



L.A. Care
HEALTH PLAN[®]

For All of L.A.

2023 CAHPS Summary (L.A. Care Covered)

(2022 Measurement Year)

Overall Ratings Asked	2021 Rate	2022 Rate	2023 Rate	% Point Change
Rating of Health Plan	73.19%	77.83%	77.88%	+0.05
Rating of All Health Care	75.82%	80.81%	80.21%	-0.60
Rating of Personal Doctor	81.72%	83.44%	84.26%	+0.82
Rating of Specialist Seen Most Often	82.19%	80.57%	86.48%	+5.91

Composite Ratings	2021 Rate	2022 Rate	2023 Rate	% Point Change
Getting Care Quickly	59.10%	61.92%	58.93%	-2.99
Getting Needed Care	59.24%	62.07%	59.05%	-3.02
How Well Doctors Communicate	83.07%	82.43%	80.97%	-1.46
Customer Service	71.41%	72.37%	72.41%	-0.04

Questions	2021 Rate	2022 Rate	2023 Rate	% Point Change
Personal doctor listened carefully to you	81.71%	83.03%	83.00%	-0.03
Personal doctor spend enough time with you	77.85%	78.86%	80.09%	+1.23
Personal doctor showed respect for what you had to say	84.14%	88.69%	88.89%	+0.20
Forms from your health plan were easy to fill out	60.71%	67.64%	68.15%	+0.51
Customer service gave help you needed	61.81%	64.86%	65.17%	+0.31
Customer service treated you with courtesy and respect	83.01%	79.89%	77.65%	-2.24
Easy to get the care, test or treatment you needed	76.39%	75.27%	73.33%	-1.94