	87.7%	81.3%	84.9%	88.4%	85.0%
Significantly different from column:*																							

NA - Not applicable

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MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 47

X037

In the last 6 months, when you had to travel to see your personal doctor or nurse in person, about how long did it take, on average, to get to your personal doctor or nurse's office?

Base: All respondents

					Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
	2026 HealthChoice Aggregate	**2026**	2025	2024	18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,644	**309**	263	257	77	128	102	136	171	180	78	44	35	268	97	129	74	87	167	48	109	116	82
Number missing or multiple answer	140	**8**	15	17	1	4	1	2	4	4	2	0	0	6	0	3	0	4	4	0	1	6	1
Number no experience	576	**61**	57	35	22	24	15	33	28	39	10	10	7	51	21	25	15	36	17	6	26	20	13
Usable responses	1,928	**240**	191	205	54	100	86	101	139	137	66	34	28	211	76	101	59	47	146	42	82	90	68
	72.9%	**77.7%**	72.6%	79.8%	70.1%	78.1%	84.3%	74.3%	81.3%	76.1%	84.6%	77.3%	80.0%	78.7%	78.4%	78.3%	79.7%	54.0%	87.4%	87.5%	75.2%	77.6%	82.9%
More than 1 hour	96	**11**	7	6	3	6	2	5	6	7	1	3	1	10	4	3	4	0	7	4	7	2	2
	5.0%	**4.6%**	3.7%	2.9%	5.6%	6.0%	2.3%	5.0%	4.3%	5.1%	1.5%	8.8%	3.6%	4.7%	5.3%	3.0%	6.8%	0.0%	4.8%	9.5%	8.5%	2.2%	2.9%
Between 30 minutes and 1 hour	554	**67**	53	52	12	26	29	33	34	40	17	8	12	55	21	26	18	14	42	10	18	28	21
	28.7%	**27.9%**	27.7%	25.4%	22.2%	26.0%	33.7%	32.7%	24.5%	29.2%	25.8%	23.5%	42.9%	26.1%	27.6%	25.7%	30.5%	29.8%	28.8%	23.8%	22.0%	31.1%	30.9%
Less than 30 minutes	1,278	**162**	131	147	39	68	55	63	99	90	48	23	15	146	51	72	37	33	97	28	57	60	45
	66.3%	**67.5%**	68.6%	71.7%	72.2%	68.0%	64.0%	62.4%	71.2%	65.7%	72.7%	67.6%	53.6%	69.2%	67.1%	71.3%	62.7%	70.2%	66.4%	66.7%	69.5%	66.7%	66.2%
Significantly different from column:*																							

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MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 48

X038

For health care, when you travel to see your personal doctor or nurse in person, how far do you have to travel to visit your personal doctor or nurse?

Base: All respondents

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,644	**309**	263	257	77	128	102	136	171	180	78	44	35	268	97	129	74	87	167	48	109	116	82
Number missing or multiple answer	173	**15**	19	16	4	7	2	4	9	7	3	2	1	12	1	7	2	6	8	0	4	8	2
Number no experience	293	**33**	21	33	10	12	11	13	20	22	7	3	4	29	12	12	8	9	17	4	11	14	8
Usable responses	2,178	**261**	223	208	63	109	89	119	142	151	68	39	30	227	84	110	64	72	142	44	94	94	72
	82.4%	**84.5%**	84.8%	80.9%	81.8%	85.2%	87.3%	87.5%	83.0%	83.9%	87.2%	88.6%	85.7%	84.7%	86.6%	85.3%	86.5%	82.8%	85.0%	91.7%	86.2%	81.0%	87.8%
More than 10 miles	557	**73**	58	61	16	29	28	39	34	43	14	14	12	60	27	28	17	21	36	16	28	25	20
	25.6%	**28.0%**	26.0%	29.3%	25.4%	26.6%	31.5%	32.8%	23.9%	28.5%	20.6%	35.9%	40.0%	26.4%	32.1%	25.5%	26.6%	29.2%	25.4%	36.4%	29.8%	26.6%	27.8%
10 miles or less	1,621	**188**	165	147	47	80	61	80	108	108	54	25	18	167	57	82	47	51	106	28	66	69	52
	74.4%	**72.0%**	74.0%	70.7%	74.6%	73.4%	68.5%	67.2%	76.1%	71.5%	79.4%	64.1%	60.0%	73.6%	67.9%	74.5%	73.4%	70.8%	74.6%	63.6%	70.2%	73.4%	72.2%
Significantly different from column:*																							

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MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 49

X039

In the last 6 months, how often were you able to get a referral to a specialist when you needed one?

