

2025 Home and Community-Based Services (HCBS) Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey Results

Long-Term Services and Supports (LTSS) Subcommittee Meeting
April 1, 2026

Presenters:

Brian MacDaid – Director

Steven Kissner – Healthcare Analyst

Division of Quality Assurance

Bureau of Quality Assurance & Program Analytics



SURVEY OVERVIEW

- Community HealthChoices (CHC) Response Rates of **4.3%** to **5.4%** across the CHC-Managed Care Organizations (MCOs); State CHC Response Rate was **5.5%**
- CHC Completed Surveys (targeted 700/plan) **2,211 completed**:
 - ❑ **788** from AmeriHealth Caritas (AHC)/Keystone First (KF)
 - ❑ **702** from PA Health and Wellness (PHW)
 - ❑ **721** from UPMC Health Plan, Inc.
- Omnibus Budget Reconciliation Act (OBRA) Statewide with **42** Completed Surveys; Response Rate was **8.1%**
- Agency for Healthcare Research and Quality (AHRQ) analyzed **36** Surveys from **12** individual states

Home and Community-Based Services (HCBS) Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey for 2025 Pennsylvania and Agency for Healthcare Research and Quality (AHRQ) 2026 HCBS CAHPS Chartbook.



SURVEY RESULTS: LANGUAGE

Omnibus Budget Reconciliation Act (OBRA)			Community HealthChoices (CHC)		
	2024	2025		2024	2025
English	95.00%	97.62%	English	85.50%	93.31%
Spanish	5.00%	2.38%	Spanish	12.07%	4.34%
			Arabic	0.04%	0.77%
			Nepali	0.67%	0.77%
			Russian	0.18%	0.14%
			Gujarati (India)	0.00%	0.14%

Home and Community-Based Services (HCBS) Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey for 2024 and 2025 Pennsylvania.



SURVEY RESULTS: NON-SURVEY PARTICIPATION

Omnibus Budget Reconciliation Act (OBRA)		Community HealthChoices (CHC)	
	2025		2025
Answering Machine	62.54%	Answering Machine	60.96%
No Answer	5.93%	No Answer	9.84%
Busy	5.76%	Busy	7.61%
Not Qualified	5.59%	Disconnected/Non-working number	5.99%
Disconnected/Non-working number	5.42%	Not Available	3.98%

Home and Community-Based Services (HCBS) Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey for 2025 Pennsylvania.



SURVEY RESULTS: RESPONDENT CHARACTERISTICS

	Omnibus Budget Reconciliation Act (OBRA)		Community HealthChoices (CHC)	
	2024	2025	2024	2025
AFRICAN-AMERICAN	32%	30%	32%	38%
NON-HISPANIC	90%	85%	81%	86%
FEMALE	30%	32%	68%	67%
AGE 65+	3%	2%	52%	54%
HIGH SCHOOL GRAD/GED/SOME COLLEGE	84%	84%	61%	63%

Home and Community-Based Services (HCBS) Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey for 2024 and 2025 Pennsylvania.



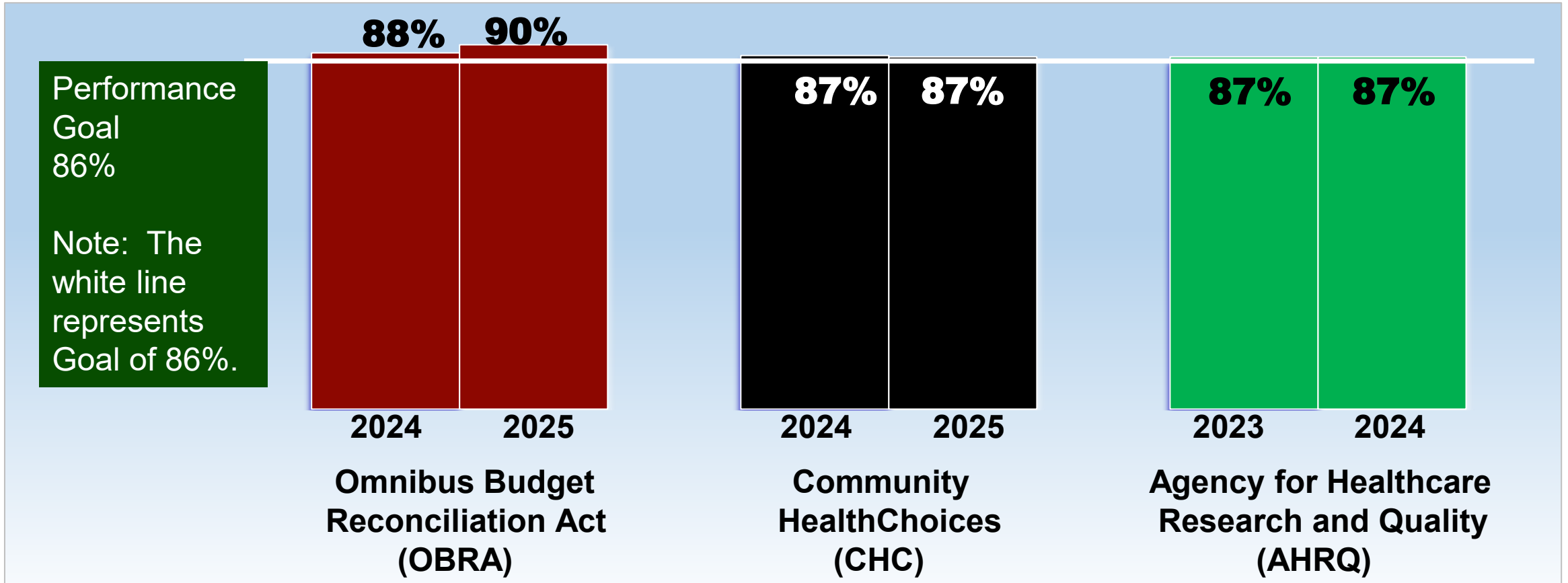
SURVEY RESULTS: RESPONDENT CHARACTERISTICS

Omnibus Budget Reconciliation Act (OBRA)			Community HealthChoices (CHC)	
	2024	2025	2024	2025
HEALTH GOOD/FAIR	45%	43%	57%	57%
MENTAL HEALTH GOOD/FAIR	45%	61%	66%	62%
LIVES ALONE	25%	22%	50%	54%
URBAN	100%	86%	79%	80%

Home and Community-Based Services (HCBS) Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey for 2024 and 2025 Pennsylvania.

