

MA & PDP CAHPS
2018 Between-Contract Variances for Reported MA Measures

Single Items

Annual Flu Vaccine	39.778
Pneumonia Vaccine	96.392
Rating of Health Care Quality	3.544
Rating of Drug Plan	6.476
Rating of Health Plan	7.703

Composites

Getting Appointments and Care Quickly	10.482
Getting Needed Care	7.020
Customer Service	2.921
Care Coordination	4.138
Doctors Who Communicate Well	1.486
Getting Needed Prescription Drugs	3.062