



MEASURE	KY HEDIS® 2021 Adult CAHPS Result Summaries	KY HEDIS® 2020 Adult CAHPS Result Summaries
Overall Ratings		
Rating of Health Plan Overall	77.25%	82.59%
Rating of Health Care Overall	80.53%	79.43%
Rating of Personal Doctor Overall	87.50%	85.92%
Rating of Specialist Overall	86.59%	82.76%
Customer Service Composite	88.75%	93.46%
Getting Needed Care Composite	90.29%	88.38%
Getting Care Quickly Composite	88.99%	86.19%
How Well Doctors Communicate Composite	92.64%	94.78%
MEASURE	KY HEDIS® 2021 Child CAHPS Result Summaries	KY HEDIS® 2020 Child CAHPS Result Summaries
Overall Ratings		
Rating of Health Plan Overall	86.04%	85.17%
Rating of Health Care Overall	88.89%	86.22%
Rating of Personal Doctor Overall	92.18%	90.21%
Rating of Specialist Overall	86.49%	89.87%
Customer Service Composite	90.59%	92.53%
Getting Needed Care Composite	88.60%	88.86%
Getting Care Quickly Composite	90.19%	95.59%
How Well Doctors Communicate Composite	97.05%	97.29%
MEASURE	KY HEDIS® 2021 CHIP CAHPS Result Summaries	KY HEDIS® 2020 CHIP CAHPS Result Summaries
Overall Ratings		
Rating of Health Plan Overall	87.45%	87.26%
Rating of Health Care Overall	90.38%	88.26%
Rating of Personal Doctor Overall	92.77%	91.64%
Rating of Specialist Overall	89.06%	85.53%
Customer Service Composite	90.83%	90.19%
Getting Needed Care Composite	89.70%	88.85%
Getting Care Quickly Composite	91.64%	96.18%
How Well Doctors Communicate Composite	95.93%	97.58%