

Table 1. Case-mix Coefficients for Part C CAHPS Measures

Predictor	C03: Annual Flu Vaccine	C20: Getting Needed Care (Comp)	C21: Getting Appointments and Care Quickly (Comp)	C22: Customer Service (Comp)	C23: Rating of Health Care Quality	C24: Rating of Health Plan	C25: Care Coordination (Comp)
Age: 64 or under	N/A	-0.06578	-0.02325	-0.03938	-0.17422	-0.23044	-0.02052
Age: 65 - 69	N/A	0.02681	-0.00735	-0.01398	-0.01875	-0.04524	-0.00771
Age: 75 - 79	N/A	-0.00077	0.01679	-0.00516	0.06576	0.07395	-0.01673
Age: 80 - 84	N/A	0.01981	0.01068	0.01641	0.08601	0.12252	-0.01073
Age: 85 and older	N/A	0.00795	0.01965	0.00800	0.10873	0.19082	-0.04819
Less than an 8th grade education	N/A	0.06608	-0.00950	0.02536	0.05944	0.17079	0.03275
Some high school	N/A	0.00388	-0.01735	-0.01691	0.04845	0.13634	0.01237
Some college	N/A	-0.05811	-0.00695	-0.05239	-0.07413	-0.20580	-0.01708
College graduate	N/A	-0.07714	-0.02070	-0.04485	-0.18943	-0.24973	-0.05268
More than a bachelor's degree	N/A	-0.09723	0.00934	-0.08799	-0.20722	-0.35177	-0.01692
General health rating: excellent	N/A	0.06977	0.04362	0.06420	0.39167	0.34982	0.01861
General health rating: very good	N/A	0.05110	0.03878	0.03097	0.25460	0.22071	0.02660
General health rating: fair	N/A	-0.05850	-0.03825	-0.01015	-0.20037	-0.09609	-0.01362
General health rating: poor	N/A	-0.10608	-0.03876	-0.06759	-0.44555	-0.26483	-0.02675
Mental health rating: excellent	N/A	0.15143	0.12798	0.07152	0.51309	0.34293	0.13565
Mental health rating: very good	N/A	0.07691	0.06783	0.03355	0.23984	0.14657	0.07210
Mental health rating: fair	N/A	-0.07843	-0.03536	-0.05105	-0.16960	-0.18627	-0.05122
Mental health rating: poor	N/A	-0.17530	-0.11081	-0.21117	-0.54104	-0.48376	-0.10682
Proxy helped	N/A	0.00218	-0.04383	-0.03625	-0.08993	-0.06614	0.02356
Proxy answered	N/A	-0.01587	0.03219	-0.02592	-0.00134	-0.00815	0.02373
Medicaid dual eligible	N/A	-0.04851	-0.00408	0.00706	-0.06071	0.21234	-0.01415
Low-income subsidy (LIS)	N/A	0.02839	-0.08787	0.04764	-0.08275	0.05071	0.00955
Chinese Language	N/A	0.02772	0.05809	-0.15994	0.22584	-0.09093	0.00005
Supplemental sample	-0.059749	-0.06371	0.05024	0.03227	-0.11010	0.18672	0.02077

Source: Medicare 2017 Part C & D Star Rating Technical Notes

Table 2. Case-mix Coefficients for Part D CAHPS Measures

Predictor	MA-PD D08: Rating of Drug Plan	MA-PD D09: Getting Needed Prescription Drugs (Comp)	PDP D08: Rating of Drug Plan	PDP D09: Getting Needed Prescription Drugs (Comp)
Age: 64 or under	-0.27569	-0.06454	0.06211	-0.02891
Age: 65 - 69	-0.19440	-0.03037	-0.08983	-0.02822
Age: 75 - 79	0.07233	0.00378	0.24711	0.02864
Age: 80 - 84	0.21853	0.01595	0.47427	0.03152
Age: 85 and older	0.33341	0.01583	0.67113	0.10747
Less than an 8th grade education	0.08252	-0.03436	0.00931	-0.11294
Some high school	0.11874	0.00096	0.30042	-0.02304
Some college	-0.21490	-0.01862	-0.32058	-0.07855
College graduate	-0.24904	-0.02611	-0.37643	-0.10954
More than a bachelor's degree	-0.40747	-0.03288	-0.51899	-0.12881
General health rating: excellent	0.35712	-0.01633	0.23756	0.06252
General health rating: very good	0.20741	0.02448	0.18783	0.01657
General health rating: fair	-0.14385	-0.03628	-0.25042	-0.07071
General health rating: poor	-0.32451	-0.06472	-0.63890	-0.20834
Mental health rating: excellent	0.28843	0.09477	0.12897	0.08428
Mental health rating: very good	0.13911	0.05275	0.03531	0.05432
Mental health rating: fair	-0.10406	-0.02567	-0.08717	0.03976
Mental health rating: poor	-0.42811	-0.08262	-0.39533	-0.00522
Proxy helped	-0.00781	0.00945	-0.29024	-0.04416
Proxy answered	-0.02595	0.05698	-0.06049	0.07667
Medicaid dual eligible	0.59949	0.01851	0.89267	0.00984
Low-income subsidy (LIS)	0.45558	0.01937	0.47135	0.00984
Chinese Language	-0.25143	-0.02937	N/A	N/A
Supplemental sample	0.24165	-0.05079	0.25967	-0.05065

Source: Medicare 2017 Part C & D Star Rating Technical Notes