Base: All respondents

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,644	**309**	263	257	77	128	102	136	171	180	78	44	35	268	97	129	74	87	167	48	109	116	82
Number missing or multiple answer	159	**10**	23	19	1	5	2	4	4	4	3	0	0	8	1	4	0	4	5	1	1	7	2
Number no experience	900	**85**	0	0	32	37	16	41	44	47	23	15	13	69	23	36	25	38	37	8	44	29	12
Usable responses	1,585	**214**	240	238	44	86	84	91	123	129	52	29	22	191	73	89	49	45	125	39	64	80	68
	59.9%	**69.3%**	91.3%	92.6%	57.1%	67.2%	82.4%	66.9%	71.9%	71.7%	66.7%	65.9%	62.9%	71.3%	75.3%	69.0%	66.2%	51.7%	74.9%	81.3%	58.7%	69.0%	82.9%
Never	197	**14**	37	38	4	4	6	9	5	13	0	1	4	10	4	6	3	8	6	0	3	7	4
	12.4%	**6.5%**	15.4%	16.0%	9.1%	4.7%	7.1%	9.9%	4.1%	10.1%	0.0%	3.4%	18.2%	5.2%	5.5%	6.7%	6.1%	17.8%	4.8%	0.0%	4.7%	8.8%	5.9%
Sometimes	231	**26**	33	20	8	9	9	9	17	12	8	5	6	20	8	9	8	7	14	4	10	10	6
	14.6%	**12.1%**	13.8%	8.4%	18.2%	10.5%	10.7%	9.9%	13.8%	9.3%	15.4%	17.2%	27.3%	10.5%	11.0%	10.1%	16.3%	15.6%	11.2%	10.3%	15.6%	12.5%	8.8%
Usually	286	**37**	56	37	14	15	8	17	20	24	8	5	4	32	8	16	12	7	23	6	12	14	11
	18.0%	**17.3%**	23.3%	15.5%	31.8%	17.4%	9.5%	18.7%	16.3%	18.6%	15.4%	17.2%	18.2%	16.8%	11.0%	18.0%	24.5%	15.6%	18.4%	15.4%	18.8%	17.5%	16.2%
Always	871	**137**	114	143	18	58	61	56	81	80	36	18	8	129	53	58	26	23	82	29	39	49	47
	55.0%	**64.0%**	47.5%	60.1%	40.9%	67.4%	72.6%	61.5%	65.9%	62.0%	69.2%	62.1%	36.4%	67.5%	72.6%	65.2%	53.1%	51.1%	65.6%	74.4%	60.9%	61.3%	69.1%
Significantly different from column:*		**AC**			FG	E	E						N	M	Q		O	T		R			
Usually or Always	1,157	**174**	170	180	32	73	69	73	101	104	44	23	12	161	61	74	38	30	105	35	51	63	58
	73.0%	**81.3%**	70.8%	75.6%	72.7%	84.9%	82.1%	80.2%	82.1%	80.6%	84.6%	79.3%	54.5%	84.3%	83.6%	83.1%	77.6%	66.7%	84.0%	89.7%	79.7%	78.8%	85.3%
Significantly different from column:*		**AC**																ST	R	R			

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 50

X041

In the last 6 months, did you get any educational materials from doctors or health professionals about the dangers of smoking or using tobacco products?

