



## 2023 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.

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### Rated # 1 among MN Health Plans

#### Families and Children

- How well Doctors Communicate

#### MSC+

- Rating of All Health Care
- Rating of Personal Doctor
- Getting Needed Care
- Getting Care Quickly

#### MinnesotaCare

- Rating of Health Plan
- Rating of Specialist Seen Most Often
- How Well Doctors Communicate

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### Rated # 2 among MN Health Plans

#### Families and Children

- Getting Care Quickly

#### MSC+

- Rating of Health Plan
- Customer Service

#### SNBC

- How Well Doctors Communicate
- Customer Service

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### Rated Comparable or Above the State Average

#### Families and Children

- Rating of Health Plan
- Rating of All Health Care
- Rating of Personal Doctor
- Rating of Specialist Seen Most Often
- Getting Needed Care
- Customer Service
- Coordination of Care

#### SNBC

- 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
- Coordination of Care

#### MinnesotaCare

- Rating of All Health Care
- Rating of Personal Doctor
- Getting Needed Care
- Getting Care Quickly
- Customer Service
- Coordination of Care

#### MSC+

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