SURVEY RESULTS: PARTICIPANT EXPERIENCE

STAFF LISTEN AND COMMUNICATE WELL

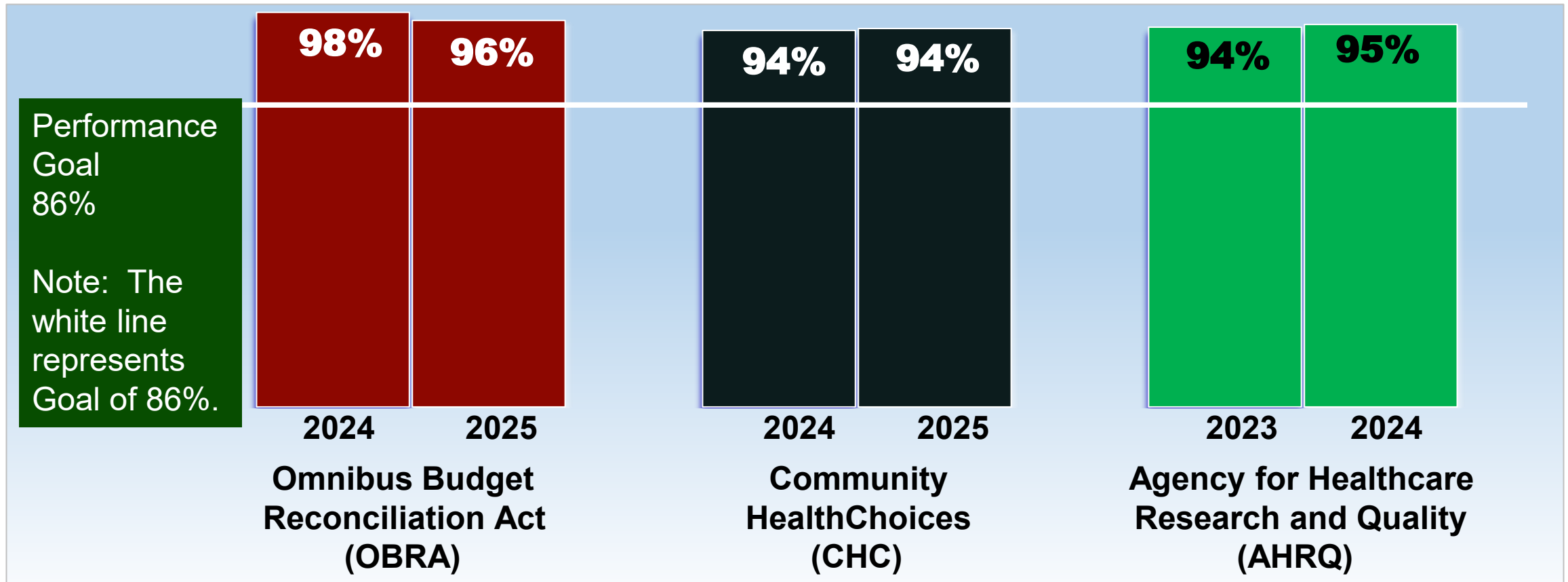


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SURVEY RESULTS: PARTICIPANT EXPERIENCE

PERSONAL SAFETY AND RESPECT

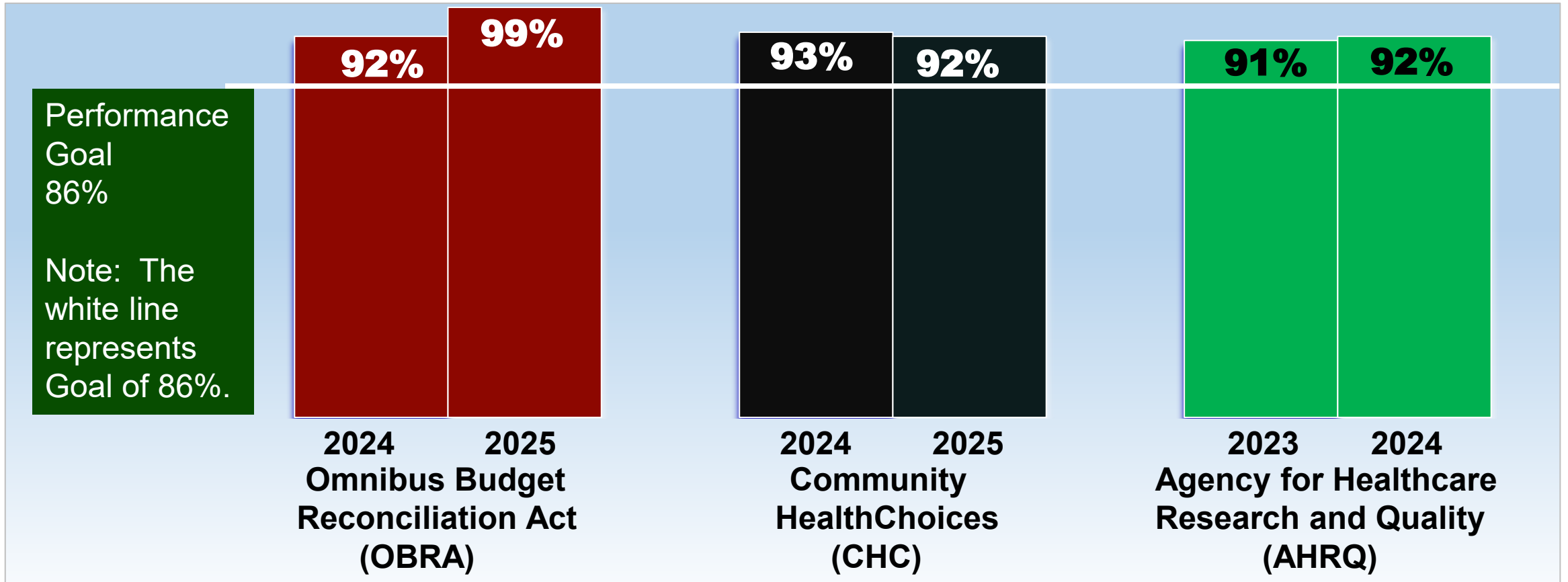


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SURVEY RESULTS: PARTICIPANT EXPERIENCE

