

# 2025 CAHPS Survey Results

Patient Experience 4 Stars out of 5.

To ensure our members receive the highest quality care, Magnolia Health conducts an annual survey to gather feedback on their healthcare experiences. These survey results reflect how members feel about the care provided by our network and the service they receive from the health plan. Magnolia Health uses this valuable feedback to guide improvements in care delivery. Because providers and their staff play a vital role in shaping the member experience, we believe it is important to share these insights with you. Providers can positively impact survey results by consistently focusing on customer service, enhancing communication, and helping members feel connected to both their providers and the health plan throughout the year.

— Patient experience	★ ★ ★ ★ ★
Getting care	★ ★ ★ ★ ★
Getting care easily Did members get appointments, preventive care, tests and treatment easily?	★ ★ ★ ★ ★
Getting care quickly Did members get appointments, preventive care, tests and treatments promptly?	★ ★ ★ ★ ★
Satisfaction with plan physicians	
Rating of primary care doctor Did members rate their primary care doctors high overall?	★ ★ ★ ★ ★
Satisfaction with plan and plan services	★ ★ ★ ★ ★
Rating of health plan Did members rate their plan services high overall?	★ ★ ★ ★ ★