

The Centers for Medicare & Medicaid Services (CMS) sponsors and conducts two annual patient experience surveys: the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) and the Health Outcomes Survey (HOS). We are sharing the results and comparison of measurement year 2024 (2026 Star Rating) and 2023 (2025 Star Rating) to support you in the care of your patients. Please see the survey results below.

Measure	Survey	Weight MY 2024	Final 2026 Star Rating	Weight MY 2023	Final 2025 Star Rating	Star difference	Final MY 2024 rate	Final MY 2023 rate	Rate difference
Annual Flu Vaccine	CAHPS	1	1	1	1	0	55%	65%	-10%
Care Coordination	CAHPS	2	5	4	5	0	87%	82%	5%
Customer Service	CAHPS	2	4	4	4	0	91%	90%	1%
Getting Appointments and Care Quickly	CAHPS	2	4	4	4	0	85%	73%	12%
Getting Needed Care	CAHPS	2	4	4	3	1	82%	77%	5%
Rating of Health Care Quality	CAHPS	2	5	4	5	0	89%	88%	1%
Rating of Health Plan	CAHPS	2	5	4	5	0	89%	88%	1%
Rating of Drug Plan	CAHPS	2	5	4	5	0	89%	89%	0%
Getting Needed Prescription Drugs	CAHPS	2	2	4	2	0	89%	88%	1%
Improving or Maintaining Physical Health	HOS	1	—	0*	—	—	Not enough data	—	—
Improving or Maintaining Mental Health	HOS	1	—	0*	—	—	Not enough data	—	—
Monitoring Physical Activity	HOS	1	4	1	5	-1	58%	62%	-4%
Reducing the Risk of Falling	HOS	1	4	1	4	0	63%	63%	0%
Improving Bladder Control	HOS	1	3	1	4	-1	48%	47%	1%

* Display measure for 2025 Star Rating

For CAHPS, CMS selects a random sample of Medicare beneficiaries to report on their experiences with healthcare. The survey covers topics CMS considers important to patients and focuses on aspects of quality that they are best qualified to assess, such as coordination of care and the ease of access to healthcare services.

HOS gathers reliable health status data in Medicare-managed care for use in quality improvement activities, plan accountability, public reporting and health improvement. A random sample of Medicare beneficiaries is drawn and surveyed. Two years later, the baseline respondents are surveyed again.

The survey scores reflect our members' perceptions of CarePlus' services and the care our members received from their primary care physicians. This allows us to identify areas for improvement related to patient experiences and health outcomes.

As a result of the ratings, CarePlus will seek to partner and coordinate improvement efforts.

Both CAHPS and HOS results are tied to the Medicare Five-Star Quality Rating System; they account for a substantial portion of a plan's total score. The results are shared during the open enrollment period and are published on the Medicare Plan Finder tool until the next open enrollment period. Star Ratings are based on five stars, assessed each year and may change from one year to the next.

The CarePlus Perfect Experience Program offers CAHPS and HOS informational presentations and materials for patient perception enhancement. For more details on CAHPS, HOS and the Perfect Experience Program, please contact our Stars Maximization Department at CPHPSTARSDEPT@careplus-hp.com.

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

