



Consumer
Assessment of
Healthcare
Providers and
Systems

2019

CAHPS®

Capital District Physicians' Health Plan, Inc.
CDPHP Universal Benefits®, Inc.
Capital District Physicians' Healthcare Network, Inc.

For the Reporting Year
2018

CDPHP members are randomly surveyed every year to determine their level of satisfaction with the health plan and with the quality of care received from their physicians. CDPHP and other health plans use a standardized member satisfaction survey—known as the Consumer Assessment of Healthcare Providers and Systems (CAHPS®)—to enable members to use the results to compare health plans.

The results displayed below indicate that members continue to be very satisfied with CDPHP. CDPHP uses their responses to help guide our efforts to improve satisfaction with the services we provide.

Satisfaction with ... (usually + always)	Commercial HMO/POS	Commercial PPO	Medicare HMO	Medicare PPO	Medicaid
Getting Needed Care	95%	91%	94%	94%	89%
Getting Care Quickly	88%	91%	90%	91%	83%
How Well Doctors Communicate	98%	96%	98%	98%	95%
Customer Service	91%	94%	97%	98%	90%
Claims Processing	94%	87%	N/A	N/A	N/A
Plan Information on Costs	78%	72%	N/A	N/A	N/A
Getting Needed Prescription Drugs	N/A	N/A	96%	98%	N/A
Coordination of Care	91%	88%	93%	93%	82%
Shared Decision Making (a lot/yes)	84%	80%	N/A	N/A	80%
Overall Rating of Health Plan (7-10 on a scale of 0-10)	N/A	N/A	96%	97%	N/A
Overall Rating of Health Plan (8-10 on a scale of 0-10)	86%	78%	N/A	N/A	86%

0-10)					
Overall Rating of Health Care (7-10 on a scale of 0-10)	N/A	N/A	95%	97%	N/A
Overall Rating of Health Care (8-10 on a scale of 0-10)	90%	84%	N/A	N/A	81%
Personal Doctor (9-10 on a scale of 0-10)	75%	77%	86%	83%	69%
Specialist (9-10 on a scale of 0-10)	75%	72%	79%	78%	68%
Flu Vaccination	59%	63%	81%	87%	42%
Pneumonia Vaccination	N/A	N/A	81%	84%	N/A