

CAHPS Survey National Response Rates

The table below provides overall current and historical national response rates¹ for Medicare Advantage (MA), Original Medicare (previously referred to as “Fee-for-Service” or “FFS”), and Prescription Drug Plan (PDP) CAHPS Surveys. Surveys are administered using a mixed mode survey administration protocol. Prior to 2024, mail was the initial mode and phone was the secondary mode (mail-phone protocol). Web was added as an initial mode for the MA and PDP Surveys in 2024 and for the Original Medicare Survey in 2025 (web-mail-phone protocol).

Year	Medicare Advantage Surveys ²	Original Medicare Survey	Prescription Drug Plan Survey
2000	N/A	63.9%	N/A
2001	83.9%	68.0%	N/A
2002	83.0%	70.6%	N/A
2003	80.6%	69.3%	N/A
2004	79.7%	66.9%	N/A
2005	69.0%	N/A	N/A
2006	N/A	N/A	N/A
2007	50.7%	47.8%	N/A
2008	64.9%	55.5%	N/A
2009	64.8%	57.9%	N/A
2010	61.7%	57.1%	N/A
2011	46.5%	49.8%	40.0%
2012	47.8%	43.2%	44.0%
2013	46.0%	42.2%	42.6%
2014	44.7%	35.2%	39.8%
2015	42.1%	34.8%	40.1%
2016	42.2%	35.9%	40.2%
2017	42.3%	35.1%	44.4%
2018	41.0%	34.8%	41.3%
2019	38.4%	32.0%	38.9%
2020	N/A	N/A	N/A
2021	36.4%	28.7%	37.9%
2022	35.2%	27.8%	38.8%
2023	35.9%	30.0%	38.3%
2024	33.0%	28.3%	37.9%
2025	33.5%	28.7%	36.4%
2026	32.1%	N/A	34.8%

Note: N/A indicates no CAHPS survey administration

¹ The national response rates reported above were calculated using the formula = number of surveys with any evaluative responses/total eligible sample.

² MA (MA-Only, MA-PD, and MA-PPO) surveys