

2019 DHS CAHPS Survey Results

Consumer Assessment of Healthcare Providers and Systems (CAHPS) is an annual survey coordinated by DHS and is designed to rate how well health plans are meeting their member needs. The survey is mailed to a random selection of members every year to collect feedback about the services received. Some of our top ratings are listed below.

Rated #1 Among MN Health Plans

MinnesotaCare

- Rating of Personal Doctor

MSC+

- Getting Needed Care
- Getting Care Quickly
- Customer Service

SNBC (AbilityCare/SingleCare/SharedCare)

- Getting Needed Care
- Rating of Specialist Seen Most Often

Families and Children (PMAP)

- Getting Care Quickly
- Getting Needed Care
- How Well Doctors Communicate

Rated #2 Among MN Health Plans

MinnesotaCare

- Getting Needed Care
- Getting Care Quickly
- How Well Doctors Communicate
- Coordination of Care
- Health Promotion and Education

MSC+

- Rating of All Health Care
- Rating of Specialist Seen Most Often
- How Well Doctors Communicate
- Coordination of Care

SNBC (AbilityCare/SingleCare/Shared Care)

- Rating of Health Plan
- Getting Care Quickly
- Customer Service

Families and Children (PMAP)

- Rating of Personal Doctor
- Rating of Specialist Seen Most Often
- Customer Service
- Shared Decision Making
- Coordination of Care
- Health Promotion and Education

Rated at or Above the National Average in Star Ratings

MinnesotaCare

- Rating of Personal Doctor
- Getting Needed Care
- Getting Care Quickly
- How Well Doctors Communicate

MSC+

- Rating of all Health Care
- Getting Needed Care
- Getting Care Quickly
- How Well Doctors Communicate
- Customer Service

SNBC (AbilityCare/SingleCare/Shared Care)

- Rating of Specialist Seen Most Often
- Getting Needed Care
- Getting Care Quickly
- Customer Service

Families and Children (PMAP)

- Rating of Health Plan
- Rating of all Health Care
- Rating of Personal Doctor
- Rating of Specialist Seen Most Often
- Getting Needed Care
- Getting Care Quickly
- How Well Doctors Communicate
- Customer Service
- Shared Decision Making