SERVICE COORDINATOR IS HELPFUL

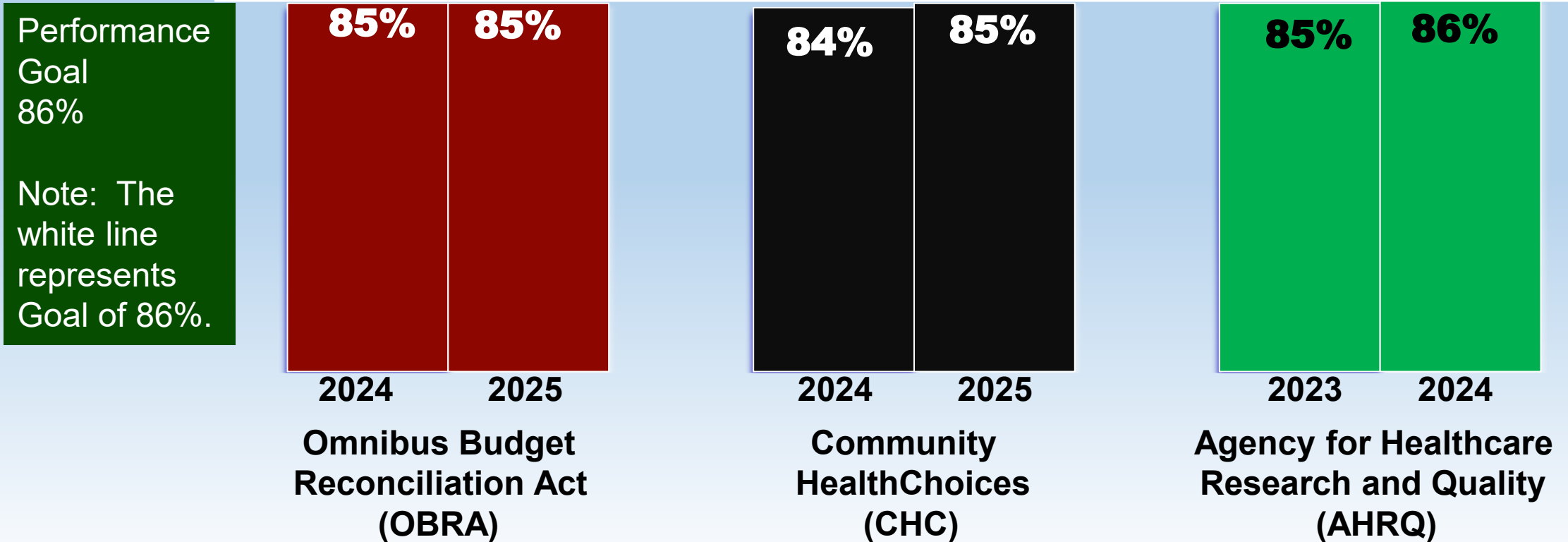


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SURVEY RESULTS: PARTICIPANT EXPERIENCE

STAFF ARE RELIABLE AND HELPFUL

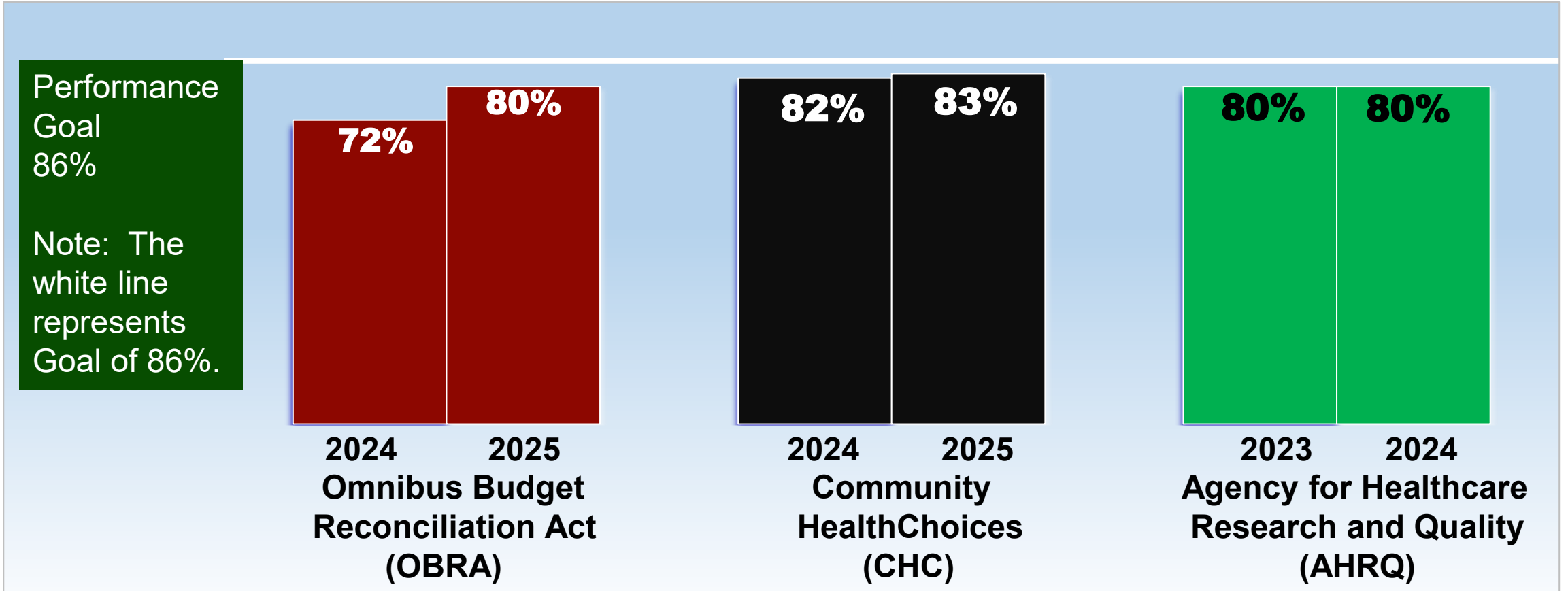


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SURVEY RESULTS: PARTICIPANT EXPERIENCE

