

## Recent CAHPS ratings – Los Angeles

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) is an annual standardized survey conducted between February and May to assess members' experiences with their provider and health plan. Patients are randomly selected for the survey. Blue Shield of California Promise Health Plan uses the results to improve our members' experience.

The following ratings were received from our members in Los Angeles County.

Survey Measure	RY 2024 Los Angeles Adult Rate	RY 2025 Los Angeles Adult Rate
Coordination of Care (Usually+ Always)	80.0	77.9
Getting Care Quickly (Usually+ Always)	76.3	82.3
Getting Needed Care (Usually+ Always)	77.7	82.3
Rating of All Health Care (9+10)	61.6	54.7
Rating of Health Plan (9+10)	65.6	64.3
Rating of Personal Doctor (9+10)	73.9	74.6
Rating of Specialist Seen Most Often (9+10)	74.0	66.3

Survey Measure	RY 2024 Los Angeles Child Rate	RY 2025 Los Angeles Child Rate
Coordination of Care (Usually+ Always)	89.5	82.2
Getting Care Quickly (Usually+ Always)	86.4	78.3
Getting Needed Care (Usually+ Always)	78.9	74.6
Rating of All Health Care (9+10)	72.5	69.4
Rating of Health Plan (9+10)	72.1	71.8
Rating of Personal Doctor (9+10)	84.0	79.3
Rating of Specialist Seen Most Often (9+10)	75.9	73.2

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