

# UnitedHealthcare Community Plan (Medicaid) member experience survey

2022 (MY 2021) CAHPS® analysis – Child population

<b>Purpose</b>	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.
<b>Background</b>	<p>UnitedHealthcare is committed to improving member experience and satisfaction with the health plan and its providers. To assess members' satisfaction, we evaluate data from the annual Consumer Assessment of Healthcare 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 2022 UnitedHealthcare CAHPS 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>
<b>Goal</b>	To meet or exceed the 2022 HealthChoice aggregate and the 2021 National Committee for Quality Assurance (NCQA) Quality Compass adult Medicaid national average for all health plans.
<b>Methodology</b>	<p>NCQA's Health Plan Rating (HPR) methodology calls for CAHPS scores to be compared to prior-year 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>
<b>Methods</b>	The 2022 final survey sample included 1,650 members from the general population, of which 252 members completed the survey, resulting in a response rate of 15.4%.

**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 Quality Compass and 2022 HealthChoice aggregate

**Note:** + = UnitedHealthcare 2022 rate is above the 2021 Quality Compass/2022 HealthChoice aggregate

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

Composite measure	2022 UnitedHealthcare rate	2021 UnitedHealthcare rate	2021 Quality Compass national average: All health plans	2022 HealthChoice aggregate
<b>Global rating questions</b>				
Rating of all health care	90.0%	92.4%	88.9%	87.2%
Rating of health plan	87.4%	88.0%	86.6%	85.3%
Personal doctor	90.7%	94.8%	90.5%	88.7%
Specialist seen most often	70.9%	70.1%	73.4%	68.0%
<b>Patient experience</b>				
<b>Getting needed care</b>	<b>76.8%</b>	<b>78.4%</b>	<b>85.6%</b>	<b>80.2%</b>
• Q10. Ease of getting needed care	88.0%	84.3%	90.3%	88.0%
• Q41. Ease of seeing a specialist	65.7%	72.6%	81.9%	72.4%
<b>Getting care quickly</b>	<b>84.0%</b>	<b>87.5%</b>	<b>86.9%</b>	<b>82.0%</b>
• Q4. Ease of getting urgent care	90.3%	91.6%	81.0%	84.7%
• Q6. Ease of getting check-up or routine care	77.7%	83.3%	82.9%	79.4%
<b>Additional measures</b>				
<b>How well doctor communicates</b>	<b>92.0%</b>	<b>91.7%</b>	<b>94.3%</b>	<b>92.7%</b>
• Q27. Doctor explained things	91.1%	90.8%	94.5%	92.2%
• Q28. Doctor listened carefully	93.2%	94.3%	95.9%	95.2%
• Q29. Doctor showed respect	95.9%	93.9%	96.8%	96.8%
• Q32. Doctor spent enough time	88.3%	87.7%	90.1%	86.8%
<b>Customer service</b>				
<b>Customer service</b>	<b>79.8%</b>	<b>83.7%</b>	<b>88.3%</b>	<b>89.0%</b>
• Q45. Customer service provided information/help	74.1%	77.5%	82.7%	83.4%
• Q46. Customer service was courteous/respectful	85.4%	90.0%	93.8%	94.5%
<b>Coordination of care</b>				
<b>Coordination of care</b>	<b>78.9%</b>	<b>81.5%</b>	<b>86.6%</b>	<b>81.3%</b>

Composite measure	2022 UnitedHealthcare rate	2021 UnitedHealthcare rate	2021 Quality Compass national average: All health plans	2022 HealthChoice aggregate
<b>Children with chronic condition (CCC) measures</b>				
Access to prescription medications	82.4%	88.6%	91.3%	88.1%
Access to specialized service	70.7%	64.5%	73.9%	69.1%
Getting needed information	90.5%	85.7%	90.8%	88.6%
Personal doctor who knows child	88.7%	87.3%	90.8%	89.9%
Coordination of care for CCC	74.2%	67.4%	77.1%	73.5%

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

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

	2021 UnitedHealthcare rate	2021 Quality Compass national average: All health plans	2022 HealthChoice aggregate
<b>Customer service</b>			
<b>Customer service (composite)</b>	-	-	-
• Customer service provided information/help	-	-	-
• Customer service was courteous/respectful	-	-	-
<b>Coordination of care</b>			
<b>Coordination of care</b>	-	-	-
<b>Children with chronic condition</b>			
Access to prescription medications	-	-	-
Access to specialized services	+	-	+
Getting needed information	+	-	+
Personal doctor who knows the child	+	-	-
Coordination of care for CCC	+	-	+

## Recommendations:

Continue the CAHPS work plan to address the following measures that will have a positive impact on the health plan, health care overall and Star Ratings:

- Ease of getting a check-up or routine appointment
- Ease of seeing a specialist
- Care coordination
- Access to specialized services