

Lighthouse Health Plan uses the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) to survey members and assess their satisfaction with care, providers, and the plan. Both the Child CAHPS and Adult CAHPS are completed each year. The plan's goal is to be better than the 75<sup>th</sup> percentile of Medicaid Health Plans in the nation. Lighthouse's scores for 2020 are listed in the tables below.

<b>Adult CAHPS</b>		
<b>Category</b>	<b>Score</b>	<b>Goal</b>
Getting Needed Care	74.2%	85.50%
Getting Care Quickly	76.9%	85.10%
How Well Doctors Communicate	85.9%	93.40%
Customer Service	93.2%	91.00%
Ease of Filling out Forms (Q27)	99.0%	86.40%
Rating of Health Care (Q8)	66.7%	78.10%
Rating of Personal Doctor (Q18)	76.2%	86.40%
Rating of Specialist (Q22)	75.0%	85.20%
Rating of Health Plan (Q28)	60.6%	80.90%

<b>Child CAHPS</b>		
<b>Category</b>	<b>Score</b>	<b>Goal</b>
Getting Needed Care	84.6%	88.00%
Getting Care Quickly	86.3%	92.40%
How Well Doctors Communicate	96.4%	95.70%
Customer Service	89.3%	90.00%
Coordination of Care (Q20)	87.5%	87.20%
Rating of Health Care (Q8)	88.4%	90.10%
Rating of Personal Doctor (Q21)	91.1%	92.00%
Rating of Specialist (Q25)	89.3%	89.00%
Rating of Health Plan (Q31)	83.2%	89.40%

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