2026 Member Satisfaction Results

Each year members of Maryland Physicians Care (MPC) are randomly selected to participate in the Consumer Assessment of Healthcare Providers and Systems© (CAHPS©) survey. The purpose of the survey is to assess members' satisfaction with the services received from their health plan and plan providers. MPC uses these results to identify opportunities for improvement and address member's needs. Below are the CY 2026 CAHPS results.

Table 1: 2026 Child CAHPS Survey Results

SURVEY MEASURES	Maryland Physicians Care		2026 HealthChoice Aggregate Rate	2026 (MY2025) NCQA Quality Compass National Average (All LOBs)
	2026 Rate	2025 Rate		
Getting Care				
Getting Needed Care (% A+U)	84.80%↑	84.52%	82.05%	85.15%
Getting Care Quickly (% A+U)	88.50%↑*	88.01%	83.78%	87.62%
Satisfaction with Plan Physicians				
Rating of Doctor (% 9+10)	75.80%	77.13%	77.68%	78.74%
Satisfaction with Plan and Plan Services				
Rating of Health Plan (% 9+10)	66.13%	65.15%	69.91%	72.45%
Rating of All Health Care (% 9+10)	69.26%	71.34%	69.96%	72.33%
Additional Measures NOT Reported in NCQA Health Plan Ratings (General Population)				
Coordination of Care (% A+U)	87.82%↑*	82.48%	84.97%	86.16%
Doctor Communication (% A+U)	94.47%↑*	92.26%	92.25%	94.08%
Customer Service (% A+U)	89.60%↑*	86.40%	86.52%	89.04%
Rating of All Health Care (% 8+9+10)	87.06%↑	88.22%	87.00%	88.21%
Rating of Doctor (% 8+9+10)	89.95%	91.73%	90.28%	90.85%
Rating of Specialist (% 8+9+10)	85.98%↑	87.78%	84.77%	87.25%
Rating of Specialist (% 9+10)	70.09%↑	71.11%	69.44%	74.22%
Rating of Health Plan (% 8+9+10)	84.58%	84.23%	85.31%	86.35%
Children with Chronic Conditions Measures (CCC Population)				
Access to Prescription Meds (% A+U)	90.04%	87.77%	90.35%	91.29%
Access to Specialized Services (% A+U)	70.04%↑	72.07%	69.56%	73.44%
Getting Needed Information (% A+U)	90.91%↑	90.67%	88.49%	91.15%
Doctor Who Knows Child (% Yes)	91.86%↑*	71.22%	90.57%	91.63%
Care Coordination for CCC (% Yes)	71.50%	71.08%	74.28%	77.70%

An increase in MPC's 2026 rate over the 2025 rate is shown in green.

↑ – MPC's 2026 rate is above the 2026 HealthChoice Aggregate Rate.

* – MPC's 2026 rate is above the 2026 (MY2025) NCQA Quality Compass National Average (All LOBs).

Table 2: 2026 Adult CAHPS Survey Results

SURVEY MEASURES	Maryland Physicians Care		2026 HealthChoice Aggregate Rate	2026 (MY2025) NCQA Quality Compass National Average (All LOBs)
	2026 Rate	2025 Rate		
Getting Care				
Getting Needed Care (% A+U)	77.78%↑	77.07%	79.73%	82.45%
Getting Care Quickly (% A+U)	75.58%	76.94%	77.35%	81.90%
Satisfaction with Plan Physicians				
Rating of Doctor (% 9+10)	70.45%↑	64.57%	67.58%	70.87%
Satisfaction with Plan and Plan Services				
Rating of Health Plan (% 9+10)	56.89%↑	52.79%	57.24%	61.95%
Rating of Health Care (% 9+10)	53.19%	48.30%	54.28%	57.60%
Additional Measures NOT Reported in NCQA Health Plan Ratings (General Population)				
Coordination of Care (% A+U)	84.00%↑	82.47%	81.74%	86.23%
Doctor Communication (% A+U)	90.73%	90.25%	91.33%	93.63%
Customer Service (% A+U)	90.70%↑*	86.83%	88.91%	89.40%
Rating of Health Care (% 8+9+10)	72.87%	72.16%	76.38%	76.60%
Rating of Doctor (% 8+9+10)	84.09%↑	79.37%	84.06%	84.55%
Rating of Specialist (% 8+9+10)	83.02%↑	78.63%	81.02%	83.33%
Rating of Specialist (% 9+10)	66.04%↑	58.12%	65.85%	68.98%
Rating of Health Plan (% 8+9+10)	72.79%	71.00%	74.48%	78.00%

An increase in MPC's 2026 rate over the 2025 rate is shown in green.

↑ – MPC's 2026 rate is above the 2026 HealthChoice Aggregate Rate.

* – MPC's 2026 rate is above the 2026 (MY2025) NCQA Quality Compass National Average (All LOBs).