



**Humana – CareSource®
2015 CAHPS Survey
Annual Scores**

Adult CAHPS - General Population

	2015 Rate	2015 National 90th Percentile
Getting Needed Care	86.30%	85.41%
Getting Care Quickly	83.10%	85.26%
How Well Doctors Communicate	96.10%	93.29%
Customer Service	96.40%	90.56%
Rating of Health Care	80.57%	77.68%
Rating of Personal Doctor	85.61%	84.17%
Rating of Specialists	81.46%	85.34%
Rating of Health Plan	79.59%	81.16%

Child CAHPS - General Population

	2015 Rate	2015 National 90th Percentile
Getting Needed Care	81.30%	89.67%
Getting Care Quickly	87.80%	93.65%
How Well Doctors Communicate	93.10%	95.65%
Customer Service	91.50%	91.06%
Rating of Health Care	81.10%	88.07%
Rating of Personal Doctor	87.70%	90.78%
Rating of Specialists	93.10%	90.00%
Rating of Health Plan	82.12%	89.22%

Consumer Assessment of Healthcare Providers and Systems (CAHPS) is a program of the Agency for Healthcare Research and Quality (AHRQ). Scores are defined by NCQA in its HEDIS 2015 CAHPS 5.0 guidelines and generally represent the most favorable response percentages.