

**Average State and National ICH CAHPS Scores Based on Combined Data from the 2020 ICH CAHPS Fall and the 2021 Spring Surveys.  
Results for Participating CCNs Were Posted on Care Compare on Medicare.gov in April 2022**

State	State Average— Nephrologists’ Communication and Caring				State Average— Quality of Dialysis Center Care and Operations				State Average— Providing Information to Patients			State Average— Rating of the Nephrologist				State Average— Rating of the Dialysis Center Staff				State Average— Rating of the Dialysis Facility				State Average— Response Rate	
	TB	MB	LB	LS	TB	MB	LB	LS	TB	LB	LS	TB	MB	LB	LS	TB	MB	LB	LS	TB	MB	LB	LS		
AK	75	12	13	86	64	17	19	80	80	20	80	68	22	10	88	68	22	10	87	74	15	11	89	31	
AL	68	14	18	81	63	18	19	79	80	20	80	61	26	13	85	64	25	11	86	69	20	11	87	29	
AR	67	15	18	81	62	18	20	79	81	19	81	59	28	13	85	62	25	13	85	67	20	13	86	30	
AS																									0
AZ	62	16	22	77	60	21	19	78	79	21	79	56	25	19	82	64	23	13	85	68	19	13	87	26	
CA	69	14	17	82	66	18	16	82	80	20	80	62	26	12	85	69	22	9	88	74	17	9	89	27	
CO	71	13	16	84	64	19	17	81	81	19	81	64	22	14	85	68	21	11	87	72	17	11	89	29	
CT	67	15	18	81	64	18	18	80	81	19	81	60	27	13	85	66	24	10	87	70	18	12	88	29	
DC	67	13	20	80	59	19	22	77	77	23	77	57	29	14	83	53	32	15	83	58	27	15	83	23	
DE	64	16	20	79	59	19	22	77	77	23	77	52	31	17	81	58	26	16	83	64	21	15	85	30	
FL	68	14	18	81	65	18	17	81	81	19	81	62	25	13	85	67	23	10	87	70	19	11	88	27	
GA	68	13	19	81	61	19	20	78	78	22	78	60	26	14	85	59	28	13	84	64	23	13	86	27	
GU	44	16	40	63	56	17	27	74	70	30	70	28	32	40	67	53	28	19	81	58	24	18	83	29	
HI	70	13	17	82	65	19	16	82	80	20	80	63	25	12	86	69	22	9	88	75	17	8	90	34	
IA	66	18	16	82	64	21	15	82	84	16	84	60	27	13	85	69	21	10	88	73	17	10	89	35	
ID	70	14	16	83	67	20	13	83	82	18	82	66	23	11	86	71	23	6	89	77	15	8	90	30	
IL	67	15	18	81	65	18	17	81	79	21	79	60	27	13	85	65	25	10	87	71	19	10	88	29	
IN	66	16	18	81	65	19	16	81	82	18	82	62	24	14	84	67	23	10	87	71	19	10	88	31	
KS	71	14	15	84	66	19	15	82	83	17	83	65	23	12	87	70	20	10	88	75	16	9	90	32	
KY	69	15	16	83	65	19	16	82	82	18	82	64	23	13	86	67	23	10	87	72	18	10	89	30	
LA	71	12	17	83	64	17	19	80	79	21	79	63	23	14	85	63	24	13	85	68	19	13	87	28	

Note: TB = Top Box; MB = Middle Box; LB = Lower Box; LS = Linearized Score

(continued)

**Average State and National ICH CAHPS Scores Based on Combined Data from the 2020 ICH CAHPS Fall and the 2021 Spring Surveys.  
Results for Participating CCNs Were Posted on Care Compare on Medicare.gov in April 2022**

