

2025 Medicare Advantage Prescription Drug CAHPS Results

	Peak Medicare Advantage Rates*	CMS Star Rating
Rating of Health Care Quality	*90%	5 ★★★★★
Rating of Health Plan	*92%	5 ★★★★★
Rating of Drug Plan	*93%	5 ★★★★★
Annual Flu Vaccine	68%	4 ★★★★
Getting Needed Care	87%	5 ★★★★★
Getting care, tests, or treatments necessary	87.6%	
Ease of getting appointment with a specialist	85.5%	
Getting Care Quickly	87%	5 ★★★★★
Obtained needed care right away	86.7%	
Obtaining care when needed, not when needed right away	86.9%	
Customer Service	95%	5 ★★★★★
Getting information/help from customer service	90.2%	
Treated with courtesy and respect by customer service staff	97.4%	
Health plan forms easy to fill out	96.7%	
Coordination of Care	91%	5 ★★★★★
Doctor had medical records or other information about your care	97.7%	
Personal doctor's office followed up to give you test results	86.6%	
Got test results as soon as you needed	93.9%	
Doctor talked about prescription medicines	84.7%	
Got help managing care	93.8%	
Doctor informed and up-to-date about specialty care	88.9%	
Getting Needed Prescription Drugs	93%	5 ★★★★★
Ease of use of prescription drug plan to obtain prescribed medications	92.9%	
Ease of use of prescription drug plan to fill prescribed medications at local pharmacy	91.9%	
Ease of use of prescription drug plan to fill prescribed medications by mail	92.1%	

*Rate is the percentage of people who gave the highest ratings (9 or 10).

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Peak Medicare Advantage Rates
Exempt from Star Rating

How Well Doctors Communicate		Peak Medicare Advantage Rates Exempt from Star Rating
Doctors explained things in an understandable way		PG 94.4% CMS 80-89% answered always
Doctors listened carefully to you		PG 95.2% CMS 80-89% answered always
Doctors showed respect for what you had to say		PG 96.0% CMS 80-89% answered always
Doctors spent enough time with you		PG 93.9% CMS 80-89% answered always
Single Items		
Pneumonia Vaccine % Answering yes		74%
Rating of Personal Doctor		94.5%
Rating of Specialist		91.6%
In the last 6 months, did you spend one or more nights in a hospital?		N/A
Ever delay filling prescribed medicines because of cost? % Answering No		93%
Contact from Doctor's Office, Pharmacy, or Drug Plan - Reminders to Fill Prescription. % Answering yes		47%
Contact from Doctor's Office, Pharmacy, or Drug Plan - Reminders to Take Medications. % Answering yes		32%
Do you have serious difficulty walking or climbing stairs? % Answering No		71%
Do you have difficulty dressing or bathing? % Answering No		94%
Because of physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor's office or shopping? % Answering No		89%
Do you ever use the internet at home? % Answering yes		79%