



2023 (MY 2022) annual Consumer Assessment of Healthcare Providers and Systems (CAHPS®) adult and child results

Annually, we ask our members to complete a survey to determine their level of satisfaction with services received from health care professionals and UnitedHealthcare. The survey results offer an opportunity to identify the key drivers of success and areas for improvement to increase member satisfaction.

The following graphs reflect how we continuously strive to improve the service areas important to our members who are your patients.