CHOOSING THE SERVICES THAT MATTER TO YOU



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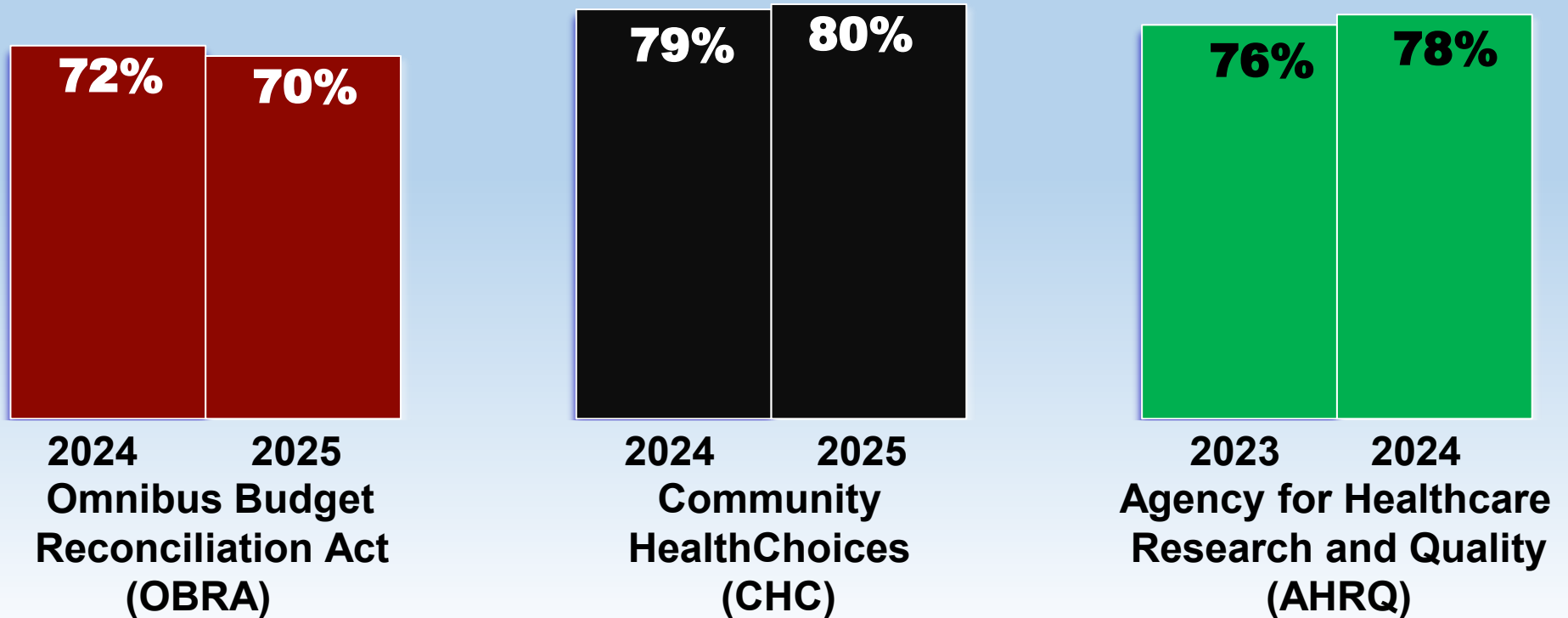


SURVEY RESULTS 2024 and 2025 COMPARISON: PARTICIPANT EXPERIENCE

TRANSPORTATION TO MEDICAL APPOINTMENTS

Performance Goal
86%

Note: The white line represents Goal of 86%.



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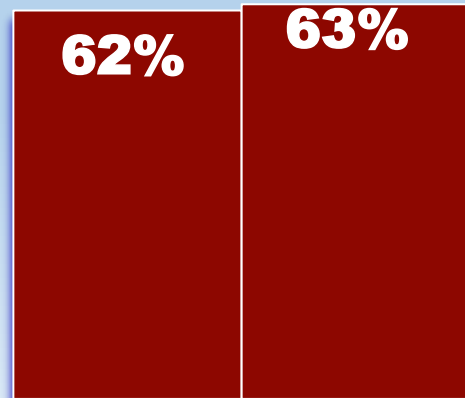


SURVEY RESULTS: PARTICIPANT EXPERIENCE

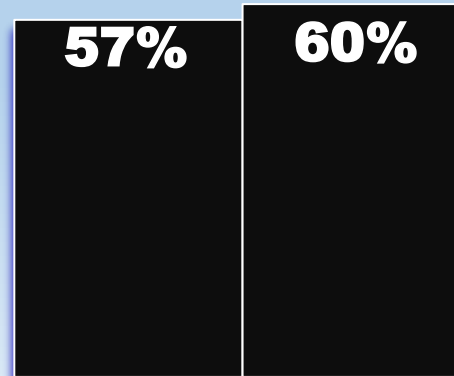
PLANNING YOUR TIME AND ACTIVITIES

Performance Goal
86%

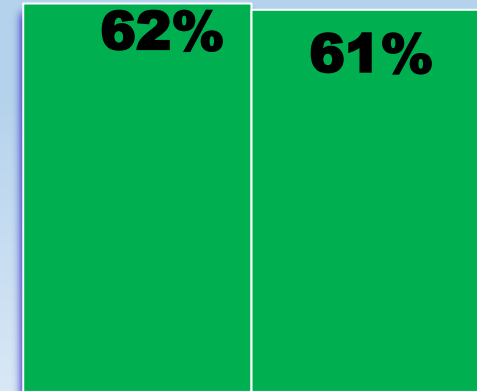
Note: The white line represents Goal of 86%.



2024 2025
Omnibus Budget Reconciliation Act (OBRA)



2024 2025
Community HealthChoices (CHC)



2023 2024
Agency for Healthcare Research and Quality (AHRQ)

