



The CAHPS 2.0 reporting template presents summary scores on the "star chart" and directs readers to more details on how plans scored on the measures in the "bar graphs."  
 Provided by Agency for Healthcare Research and Quality

# A quick look at how plans compare

The stars on these pages tell how each health plan compares to the average for all of the plans in the survey.

The stars don't tell you if all plans did well on a topic or if all plans did poorly. The stars only tell how each plan compares to the survey average:

- ★★★ better than the average for all plans in the survey
- ★★ about the same as the average for all plans in the survey
- ★ worse than the average for all plans in the survey

The number of stars given to a plan is based on the results of tests. These tests looked at how big the difference was between a plan's score and the average score for all plans.

Getting care that is needed	Getting care without long waits
More information on page 7	More information on page 8

## HMOs page 14 tells more about HMOs

Plan 1
Plan 2
Plan 3
Plan 4

★★★★	★★★★
★★★★	★★★★
★★★★	★★★★
★★★★	★★★★

## PPOs page 14 tells more about PPOs

Plan 5
Plan 6

★★★★	★★★★
★★★★	★★★★



How well doctors communicate	How people rated their health care	Courtesy, respect, and helpfulness of office staff	Health plan customer service	How people rated their health plan
More information on page 9	More information on page 10	More information on page 11	More information on page 12	More information on page 13
★★★★	★★★★	★★★★	★★★★	★★★★
★★★★	★★★★	★★★★	★★★★	★★★★
★★★★	★★★★	★★★★	★★★★	★★★★
★★★★	★★★★	★★★★	★★★★	★★★★
★★★★	★★★★	★★★★	★★★★	★★★★
★★★★	★★★★	★★★★	★★★★	★★★★

The bar graphs on pages 7-13 show more detail about how each plan scored on the survey topics. Look at these pages to find out if a plan did well or poorly.

Most topics had more than one survey question.

Questions for each topic are shown with the bar graphs.

For more details, turn to the bar graphs on pages 7 through 13.



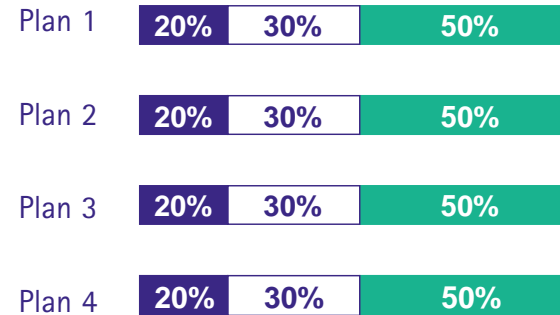
# Getting care that is needed



The bar graphs show answers to survey questions that asked people **how much of a problem** it was to:

- Find a personal doctor or nurse.
- Get a referral to a specialist that they wanted to see.
- Get the care they or their doctor believed necessary.
- Get care approved by the health plan without delays.

## HMOs



## PPOs

