

Medicaid Member Experience Survey 2025 (CY 2024) CAHPS® Analysis – Child Population

Purpose	The purpose of the survey is to assess members' experience with their health plan and health care. The overall goal of the survey is to provide actionable performance feedback to help improve member experience.
Background	<p>UnitedHealthcare – MidAtlantic is committed to improving member experience and satisfaction with the health plan and its providers. To assess members' satisfaction, UnitedHealthcare evaluates data from the Annual Consumer Assessment of Health Providers and Systems (CAHPS®) survey to identify opportunities for improving member satisfaction.</p> <p>The Maryland Department of Health (MDH) requires Maryland Medicaid managed care organizations to participate with the state's CAHPS® data collection and reporting process. The 2025 UnitedHealthcare CAHPS® Survey was conducted between February and May 2025. The results are summarized and presented to the Service Quality Improvement Subcommittee, Provider Advisory Committee and Quality Management Committee.</p>
Goal	To meet or exceed the 2025 HealthChoice aggregate and the 2024 (MY 2023) NCQA Quality Compass Medicaid national average for all lines of business (LOBs).
Methodology	NCQA's Health Plan Rating methodology calls for CAHPS scores to be compared to prior-year benchmarks.
Methods	The 2025 final survey sample included 3,958 members (2,145 from the general population and 1,840 from children with chronic conditions (CCC) supplemental sample). Five hundred forty-seven (547) general population sample members completed the survey, resulting in a 25.8% response rate.

UnitedHealthcare 2024 rates compared with 2023 rates, 2024 (MY 2023) Quality Compass and 2025 HealthChoice aggregate

Note: + = UnitedHealthcare 2025 rate is above the 2024 rate/2024 (MY 2023) Quality Compass/2025 HealthChoice aggregate

- = 2025 rate is below the 2024 rate/2024 (MY 2023) Quality Compass/2025 HealthChoice aggregate

Composite measure	2025 UnitedHealthcare rate	2024 UnitedHealthcare rate	2024 (MY 2023) Quality Compass national percentile: All LOBs	2025 HealthChoice aggregate
Global rating questions				
Rating of all health care	89.1% =	89.1%	86.8% +	87.4% +
Rating of health plan	82.2% -	83.4%	86.2% -	85.2% -
Personal doctor	92.6% +	90.2%	89.6% +	90.1% +
Specialist seen most often	71.4% +	67.1%	72.8% -	67.8% +
Patient experience				
Getting needed care	77.9% -	82.1%	83.3% -	79.7% -
• Q10. Ease of getting needed care	90.1% +	90.0%	89.5% +	88.7% +
• Q41. Ease of seeing a specialist	65.9% -	74.3%	77.7% -	70.7% -
Getting care quickly	85.2% +	84.1%	86.1% -	82.0% +
• Q4. Ease of getting urgent care	89.0% +	87.9%	90.4% -	85.2% +
• Q6. Ease of getting checkup or routine care	81.3% +	80.2%	82.4% -	78.8% +
Additional measures				
How well doctor communicated	91.8% +	90.0%	93.8% -	91.7% +
• Q27. Doctor explained things	93.9% +	89.2%	94.2% -	91.7% +
• Q28. Doctor listened carefully	93.3% =	93.3%	95.1% -	94.2% -
• Q29. Doctor showed respect	95.5% +	94.2%	96.7% -	96.2% -
• Q32. Doctor spent enough time	84.3% =	84.3%	89.1% -	84.6% -

Composite measure	2025 UnitedHealthcare rate	2024 UnitedHealthcare rate	2024 (MY 2023) Quality Compass national percentile: All LOBs	2025 HealthChoice aggregate
Customer service				
Customer service	87.3% +	86.2%	88.2% -	85.6% +
• Q45. Customer service provided information/help	81.3% +	79.4%	82.7% -	79.2% +
• Q46. Customer service was courteous/respectful	93.3% +	93.1%	93.7% -	92.1% +
Coordination of care				
Coordination of care	84.2% +	82.4%	83.5% +	80.4% -
Children with chronic condition measures				
Access to prescription medications	86.0% +	85.2%	89.2% -	89.2% -
Access to specialized service	66.6% -	73.8%	70.9% +	69.0% -
Getting needed information	88.2% -	88.7%	90.9% -	89.5% -
Personal doctor who knows child	90.1% +	89.6%	91.2% -	90.4% -
Coordination of care for CCC	68.5% -	69.9%	75.6% +	72.7% -

Driver of member experience
1. Access to providers
2. Access to needed care, test and treatment
3. Access to urgent care
4. Access to specialty care

UnitedHealthcare year-over-year improvement

- Personal doctor
- Specialist seen most often
- Getting needed care
- Getting care quickly (composite)
- Ease of getting urgent care
- Ease of getting checkup or routine care
- How well doctor communicates (composite)
- Doctor explains things
- Doctor explained things
- Doctor showed respect
- Customer service
- Customer service provided information/help
- Customer service was courteous/respectful
- Coordination of care
- Access to prescription medications
- Personal doctor who knows child

UnitedHealthcare improvement compared with Quality Compass

- Rating all health care
- Personal doctor
- Ease of getting needed care
- Coordination of care
- Coordination of care for CCC

UnitedHealthcare improvement compared with aggregate

- Rating all health care
- Personal doctor
- Getting needed care
- Getting care quickly
- Ease of getting urgent care
- Ease of getting checkup or routine care
- How well doctor communicated
- Doctor explained things
- Customer service
- Customer service provided information/help