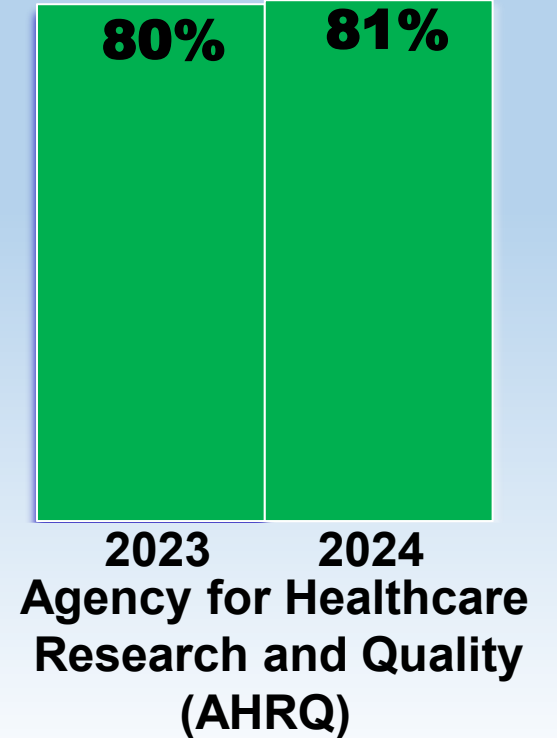
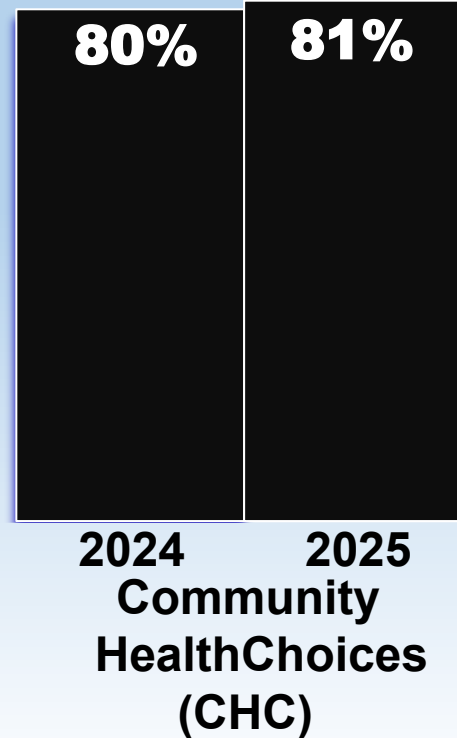
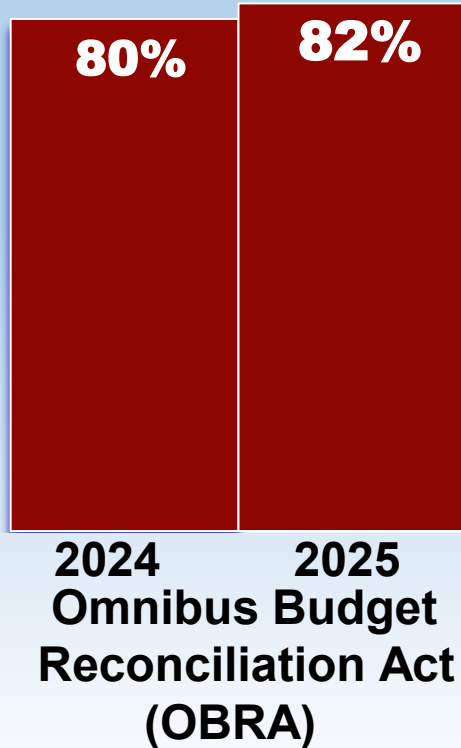
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SURVEY RESULTS: OVERALL PARTICIPANT EXPERIENCE

Performance Goal
86%

Note: The white line represents Goal of 86%.



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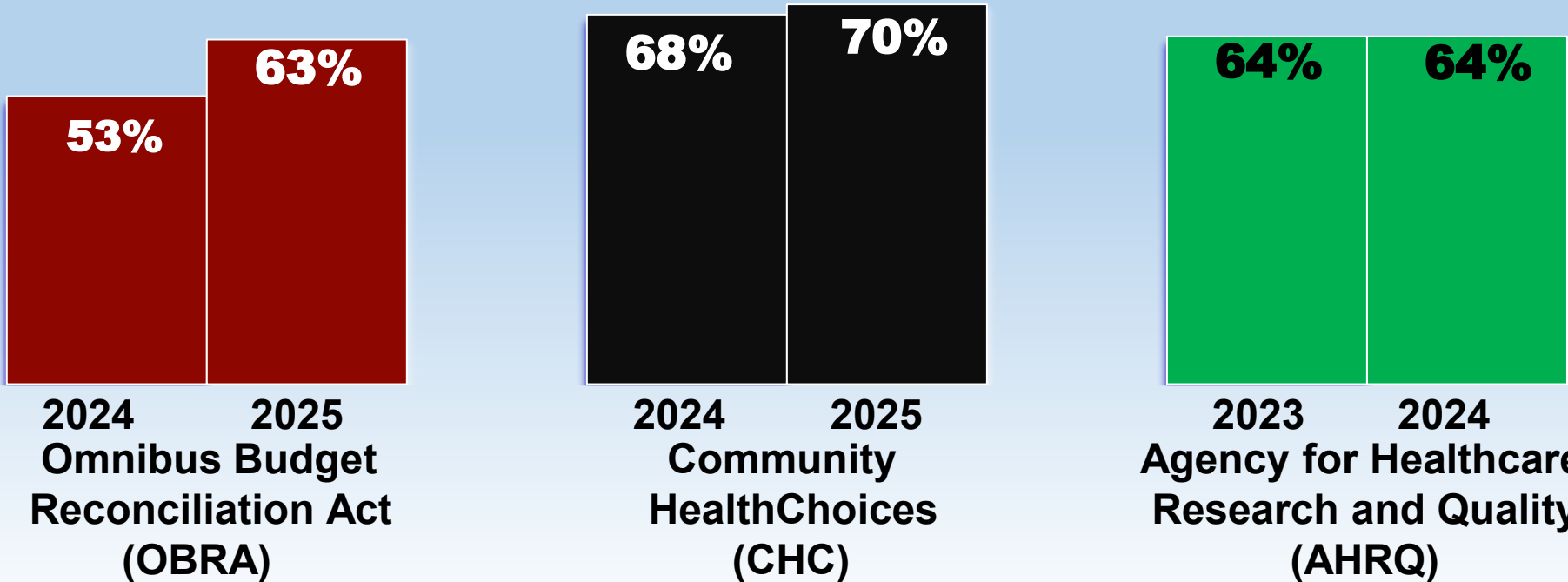


SURVEY RESULTS: PERSON-CENTERED SERVICE PLAN (PCSP)

