

UnitedHealthcare Community Plan (Medicaid) member experience survey

2022 (MY 2021) CAHPS® analysis – Adult 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 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.</p> <p>The 2022 survey was conducted between February and May. The results are summarized and presented to the Service Quality Improvement Subcommittee (SQIS), Provider Advisory Committee (PAC) and Quality Management Committee (QMC).</p>
Goal	To meet or exceed the 2021 HealthChoice Aggregate and the 2020 National Committee for Quality Assurance (NCQA) quality compass adult Medicaid national average for all health plans.
Methodology	<p>NCQA's Health Plan Rating (HPR) methodology calls for CAHPS scores to be compared to prior-year's benchmarks.</p> <p>The Center for the Study of Services-calculated star ratings should be treated as unofficial estimates and used with caution for internal purposes only. NCQA is expected to release the final 2022 Health Plan Ratings in September.</p>
Methods	The 2022 final survey sample included 1,350 UnitedHealthcare members, of which 183 members completed the survey, resulting in a response rate of 13.73%, compared to 18.41% in 2021 and 22.78% in 2020.

Note: NCQA reports Health Plan Ratings to the public on a 5-star scale, indicating how well a plan is performing compared to NCQA's Quality Compass national benchmarks. Quality measures are organized in HPR by composite (such as *Patient Experience*) and sub-composite (such as *Getting Care*, *Satisfaction with Plan Physicians*, and *Satisfaction with Plan Services*).

UnitedHealthcare 2022 rates compared to 2021 rates, 2021 Quality Compass and 2022 HealthChoice Aggregate

Note: + = UnitedHealthcare 2022 rate is above the 2021 Rate/2021 Quality Compass/2022 HealthChoice Aggregate

- = UnitedHealthcare 2022 rate is below the 2021 Rate/2021 Quality Compass/2022 HealthChoice Aggregate

Composite measure	2022 UnitedHealthcare rate	2021 UnitedHealthcare rate	2021 Quality Compass national average: All lines of business	2022 HealthChoice Aggregate
Global rating questions				
Rating of all health care	76.1%	76.4% -	77.6% -	75.7% +
Rating of health plan	72.3%	74.3% -	78.3% -	74.6% -
Personal doctor	81.1%	84.0% -	83.2% -	81.8% -
Specialist seen most often	71.8%	88.3% -	83.5% -	79.3% -
Patient experience				
Getting needed care	80.6%	85.8% -	83.5% -	82.8% -
• Q9. Ease of getting needed care	84.5%	86.9% -	85.4% -	86.6% -
• Q20. Ease of seeing a specialist	76.8%	84.6% -	81.8% -	79.1% -
Getting care quickly	82.2%	81.9% +	81.8% +	80.8% +
• Q4. Ease of getting urgent care	81.0%	80.6% +	83.0% -	82.1% -
• Q6. Ease of getting check-up or routine care	83.5%	83.3% +	79.9% +	79.4% +
Additional measures				
How well doctor communicates	92.9%	92.8% +	92.1% +	93.1% -
• Q12. Doctor explained things	90.9%	94.0% -	92.1% -	93.4% -
• Q13. Doctor listened carefully	90.9%	95.3% -	92.4% -	93.4% -
• Q14. Doctor showed respect	97.9%	94.6% +	94.1% +	94.8% +
• Q15. Doctor spent enough time	91.9%	91.2% +	89.9% +	90.7% +
Customer service				
Customer service	86.2%	91.5% -	88.9% -	89.9% -
• Q24. Customer service provided information/help	81.9%	86.7% -	83.5% -	86.2% -
• Q25. Customer service was courteous/respectful	90.4%	96.3% -	94.2% -	93.7% -
Coordination of care				
Coordination of care	86.1%	85.3% +	85.3% +	84.8% +

<i>Global questions rating</i>	2021 UnitedHealthcare rate	2021 Quality Compass national average: All lines of business	2022 HealthChoice aggregate
Global rating questions			
Rating all health care	-	-	+
Rating of health plan	-	-	-
Personal doctor	-	-	-
Specialist seen most often	-	-	-
Patient experience			
Getting needed care (composite)	-	-	-
• Ease of getting care	-	-	-
• Ease of seeing a specialist	-	-	-
Getting care quickly (composite)	+	+	+
• Ease of getting urgent care	+	-	-
• Ease of getting check-up or routine care	+	+	+
Additional measures			
How well doctor communicates (composite)	+	+	-
• Doctor explains things	-	-	-
• Doctor listened carefully	-	-	-
• Doctor showed respect	+	+	+
• Doctor spent enough time	+	+	+
Customer service			
Customer service (composite)	-	-	-
• Customer service provided information/help	-	-	-
• Customer service was courteous/respectful	-	-	-
Coordination of care			
Coordination of care	+	+	+

Vendor recommendations leading to the greatest impact in the rating of health plan

- 1 Improving health plan provider network (highly rated personal doctors)
- 2 Improving member access to care (ease of getting needed care, tests or treatment)
- 3 Improving the ability of the health plan customer service to provide necessary information or help
- 4 Improving health plan provider network (highly rated specialists)
- 5 Improving member access to care (getting an appointment for urgent care as soon as needed)

Recommendation: Continue the current measures

Getting needed care

- Q9. Ease of getting needed care

Getting care quickly

- Q4. Ease of getting urgent care
- Q6. Ease of getting a check-up or routine appointment

Customer service

- Q24. Customer service provided information/help

Coordination of care