

Medicaid Member Experience Survey
2023 (MY 2022) 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-MidAtlantic (UHC) is committed to improving member experience and satisfaction with the health plan and its providers. To assess members’ satisfaction, UHC 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 2023 UHC CAHPS® Survey was conducted between February and May 2023. 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 2023 (MY 2022) HealthChoice Aggregate and the 2022 (MY 2021) NCQA Quality Compass Adult Medicaid National Average for All Lines of Business.
Methodology	“NCQA’s Health Plan Rating (HPR) methodology calls for CAHPS® scores to be compared to <u>prior-year’s</u> benchmarks.
Methods	The 2023 final survey sample included 1,350 UHC members of which 193 members completed the survey resulting in a response rate of 14.54% compared to 13.73% in the prior year.

UHC’s 2023 Rates Compared to UHC’s 2022 Rates; 2022 Quality Compass; and 2023 HealthChoice Aggregate

Note: + = UHC’s 2023 Rate is Above UHC’s 2022 Rate/2022 Quality Compass/2023 HealthChoice Aggregate
- = UHC’s 2023 Rate is Below UHC’s 2022 Rate/2022 Quality Compass/2023 HealthChoice Aggregate

Composite Measure	2023 UHC Rate	2022 UHC Rate	2022 Quality Compass Ntl Percentile: All LOBs	2023 HealthChoice Aggregate
Global Rating Questions				
Rating of All Health Care	79.6% +	72.7%	75.4%+	74.1%+
Rating of Health Plan	78.7% +	72.3%	77.9%+	76.2%+
Personal Doctor	79.0% -	81.1%	82.3% -	81.4% -
Specialist Seen Most Often	75.0% +	71.8%	83.5% -	80.1% -
Patient Experience				
Getting Needed Care	76.8% -	80.6%	84.6% -	78.1% -
○ Q9. Ease of Getting Needed Care	85.7% +	84.5%	84.6% +	82.0% +
○ Q20. Ease of Seeing a Specialist	68.0% -	76.8%	78.5% -	74.3% -
Getting Care Quickly	77.9% -	82.2%	80.2% -	78.3% -
○ Q4. Ease of Getting Urgent Care	80.9% -	81.0%	80.9% =	81.6% -

○ Q6. Ease of Getting Check-up or Routine Care	75.0% -	83.5%	79.7% -	75.0% =
Additional Measures				
How Well Doctor Communicate	86.4% -	92.9%	92.5% -	91.7% -
○ Q12. Doctor Explained Things	86.9% -	90.9%	92.6% -	91.9% -
○ Q13. Doctor Listened Carefully	84.4% -	90.9%	92.7% -	91.2% -
○ Q14. Doctor Showed Respect	88.9% -	97.9%	94.3% -	94.2% -
○ Q15. Doctor Spent Enough Time	85.3% -	91.9%	90.4% -	89.6% -
Customer Service				
Customer Service	87.2% +	86.2%	88.1% -	88.6% -
○ Q24. Customer Service Provided Information/Help	81.0% -	81.9%	83.9% -	82.5% -
○ Q25. Customer Service Was Courteous/Respectful	93.3% +	90.4%	94.5% -	94.6% -
Coordination of Care				
Coordination of Care	79.6% -	86.1%	83.9% -	82.5% -

Note: + = UHC's 2023 Rate is Above UHC's 2022 Rate/2022 Quality Compass/2023 HealthChoice Aggregate
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UHC's year over year rate increase by at least 5 percentage points:

<i>Global Questions Rating</i>	2023 UHC Rate Compared to 2022 UHC Rate	2022 Quality Compass Ntl Percentile: All LOBs	2023 HealthChoice Aggregate
Rating All Health Care	+	+	+
Rating of Health Plan	+	+	+
Personal Doctor	-	-	-
Specialist Seen Most Often	+	-	-
<i>Patient Experience</i>			
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	-	-	-
<i>Additional Measures</i>			
How Well Doctor Communicates (composite)	-	-	-
• Doctor Explains Things	-	-	-
• Doctor Listened Carefully	-	-	-
• Doctor Showed Respect	-	-	-
• Doctor Spent Enough Time	-	-	-
<i>Customer Service</i>			
Customer Service (composite)	+	-	-
• Customer Service Provided Information/Help	-	-	-
• Customer Service Was Courteous/Respectful	+	-	-
<i>Coordination of Care</i>			
Coordination of Care: "How often did your personal doctor seem informed and up to date about the care you got from these doctors or other health providers? "	-	-	-

- Rating of All Health Care
 - o 6.9 percentage points
- Rating of Health Plan
 - o 6.4 percentage points

UHC's year over year rate decrease by at least 5 percentage points:

- Ease of Seeing a Specialist
 - o 8.8 percentage points
- Ease of Getting Check-up or Routine Care
 - o 8.5 percentage points
- Doctor Listened Carefully
 - o 6.5 percentage points
- Doctor Showed Respect
 - o 9 percentage points
- Coordination of Care

- 6.5 percentage points

UHC's 2023 rate improvement compared to Quality Compass by at least 2 percentage points:

- Rating All Health Care
 - 4.2 percentage points

Top Priorities for Quality Improvement
1. Improving health plan provider network (highly rated personal doctors)
2. Improving member access to care (having a personal doctor)
3. Improving the ability of the health plan customer service to provide necessary information or help
4. Improving member access to care (getting an appointment for urgent care as soon as needed)
5. improve health plan provider network (highly rated specialists)

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**