PCSP INCLUDED ALL THE THINGS IMPORTANT TO YOU

Performance Goal 86%

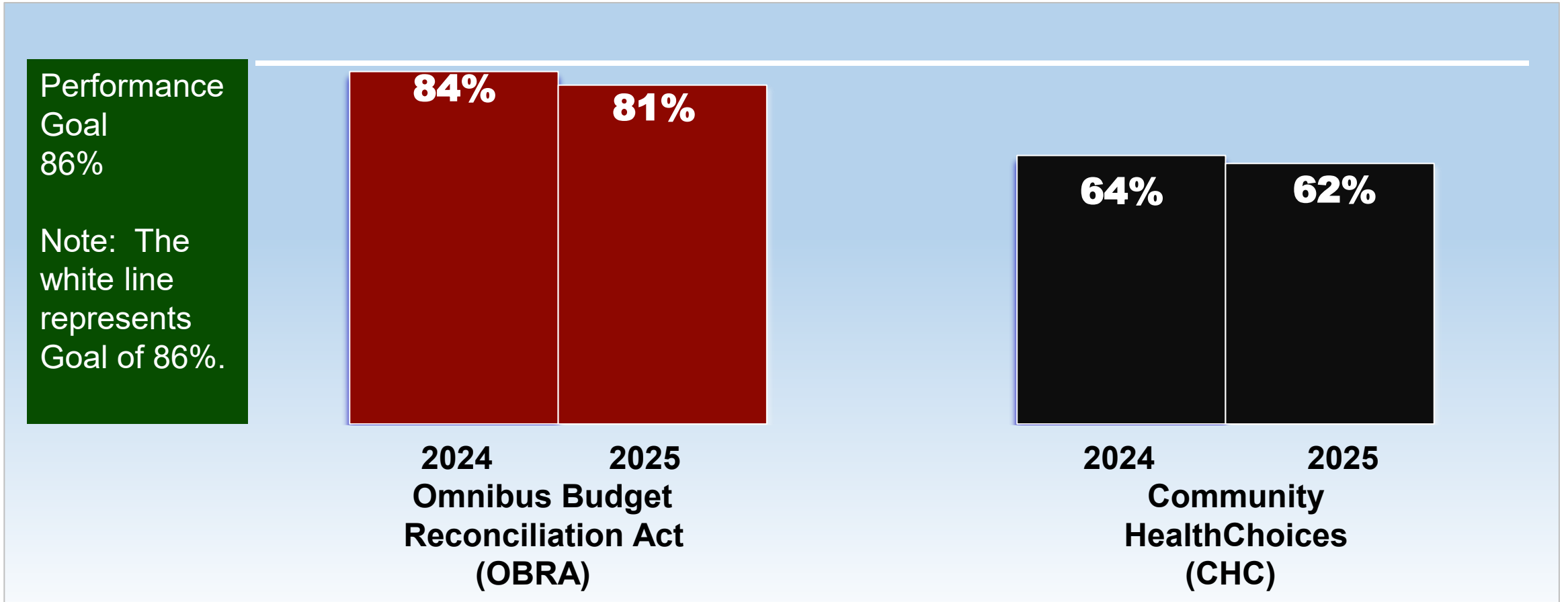
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SURVEY RESULTS: PENNSYLVANIA DENTAL

IF RECEIVED CARE, RATE YOUR DENTAL CARE (RATING SCORE OF 9 OR 10)

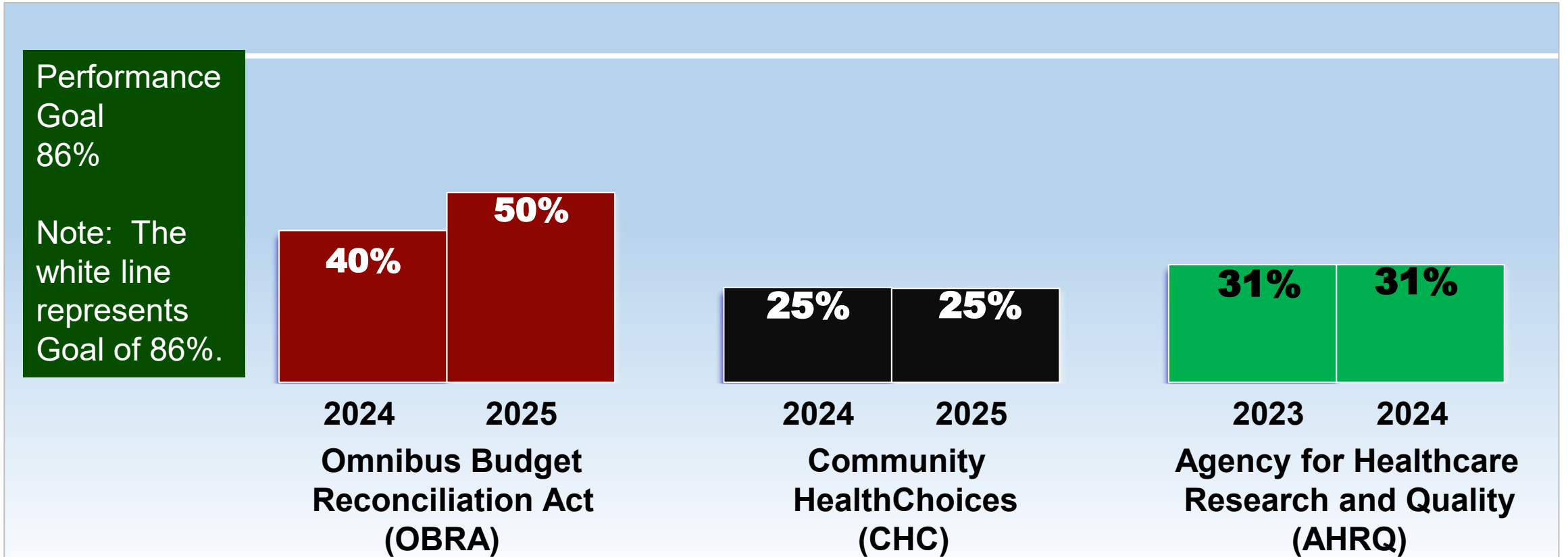


Home and Community-Based Services (HCBS) Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey for 2024 and 2025 Pennsylvania.