State	State Average— Nephrologists’ Communication and Caring				State Average— Quality of Dialysis Center Care and Operations				State Average— Providing Information to Patients			State Average— Rating of the Nephrologist				State Average— Rating of the Dialysis Center Staff				State Average— Rating of the Dialysis Facility				State Average— Response Rate
	TB	MB	LB	LS	TB	MB	LB	LS	TB	LB	LS	TB	MB	LB	LS	TB	MB	LB	LS	TB	MB	LB	LS	
MA	70	14	16	83	65	19	16	81	79	21	79	64	24	12	86	68	23	9	88	72	19	9	89	30
MD	67	15	18	81	61	20	19	79	78	22	78	58	28	14	84	61	27	12	85	65	22	13	86	28
ME	67	17	16	82	68	17	15	82	83	17	83	60	28	12	84	74	19	7	89	77	14	9	90	35
MI	68	15	17	82	64	20	16	81	80	20	80	61	26	13	85	66	24	10	87	70	20	10	88	31
MN	71	15	14	84	67	20	13	83	84	16	84	62	26	12	86	71	22	7	89	76	17	7	90	30
MO	67	16	17	82	63	20	17	80	81	19	81	62	24	14	85	64	24	12	86	70	18	12	87	30
MP	68	11	21	81	61	11	28	77	79	21	79	54	28	18	82	59	25	16	83	75	16	9	90	32
MS	66	13	21	79	61	16	23	77	77	23	77	57	26	17	83	60	25	15	84	65	20	15	86	27
MT	70	16	14	84	69	17	14	84	83	17	83	68	19	13	86	75	19	6	90	77	17	6	91	32
NC	65	15	20	80	60	19	21	78	79	21	79	57	28	15	83	59	28	13	85	65	22	13	86	29
ND	66	16	18	80	68	17	15	83	85	15	85	59	27	14	84	76	17	7	91	81	13	6	92	29
NE	64	17	19	79	64	20	16	81	82	18	82	58	26	16	83	65	25	10	86	71	18	11	88	33
NH	62	17	21	78	63	21	16	81	81	19	81	56	29	15	83	69	22	9	88	70	20	10	88	35
NJ	69	14	17	82	66	19	15	82	81	19	81	62	25	13	85	68	23	9	88	73	18	9	89	28
NM	61	15	24	76	60	18	22	77	78	22	78	53	26	21	80	64	21	15	85	69	19	12	87	28
NV	59	17	24	76	65	19	16	81	80	20	80	50	29	21	79	67	23	10	87	70	19	11	88	25
NY	66	15	19	80	63	19	18	80	77	23	77	58	28	14	84	64	25	11	86	67	22	11	87	28
OH	69	15	16	82	66	19	15	82	82	18	82	61	26	13	85	68	23	9	88	72	19	9	89	29
OK	69	15	16	83	65	20	15	82	82	18	82	65	23	12	86	69	22	9	88	74	17	9	89	25
OR	68	16	16	82	65	20	15	82	82	18	82	63	25	12	86	69	22	9	88	74	18	8	90	31
PA	67	16	17	82	65	19	16	81	81	19	81	59	27	14	84	67	24	9	88	71	19	10	88	31

Note: TB = Top Box; MB = Middle Box; LB = Lower Box; LS = Linearized Score

(continued)

**Average State and National ICH CAHPS Scores Based on Combined Data from the 2020 ICH CAHPS Fall and the 2021 Spring Surveys.  
Results for Participating CCNs Were Posted on Care Compare on Medicare.gov in April 2022**

State	State Average— Nephrologists’ Communication and Caring				State Average— Quality of Dialysis Center Care and Operations				State Average— Providing Information to Patients			State Average— Rating of the Nephrologist				State Average— Rating of the Dialysis Center Staff				State Average— Rating of the Dialysis Facility				State Average— Response Rate
	TB	MB	LB	LS	TB	MB	LB	LS	TB	LB	LS	TB	MB	LB	LS	TB	MB	LB	LS	TB	MB	LB	LS	
PR	69	15	16	83	64	19	17	81	85	15	85	65	21	14	86	70	19	11	87	72	16	12	88	28
RI	71	14	15	84	71	17	12	85	83	17	83	66	23	11	87	76	19	5	91	81	15	4	92	29
SC	66	15	19	80	61	19	20	78	79	21	79	59	27	14	84	60	27	13	85	66	21	13	86	28
SD	74	13	13	86	70	18	12	85	82	18	82	70	23	7	89	76	19	5	91	80	15	5	93	22
TN	65	15	20	79	65	18	17	81	81	19	81	58	26	16	83	65	25	10	87	71	19	10	88	28
TX	69	14	17	82	64	18	18	81	80	20	80	63	24	13	86	65	24	11	87	71	18	11	88	26
UT	65	16	19	80	69	19	12	85	82	18	82	55	29	16	83	74	20	6	90	80	15	5	92	27
VA	65	16	19	80	63	20	17	80	81	19	81	57	28	15	83	62	27	11	86	69	20	11	88	30
VI	49	15	36	66	60	18	22	78	63	37	63	37	36	27	72	56	31	13	84	56	30	14	82	38
VT	72	12	16	83	71	16	13	84	83	17	83	66	21	13	86	75	20	5	91	83	10	7	93	32
WA	74	14	12	86	67	19	14	83	83	17	83	69	22	9	88	69	22	9	88	74	18	8	90	30
WI	69	15	16	83	65	20	15	82	83	17	83	62	25	13	85	67	22	11	87	72	17	11	88	30
WV	68	16	16	82	67	18	15	83	83	17	83	62	25	13	85	71	19	10	88	73	16	11	89	32
WY	70	16	14	84	65	20	15	82	80	20	80	70	16	14	86	72	20	8	88	75	16	9	89	30
National Average	68	14	18	81	64	19	17	81	80	20	80	61	25	14	85	66	24	10	87	70	19	11	88	28

Note: TB = Top Box; MB = Middle Box; LB = Lower Box; LS = Linearized Score