

## 2021 CAHPS In Brief

The North Carolina Department of Health and Human Services Medicaid team administered patient experience surveys to adult and child Medicaid members, known as the [Consumer Assessment of Healthcare Providers and Systems](#) (CAHPS) surveys.<sup>1</sup> The primary goal of NC Medicaid’s CAHPS administration is to understand the Medicaid beneficiary experience and inform improvements in care.<sup>2</sup>

### COVID-19 and CAHPS Response Rates

Data from the 2019 survey were compared to 2021 to see how responses have changed from pre- to mid-pandemic. Although response rates in 2021 were lower than in previous years (12.15% for adults compared to 20.90% in 2019; 7.85% for children compared to 18.40% in 2019), a greater number of respondents were contacted, and thus the total number of respondents for 2021 was higher than 2019.

### Key Takeaways

#### Overall Health and Mental Health Ratings

Respondents were asked “*In general, how would you rate your overall health?*” and “*In general, how would you rate your overall mental or emotional health?*”

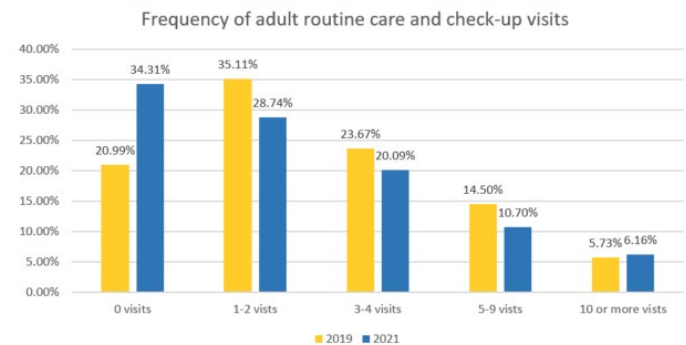
Adult	
<b>Overall health</b>	56.57% of adults rated their overall health as <i>good, very good, or excellent</i> .
How does this compare to 2019?	Ratings were slightly higher than 2019, where 54.72% of respondents rated their overall health as good, very good, or excellent.
<b>Mental or emotional health</b>	68.57% of adults rated their overall mental or emotional health as <i>good, very good, or excellent</i> .
How does this compare to 2019?	Ratings were slightly higher than 2019, where 65.41% of respondents rated their mental or emotional health as good, very good, or excellent.

Child	
<b>Overall health</b>	97.21% of adult respondents rated their child’s overall health as <i>good, very good, or excellent</i> .
How does this compare to 2019?	Ratings were slightly higher than 2019, where 95.50% of respondents rated their child’s overall health as good, very good, or excellent.
<b>Mental or emotional health</b>	87.10% of adult respondents rated their child’s overall mental or emotional health as <i>good, very good, or excellent</i> .
How does this compare to 2019?	Ratings were slightly lower than 2019, where 91.09% of respondents rated their child’s overall mental or emotional health as good, very good, or excellent.

## Health Care Utilization

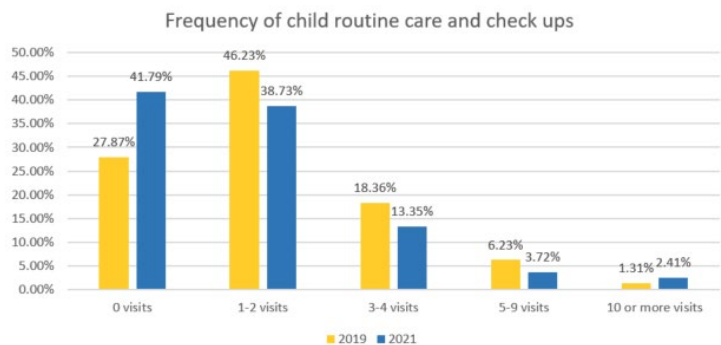
### Adult

- 34.31% of adults in 2021 reported that they did not use non-emergency health care in the previous six months, compared to 20.99% in 2019.
- 84.77% of adults reported they usually or always received care right away when needed in 2021, compared to 81.25% in 2019.
- Although only 34.10% of respondents reported being offered a telehealth visit instead of in-person, 80.94% reported utilizing telehealth services when offered.
- Among those who used telehealth services, almost half scheduled an in-person follow-up appointment about the same health condition after their telehealth visit.
- Top reasons for not using telehealth included the respondent feeling they needed an in-person visit for a physical exam (45.8% of those not using telehealth when offered), and respondents not having a computer (30.3%).



### Child

- Approximately 41.79% of 2021 respondents reported their child did not use non-emergency health care in the previous six months, compared to 27.87% in 2019.
- 95.95% of adult respondents reported their child usually or always received care right away when needed in 2021, compared to 95.07% in 2019.
- Although only 19.43% of respondents were offered a telehealth visit instead of in-person, 78.74% reported utilizing telehealth services when offered.



The full report is available at [Consumer Assessment of Healthcare Providers and Systems Survey](#)

<sup>1</sup> Developed by the Agency for Healthcare Research and Quality (AHRQ).

<sup>2</sup> The CAHPS survey serves as a national standard for measuring and reporting respondents' experiences with their health care.