



L.A. Care
HEALTH PLAN®

For All of L.A.

2020 CAHPS Adult Summary (Medi-Cal)

Overall Ratings Asked	2018 Rate	2019 Rate	2020 Rate	% Point Change
Rating Of All Health Care	66.25%	71.84%	71.33%	-0.51
Rating Of Personal Doctor	80.16%	78.43%	71.44%	-6.99
Rating Of Specialist Seen Most Often	77.04%	75.22%	74.81%	-0.41
Rating Of Health Plan	73.99%	72.88%	70.72%	-2.16

**Rates are based from those who answered with a rating of 8, 9, or 10 on a 0-10 scale*

Composite Ratings	2018 Rate	2019 Rate	2020 Rate	% Point Change
Getting Needed Care	76.79%	76.62%	71.58%	-5.04
Getting Care Quickly	72.05%	76.78%	72.73%	-4.05
How Well Doctors Communicate	88.45%	89.08%	85.5%	-3.58
Customer Service	87.53%	NA	88.79%	NA

**Always + Usually*

Flu Vaccination	2018 Rate	2019 Rate	2020 Rate	% Point Change
Flu Vaccination Adults Ages 18-64	39.81%	40.46%	46.26%	+5.8

Questions	2018 Rate	2019 Rate	2020 Rate	% Point Change
Got check-up/routine appointment as soon as needed	72.25%	70.59%	72.8%	+2.21
Personal doctor listened carefully to you	84.95%	90.12%	86.07%	-4.05
Personal doctor spent enough time with you	87.38%	84.88%	79.42%	-5.46
Personal doctor showed respect for what you had to say	90.78%	92.94%	90.87%	-2.07
Forms from your health plan were easy to fill out	95.63%	95.76%	94.61%	-1.15
Customer service provided help you needed	81.48%	NA	83.22%	NA
Customer service treated you with courtesy and respect	93.58%	NA	94.37%	NA
Easy to get the care, test or treatment you needed	75.42%	79.90%	79.71%	-0.19

**Always + Usually*

NA: Not Applicable due to insufficient responses for scoring