



### 2020 Adult CAHPS Survey Results

Measure	NJ 2020 Adult CAHPS Results Summaries	2020 CSS Adult Medicaid Average	2019 NCQA QC National Average Medicaid HMO
Rating of Personal Doctor	80.00%	81.59%	82.10%
Rating of Specialist Seen Most Often	NA	81.90%	82.29%
Rating of All Health Care	72.67%	73.74%	75.35%
Rating of Health Plan	71.19%	75.62%	77.56%
Getting Needed Care	81.57%	83.40%	82.48%
Getting Care Quickly	79.03%	83.19%	81.97%
How Well Doctors Communicate	93.41%	93.08%	91.99%
Customer Service	NA	90.28%	88.75%
Coordination of Care	NA	83.43%	83.67%



### 2020 Child CAHPS Survey Results

Measure	NJ 2020 Adult CAHPS Results Summaries	2020 CSS Adult Medicaid Average	2019 NCQA QC National Average Medicaid HMO
Rating of Personal Doctor	89.45%	90.65%	90.05%
Rating of Specialist Seen Most Often	NA	87.02%	87.45%
Rating of All Health Care	85.88%	86.77%	87.53%
Rating of Health Plan	80.70%	86.04%	86.49%
Getting Needed Care	80.25%	86.92%	84.50%
Getting Care Quickly	92.43%	91.20%	89.38%
How Well Doctors Communicate	95.26%	96.25%	93.97%
Customer Service	88.79%	90.92%	88.36%
Coordination of Care	88.89%	86.02%	83.77%