Base: All respondents

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,644	**309**	263	257	77	128	102	136	171	180	78	44	35	268	97	129	74	87	167	48	109	116	82
Number missing or multiple answer	166	**12**	18	14	2	6	2	4	6	5	4	1	0	10	0	5	2	4	7	0	2	7	2
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,478	**297**	245	243	75	122	100	132	165	175	74	43	35	258	97	124	72	83	160	48	107	109	80
	93.7%	**96.1%**	93.2%	94.6%	97.4%	95.3%	98.0%	97.1%	96.5%	97.2%	94.9%	97.7%	100.0%	96.3%	100.0%	96.1%	97.3%	95.4%	95.8%	100.0%	98.2%	94.0%	97.6%
Yes	545	**84**	55	53	17	35	32	42	42	57	15	12	10	74	26	42	15	20	48	15	30	26	27
	22.0%	**28.3%**	22.4%	21.8%	22.7%	28.7%	32.0%	31.8%	25.5%	32.6%	20.3%	27.9%	28.6%	28.7%	26.8%	33.9%	20.8%	24.1%	30.0%	31.3%	28.0%	23.9%	33.8%
No	1,933	**213**	190	190	58	87	68	90	123	118	59	31	25	184	71	82	57	63	112	33	77	83	53
	78.0%	**71.7%**	77.6%	78.2%	77.3%	71.3%	68.0%	68.2%	74.5%	67.4%	79.7%	72.1%	71.4%	71.3%	73.2%	66.1%	79.2%	75.9%	70.0%	68.8%	72.0%	76.1%	66.3%
Significantly different from column:*		**A**																					

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 51

X052

In the last 6 months, how often was it easy to get phone or video appointments with a health provider?

Base: All respondents

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,644	**309**	263	257	77	128	102	136	171	180	78	44	35	268	97	129	74	87	167	48	109	116	82
Number missing or multiple answer	164	**14**	18	15	2	6	4	5	7	8	3	1	0	12	0	8	1	6	7	0	3	9	1
Number no experience	1,036	**122**	90	115	43	48	31	64	58	72	31	18	16	102	36	60	23	46	62	11	50	42	29
Usable responses	1,444	**173**	155	127	32	74	67	67	106	100	44	25	19	154	61	61	50	35	98	37	56	65	52
	54.6%	**56.0%**	58.9%	49.4%	41.6%	57.8%	65.7%	49.3%	62.0%	55.6%	56.4%	56.8%	54.3%	57.5%	62.9%	47.3%	67.6%	40.2%	58.7%	77.1%	51.4%	56.0%	63.4%
Never	153	**19**	16	15	5	4	10	9	10	14	2	2	4	15	7	6	6	6	8	5	5	8	6
	10.6%	**11.0%**	10.3%	11.8%	15.6%	5.4%	14.9%	13.4%	9.4%	14.0%	4.5%	8.0%	21.1%	9.7%	11.5%	9.8%	12.0%	17.1%	8.2%	13.5%	8.9%	12.3%	11.5%
Sometimes	237	**23**	27	17	7	9	7	7	16	10	6	6	5	18	7	5	11	5	14	3	6	7	10
	16.4%	**13.3%**	17.4%	13.4%	21.9%	12.2%	10.4%	10.4%	15.1%	10.0%	13.6%	24.0%	26.3%	11.7%	11.5%	8.2%	22.0%	14.3%	14.3%	8.1%	10.7%	10.8%	19.2%
Usually	315	**38**	41	41	7	16	15	11	27	19	12	7	4	34	12	13	13	5	21	11	8	16	14
	21.8%	**22.0%**	26.5%	32.3%	21.9%	21.6%	22.4%	16.4%	25.5%	19.0%	27.3%	28.0%	21.1%	22.1%	19.7%	21.3%	26.0%	14.3%	21.4%	29.7%	14.3%	24.6%	26.9%
Always	739	**93**	71	54	13	45	35	40	53	57	24	10	6	87	35	37	20	19	55	18	37	34	22
	51.2%	**53.8%**	45.8%	42.5%	40.6%	60.8%	52.2%	59.7%	50.0%	57.0%	54.5%	40.0%	31.6%	56.5%	57.4%	60.7%	40.0%	54.3%	56.1%	48.6%	66.1%	52.3%	42.3%
Significantly different from column:*													N	M		Q	P				W		U
Usually or Always	1,054	**131**	112	95	20	61	50	51	80	76	36	17	10	121	47	50	33	24	76	29	45	50	36
	73.0%	**75.7%**	72.3%	74.8%	62.5%	82.4%	74.6%	76.1%	75.5%	76.0%	81.8%	68.0%	52.6%	78.6%	77.0%	82.0%	66.0%	68.6%	77.6%	78.4%	80.4%	76.9%	69.2%
Significantly different from column:*					F	E																	

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

MedStar Family Choice

5153000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2025 (MY 2025) - Fielded February to May 2026

Question 52

X053

In the last 6 months, how often was it easy to get the care you needed by phone or video?

