

FOR IMMEDIATE RELEASE

MetroPlusHealth Achieves Best-Ever CAHPS Ratings

Results reflect record-high member trust and satisfaction

Consumer Assessment of Healthcare Providers and Systems (CAHPS) is the national standard for measuring member experience

NEW YORK, NY, July 15, 2026 – [MetroPlusHealth](#), New York City’s high quality, affordable health plan, today announced its strongest-ever performance in the Fall 2025 Adult CAHPS survey – an important milestone that underscores growing member trust and confidence in MetroPlusHealth and its provider network.

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) is the national standard for measuring member experience, capturing – in members’ own words - what it is like to be part of a health plan. Unlike internal metrics or clinical outcomes, CAHPS reflects the member’s voice and enables direct comparison across plans in New York State and nationwide. The Fall 2025 survey, conducted from September 25 through December 18, 2025, included adult members enrolled in Medicaid, the Health and Recovery Plan (HARP), and the HIV Special Needs Plan (SNP).

“This is an important moment for MetroPlusHealth,” said **Dr. Talya Schwartz, President & Chief Executive Officer of MetroPlusHealth**. “CAHPS reflects what our members are telling us loud and clear – that they trust us, value their clinicians and providers, and feel supported by the care and services MetroPlusHealth delivers every day.”

CAHPS results span nine measures related to access, provider experience, and overall plan performance, benchmarked against statewide averages. These scores influence the State’s Quality Incentive Award program and are publicly reported in the State Consumer Guide, where MetroPlusHealth earned 4 stars.

Key Results:

- **Medicaid**
MetroPlusHealth **outperformed statewide peers** across multiple measures, earning the highest score of all New York City-based health plans and the second-highest Rating of Health Plan score in New York State. Gains in **Rating of Personal Doctor**, **Rating of Specialist**, and **Rating of Health Plan** reflect improved access, continuity of care, and alignment with NYC Health + Hospitals’ system-wide patient experience priorities.

- **HIV Special Needs Plan (SNP)**

The HIV Special Needs Plan **outperformed peer plans** in more than half of CAHPS measures, exceeding statewide averages in five of nine categories, including: **Getting Care Quickly, Rating of Health Care, Rating of Specialist, Rating of Health Plan, and Rating of Treatment or Counseling**. Strong gains in access and overall plan ratings are especially critical for members with complex, ongoing care needs.

- **Health and Recovery Plan (HARP)**

Serving members with serious behavioral health needs, MetroPlusHealth achieved **a perfect CAHPS score – 20 out of 20 points – in the State’s Quality Incentive Program**, placing it among the highest-performing HARP plans statewide and demonstrating the strength of its coordinated care model.

MetroPlusHealth’s top performance across all three plans highlights improvements in primary and specialty care access, telehealth availability, eConsults, member rewards, and responsive customer service.

Strong CAHPS results reinforce MetroPlusHealth’s mission to deliver access, service, and trust to the communities it serves. Members report feeling supported, able to access care when needed, and confident in their providers – key drivers of engagement and improved health outcomes.

For more than 40 years, MetroPlusHealth has provided access to affordable, quality health care to the people of New York City. It serves nearly 700,000 members across New York City and its impressive network includes more than 34,000 providers and more than 40 hospitals and urgent care centers, including NYC Health + Hospitals, NYU Langone Health, Mount Sinai, CityMD, Montefiore Einstein, LabCorp, Lenox Hill Radiology, Memorial Sloan Kettering, Tribeca Pediatrics, Hospital for Special Surgery, and more. For more information about MetroPlusHealth’s Gold Plan, please visit [Gold Plan for NYC Employees - MetroPlusHealth](#).

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