

2025 Medicare Advantage Prescription Drug CAHPS Results	Peak Medicare Advantage Rates*	CMS Star Rating
<b>Rating of Health Care Quality</b>	*90%	5 ★★★★★
<b>Rating of Health Plan</b>	*92%	5 ★★★★★
<b>Rating of Drug Plan</b>	*93%	5 ★★★★★
<b>Annual Flu Vaccine</b>	68%	4 ★★★★★
<b>Getting Needed Care</b>	87%	5 ★★★★★
Getting care, tests, or treatments necessary	87.6%	
Ease of getting appointment with a specialist	85.5%	
<b>Getting Care Quickly</b>	87%	5 ★★★★★
Obtained needed care right away	86.7%	
Obtaining care when needed, not when needed right away	86.9%	
<b>Customer Service</b>	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%	
<b>Coordination of Care</b>	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%	
<b>Getting Needed Prescription Drugs</b>	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).

# 2025 Medicare Advantage Prescription Drug CAHPS Results

**Peak Medicare Advantage Rates Exempt from Star Rating**

## *How Well Doctors Communicate*

Doctors explained things in an understandable way

PG 94.9% | CMS 80-89% answered always

Doctors listened carefully to you

PG 94.4% | CMS 80-89% answered always

Doctors showed respect for what you had to say

PG 95.2% | CMS 80-89% answered always

Doctors spent enough time with you

PG 96.0% | CMS 80-89% answered always

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%