Base: All respondents

	2026 HealthChoice Aggregate	**2026**	2025	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,644	**309**	263	257	77	128	102	136	171	180	78	44	35	268	97	129	74	87	167	48	109	116	82
Number missing or multiple answer	164	**13**	16	14	1	5	5	6	5	7	3	0	0	11	2	6	0	4	7	2	2	8	3
Number no experience	1,091	**119**	95	114	42	49	28	59	60	66	33	19	16	99	37	53	27	44	58	13	51	40	27
Usable responses	1,389	**177**	152	129	34	74	69	71	106	107	42	25	19	158	58	70	47	39	102	33	56	68	52
	52.5%	**57.3%**	57.8%	50.2%	44.2%	57.8%	67.6%	52.2%	62.0%	59.4%	53.8%	56.8%	54.3%	59.0%	59.8%	54.3%	63.5%	44.8%	61.1%	68.8%	51.4%	58.6%	63.4%
Never	166	**23**	17	17	5	9	9	11	12	16	5	2	5	18	7	7	8	8	9	5	4	12	7
	12.0%	**13.0%**	11.2%	13.2%	14.7%	12.2%	13.0%	15.5%	11.3%	15.0%	11.9%	8.0%	26.3%	11.4%	12.1%	10.0%	17.0%	20.5%	8.8%	15.2%	7.1%	17.6%	13.5%
Sometimes	209	**26**	30	18	7	10	9	11	15	14	5	6	5	21	12	6	8	9	13	3	10	8	8
	15.0%	**14.7%**	19.7%	14.0%	20.6%	13.5%	13.0%	15.5%	14.2%	13.1%	11.9%	24.0%	26.3%	13.3%	20.7%	8.6%	17.0%	23.1%	12.7%	9.1%	17.9%	11.8%	15.4%
Usually	303	**36**	36	33	8	17	11	12	24	25	6	5	3	33	8	14	14	4	24	8	8	14	14
	21.8%	**20.3%**	23.7%	25.6%	23.5%	23.0%	15.9%	16.9%	22.6%	23.4%	14.3%	20.0%	15.8%	20.9%	13.8%	20.0%	29.8%	10.3%	23.5%	24.2%	14.3%	20.6%	26.9%
Always	711	**92**	69	61	14	38	40	37	55	52	26	12	6	86	31	43	17	18	56	17	34	34	23
	51.2%	**52.0%**	45.4%	47.3%	41.2%	51.4%	58.0%	52.1%	51.9%	48.6%	61.9%	48.0%	31.6%	54.4%	53.4%	61.4%	36.2%	46.2%	54.9%	51.5%	60.7%	50.0%	44.2%
Significantly different from column:*																Q	P						
Usually or Always	1,014	**128**	105	94	22	55	51	49	79	77	32	17	9	119	39	57	31	22	80	25	42	48	37
	73.0%	**72.3%**	69.1%	72.9%	64.7%	74.3%	73.9%	69.0%	74.5%	72.0%	76.2%	68.0%	47.4%	75.3%	67.2%	81.4%	66.0%	56.4%	78.4%	75.8%	75.0%	70.6%	71.2%
Significantly different from column:*													N	M				S	R				

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

APPENDIX D. SURVEY MATERIALS

MedStar Family Choice

Survey Instructions

Answer each question by marking the box to the left of your answer.

You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

☑ 1 Yes → ***If Yes, Go to Question 1***
☐ 2 No

Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations.

You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the cover of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-800-874-5561.

