

Humana - CareSource® CAHPS Annual Scores, 2018

Adult CAHPS – General Population

<i>Key Rating or Composite</i>	<i>2018 Humana – CareSource Summary Rate Score</i>	<i>National 90th Percentile</i>
Rating of Health Plan	85.09%	81.35%
Rating of Health Care	77.43%	79.44%
Rating of Personal Doctor	85.20%	85.48%
Rating of Specialist	83.58%	86.14%
Getting Needed Care	88.21%	86.56%
Getting Care Quickly	84.38%	86.64%
Coordination of Care	88.98%	88.46%
Customer Service	91.18%	91.23%

Child CAHPS – General Population

<i>Key Rating or Composite</i>	<i>2018 Humana – CareSource Summary Rate Score</i>	<i>National 90th Percentile</i>
Rating of Health Plan	88.08%	90.34%
Rating of Health Care	90.37%	90.05%
Rating of Personal Doctor	90.70%	91.86%
Rating of Specialist	91.18%	91.37%
Getting Needed Care	84.92%	90.62%
Getting Care Quickly	94.00%	93.74%
Coordination of Care	82.73%	88.27%
Customer Service	88.44%	91.22%