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FOR IMMEDIATE RELEASE
September 24, 2018

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Consumer Satisfaction Remains High in the Florida Medicaid Program

Tallahassee, Fla. – Today, the Agency for Health Care Administration (Agency) highlighted high enrollee satisfaction with Florida Medicaid, as shown by the 2018 Adult and Child Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey results for the Managed Medical Assistance program, part of the Statewide Medicaid Managed Care (SMMC) program. Of the reported measures, 71 percent showed improvement since the beginning of the SMMC program's first survey results in 2015.

Secretary Justin Senior said, "Our Agency has worked hard to improve the quality of the Medicaid program in Florida. Florida's Medicaid program is currently operating at the highest level of quality in the program's history, and today's survey results show that recipients have taken notice of these improvements. What this shows is that Florida Medicaid is working well, and gives people access to high quality care. Ensuring the enrollees have access to high quality care in the right setting, at the right time has been a priority of managed care since day one, and Florida's program stands as a national leader."

Improved measures include:

- Health Plan Rating – % of respondents rating their health plan an 8, 9, or 10 on a scale of 1-10 – Adult & Child
- Customer service - % of respondents reporting they usually or always get the help/info needed from their plan's customer service – Adult & Child
- How would you rate the number of doctors you had to choose from? – Excellent or Very Good) – Adult & Child*
- How well doctors communicate - % of respondents reporting doctors usually or always communicate well – Adult & Child
- Health Care Rating – % of respondents rating their health care an 8, 9, or 10 on a scale of 1-10 – Child
- Getting needed care - % of respondents reporting it is usually or always easy to get needed care – Child

* Measure first reported in 2017.

The Agency [recently announced](#) that the Statewide Medicaid Managed Care 2017 quality scores are the highest in the Florida Medicaid program's history. This is the third full year of the nationally recognized Healthcare Effectiveness Data and Information Set (HEDIS) quality scores for the SMMC program, and the third year in a row of substantially continued improvement. Florida's Medicaid health plans performed at or above the national average on 69 percent of HEDIS measures. Florida Medicaid has had an overall improvement of 10 percentage points over its 2016 scores and a 28 percentage point increase over plan ratings prior to the SMMC program.

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