1. Our records show that you are now in MedStar Family Choice. Is that right?
   ☐ 1 Yes → ***If Yes, Go to Question 3***
   ☐ 2 No

2. What is the name of your health plan? ***(Please print)***

   _____

Your Health Care in the Last 6 Months

These questions ask about your own health care from a clinic, emergency room, or doctor's office. This includes care you got in person, by phone, or by video. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

3. In the last 6 months, did you have an illness, injury, or condition that needed care right away?
   ☐ 1 Yes ☐ 2 No → ***If No, Go to Question 5***

4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?
   Never ☐ 1 Sometimes ☐ 2 Usually ☐ 3 Always ☐ 4

5. In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care?
   ☐ 1 Yes ☐ 2 No → ***If No, Go to Question 7***

6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?
   Never ☐ 1 Sometimes ☐ 2 Usually ☐ 3 Always ☐ 4

7. In the last 6 months, not counting the times you went to an emergency room, how many times did you get health care for yourself in person, by phone, or by video?
   ☐ 0 None → ***If None, Go to Question 10***
   ☐ 1 1 time
   ☐ 2 2
   ☐ 3 3
   ☐ 4 4
   ☐ 5 5 to 9
   ☐ 6 10 or more times

8. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Worst health care possible — Best health care possible

9. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?
   Never ☐ 1 Sometimes ☐ 2 Usually ☐ 3 Always ☐ 4

Your Personal Doctor

10. A personal doctor is the one you would talk to if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?
    ☐ 1 Yes ☐ 2 No → ***If No, Go to Question 19***

Please continue inside →

11. In the last 6 months, how many times did you have an in person, phone, or video visit with your personal doctor about your health?

- ☐ 0 None → ***If None, Go to Question 18***
- ☐ 1 1 time
- ☐ 2 2
- ☐ 3 3
- ☐ 4 4
- ☐ 5 5 to 9
- ☐ 6 10 or more times

12. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

Never	Sometimes	Usually	Always
☐ 1	☐ 2	☐ 3	☐ 4

13. In the last 6 months, how often did your personal doctor listen carefully to you?

Never	Sometimes	Usually	Always
☐ 1	☐ 2	☐ 3	☐ 4

14. In the last 6 months, how often did your personal doctor show respect for what you had to say?

Never	Sometimes	Usually	Always
☐ 1	☐ 2	☐ 3	☐ 4

15. In the last 6 months, how often did your personal doctor spend enough time with you?

Never	Sometimes	Usually	Always
☐ 1	☐ 2	☐ 3	☐ 4

16. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

☐ 1 Yes ☐ 2 No → ***If No, Go to Question 18***

17. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

Never	Sometimes	Usually	Always
☐ 1	☐ 2	☐ 3	☐ 4

18. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Worst personal doctor possible — Best personal doctor possible

Getting Health Care From Specialists

When you answer the next questions, include the care you got in person, by phone, or by video.
Do not include dental visits or care you got when you stayed overnight in a hospital.

19. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments with a specialist?

☐ 1 Yes ☐ 2 No → ***If No, Go to Question 23***

20. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?

Never	Sometimes	Usually	Always
☐ 1	☐ 2	☐ 3	☐ 4

21. How many specialists have you talked to in the last 6 months?

- ☐ 0 None → ***If None, Go to Question 23***
- ☐ 1 1 specialist
- ☐ 2 2
- ☐ 3 3
- ☐ 4 4
- ☐ 5 5 or more specialists

22. We want to know your rating of the specialist you talked to most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Worst specialist possible — Best specialist possible

Your Health Plan

The next questions ask about your experience with your health plan.

23. In the last 6 months, did you get information or help from your health plan's customer service?

☐ 1 Yes ☐ 2 No → ***If No, Go to Question 26***

24. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

Never	Sometimes	Usually	Always
☐ 1	☐ 2	☐ 3	☐ 4

25. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

Never ☐1 Sometimes ☐2 Usually ☐3 Always ☐4

26. In the last 6 months, did your health plan give you any forms to fill out?

☐1 Yes ☐2 No → ***If No, Go to Question 28***

27. In the last 6 months, how often were the forms from your health plan easy to fill out?

Never ☐1 Sometimes ☐2 Usually ☐3 Always ☐4

28. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

0 ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐

Worst health plan possible — Best health plan possible

About You

29. In general, how would you rate your overall health?

☐1 Excellent
☐2 Very good
☐3 Good
☐4 Fair
☐5 Poor

30. In general, how would you rate your overall mental or emotional health?

☐1 Excellent
☐2 Very good
☐3 Good
☐4 Fair
☐5 Poor

31. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

☐1 Every day
☐2 Some days
☐3 Not at all → ***If Not at all, Go to Question 35***
☐4 Don't know → ***If Don't know, Go to Question 35***

32. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

Never ☐1 Sometimes ☐2 Usually ☐3 Always ☐4

33. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

Never ☐1 Sometimes ☐2 Usually ☐3 Always ☐4

34. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

Never ☐1 Sometimes ☐2 Usually ☐3 Always ☐4

35. What is your age?

☐1 18 to 24
☐2 25 to 34
☐3 35 to 44
☐4 45 to 54
☐5 55 to 64
☐6 65 to 74
☐7 75 or older

36. Are you male or female?

☐1 Male
☐2 Female

37. What is the highest grade or level of school that you have completed?

☐1 8th grade or less
☐2 Some high school, but did not graduate
☐3 High school graduate or GED
☐4 Some college or 2-year degree
☐5 4-year college graduate
☐6 More than 4-year college degree

38. Are you of Hispanic or Latino origin or descent?

☐1 Yes, Hispanic or Latino
☐2 No, not Hispanic or Latino

39. What is your race? Mark one or more.

☐a White
☐b Black or African American
☐c Asian
☐d Native Hawaiian or other Pacific Islander
☐e American Indian or Alaska Native
☐f Other

Please continue on back →

Now we would like to ask a few more questions about the services your health plan provides.

40. In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?
    - ☐ 1 Yes
    - ☐ 2 No
    - ☐ 3 I did not have a visit with a doctor or other health provider in the last 6 months → ***Go to Question 45***

41. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?
    - ☐ 1 Yes
    - ☐ 2 No → ***If No, Go to Question 45***

42. Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?
    - ☐ 1 Yes
    - ☐ 2 No

43. Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?
    - ☐ 1 Yes
    - ☐ 2 No

44. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?
    - ☐ 1 Yes
    - ☐ 2 No

45. Do you feel that the medical care you received in the last 6 months has improved your health?
    - ☐ 1 Yes
    - ☐ 2 No

46. In the last 6 months, how many times have you changed your personal doctor or nurse?
    - ☐ 1 1 time
    - ☐ 2 2 times
    - ☐ 3 3 or more times
    - ☐ 4 I have not changed my personal doctor or nurse in the last 6 months

47. In the last 6 months, when you had to travel to see your personal doctor or nurse in person, about how long did it take, on average, to get to your personal doctor or nurse's office?
    - ☐ 1 Less than 30 minutes
    - ☐ 2 Between 30 minutes and 1 hour
    - ☐ 3 More than 1 hour
    - ☐ 4 I don't know
    - ☐ 5 I did not see my personal doctor or nurse in person in the last 6 months

48. For health care, when you travel to see your personal doctor or nurse in person, how far do you have to travel to visit your personal doctor or nurse?
    - ☐ 1 10 miles or less
    - ☐ 2 More than 10 miles
    - ☐ 3 I don't know

49. In the last 6 months, how often were you able to get a referral to a specialist when you needed one?
    - ☐ 1 Never
    - ☐ 2 Sometimes
    - ☐ 3 Usually
    - ☐ 4 Always
    - ☐ 5 I did not try to get a referral to a specialist in the last 6 months

50. In the last 6 months, did you get any educational materials from doctors or health professionals about the dangers of smoking or using tobacco products?
    - ☐ 1 Yes
    - ☐ 2 No

51. In the last 6 months, how often was it easy to get phone or video appointments with a health provider?
    - ☐ 1 Never
    - ☐ 2 Sometimes
    - ☐ 3 Usually
    - ☐ 4 Always
    - ☐ 5 I did not try to make any phone or video appointments in the last 6 months

52. In the last 6 months, how often was it easy to get the care you needed by phone or video?
    - ☐ 1 Never
    - ☐ 2 Sometimes
    - ☐ 3 Usually
    - ☐ 4 Always
    - ☐ 5 I did not try to get care by phone or video in the last 6 months

THANK YOU

Please return the completed survey in the postage-paid envelope to:

Center for the Study of Services
PO Box 3416
Hopkins, MN 55343

Please do not include any other correspondence.