SURVEY RESULTS: PLANNING YOUR TIME AND ACTIVITIES

ABILITY TO DO THINGS IN THE COMMUNITY

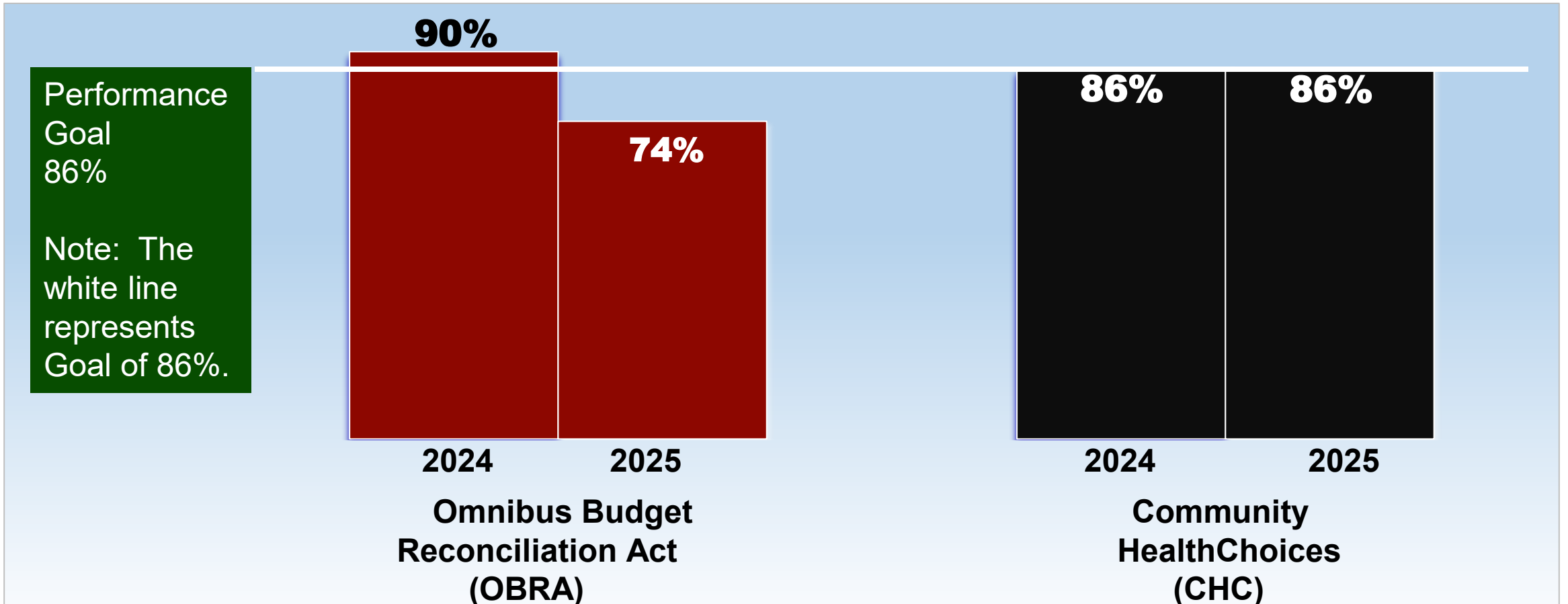


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SURVEY RESULTS: PENNSYLVANIA-SAFETY AND RESPECT

KNOW HOW TO REPORT ABUSE, NEGLECT, OR EXPLOITATION

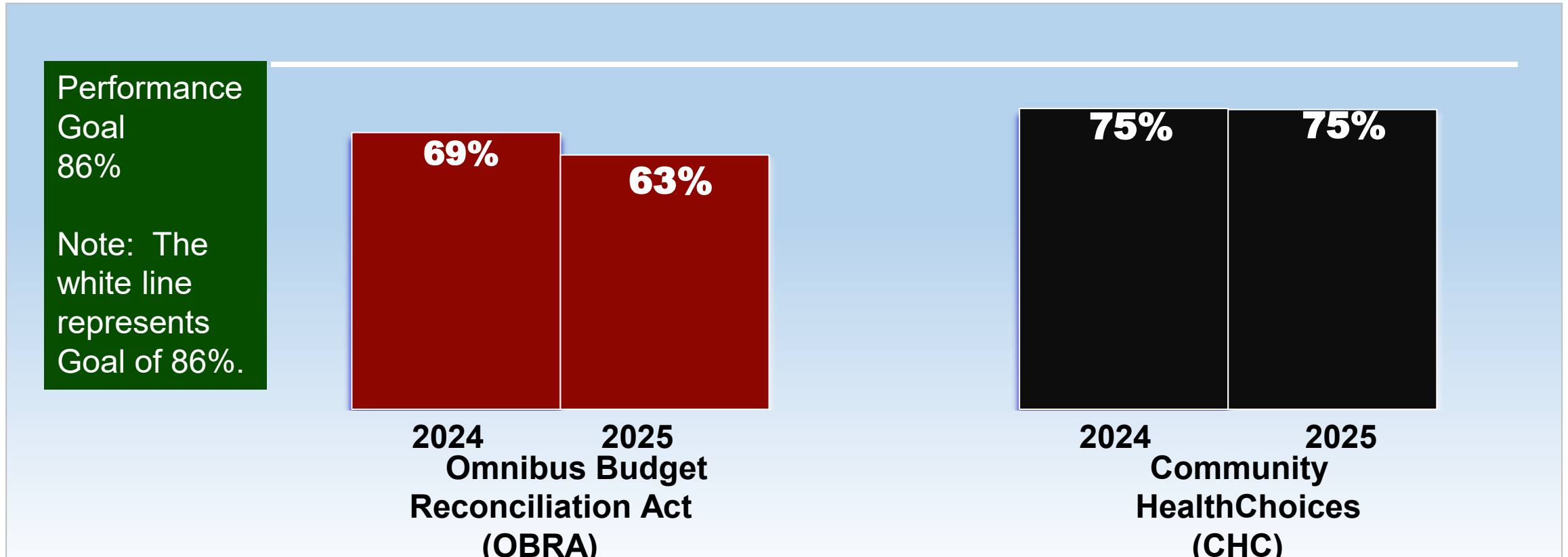


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SURVEY RESULTS: PENNSYLVANIA-SPECIFIC HOUSING QUESTIONS

AWARE OF HOUSING RIGHTS AND HOW TO GET INFORMATION FOR PREVENTING EVICTION FORECLOSURE

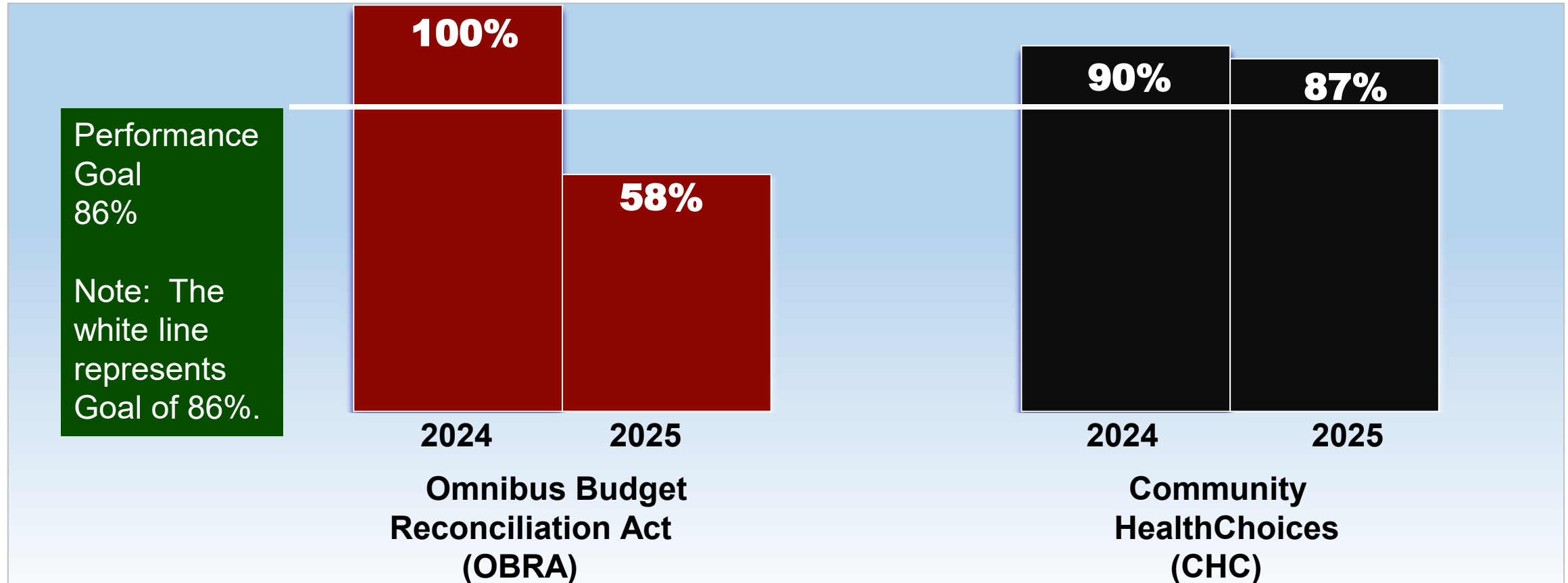


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SURVEY RESULTS: PENNSYLVANIA SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

KNOW HOW TO APPLY FOR SNAP BENEFITS TO HELP BUY FOOD

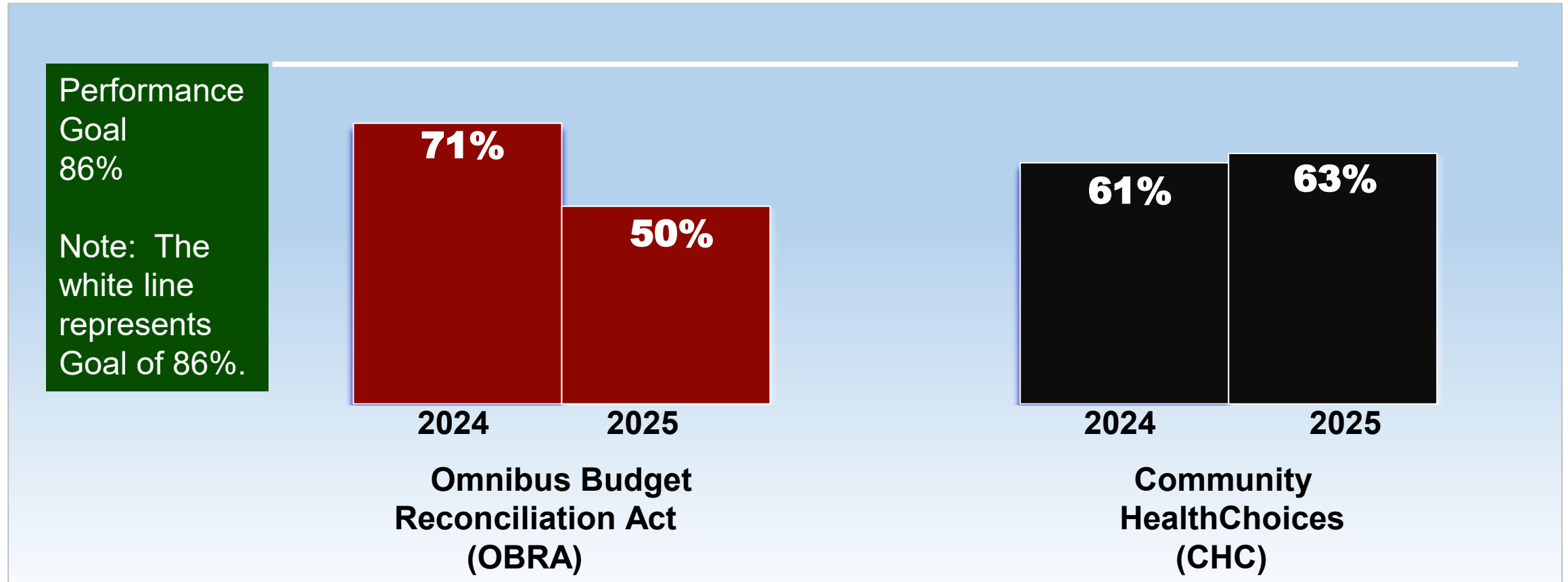


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SURVEY RESULTS: PENNSYLVANIA MENTAL HEALTH

GET APPOINTMENT FOR COUNSELING OR MENTAL HEALTH TREATMENT AS SOON AS NEEDED



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Sources

- Office of Long-Term Living (OLTL) analysis of the Community HealthChoices (CHC) / Omnibus Budget Reconciliation Act (OBRA) Home and Community-Based Services (HCBS) Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey measure scores and state-specific questions reported by Press Ganey for 2024 and 2025 administration in Pennsylvania.
- Agency for Healthcare Research and Quality (AHRQ) analysis of the Home and Community-Based Services (HCBS) Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey measure scores provided by participating states as reported in the AHRQ CAHPS Survey [2025 and 2026 HCBS Chartbooks](#).
- The source for calculating the Response Rates comes from: [American Association for Public Opinion Research \(AAPOR\)](#) website, AAPOR Response Rates, Response Rate Calculator 5.1.



COMMENTS/QUESTIONS

