



**L.A. Care**  
HEALTH PLAN<sup>®</sup>

For All of L.A.

## 2019 CAHPS Summary (L.A. Care Covered)

### (2018 Measurement Year)

Overall Ratings Asked	2017 Rate	2018 Rate	2019 Rate	% Point Change
Rating of Health Plan	71.7%	72.6%	72.6%	+0.0
Rating of All Health Care	84.9%	75.8%	77.9%	+2.1
Rating of Personal Doctor	96.1%	86.9%	82.5%	-4.4
Rating of Specialist Seen Most Often	84.9%	84.9%	82.7%	-2.2

Composite Ratings	2017 Rate	2018 Rate	2019 Rate	% Point Change
Getting Care Quickly	69.2%	67.1%	66.4%	-0.7
Getting Needed Care	77.5%	66.3%	66.9%	+0.6
How Well Doctors Communicate	94.2%	86.9%	85.7%	-1.2
Customer Service	83.3%	77.3%	74.8%	-2.5

*\*Always + Usually*

Questions	2017 Rate	2018 Rate	2019 Rate	% Point Change
Personal doctor usually or always listened carefully to you	95.5%	86.3%	85.2%	-1.1
Personal doctor usually or always spend enough time with you	90.9%	85.7%	81.6%	-4.1
Personal doctor usually or always showed respect for what you had to say	96.1%	88.1%	89.7%	+1.6
Forms from your health plan were usually or always easy to fill out	70.3%	71.8%	69.1%	-2.7
Customer service usually or always gave help you needed	79.5%	69.0%	65.9%	-3.1
Customer service usually or always treated you with courtesy and respect	87.2%	85.7%	83.7%	-2.0
Usually or always ease to get the care, test or treatment you thought your child needed	80.2%	67.6%	75.3%	+7.7

*\*Always + Usually*