

Medicaid Member Experience Survey  
2023 (CY 2022) 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-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>
<b>Goal</b>	To meet or exceed the 2023 HealthChoice Aggregate and the 2022 NCQA Quality Compass Adult Medicaid National Average for All Lines of Business.
<b>Methodology</b>	“NCQA’s Health Plan Rating (HPR) methodology calls for CAHPS scores to be compared to <u>prior-year</u> benchmarks.
<b>Methods</b>	The 2023 final survey sample included 1650 members of which 325 survey were completed resulting a 20.0% response rate.

## UHC's 2023 Rates Compared to 2022 Quality Compass and 2023 HealthChoice Aggregate

Note: + = UHC's 2023 Rate is Above the 2022 Quality Compass/2023 HealthChoice Aggregate

- = UHC's 2023 Rate is Below the 2022 Quality Compass/2023 HealthChoice Aggregate

Composite Measure	2023 UHC Rate	2022 UHC Rate	2022 Quality Compass Ntl Average- All LOBs	2023 HealthChoice Aggregate
<b>Global Rating Questions</b>				
Rating of All Health Care	86.8% -	90.0%	87.3% -	87.2% -
Rating of Health Plan	86.4% -	87.4%	86.4% =	85.2% +
Personal Doctor	85.7% -	90.7%	90.1% -	88.6% -
Specialist Seen Most Often	65.5% -	70.9%	73.0% -	67.3% -
<b>Patient Experience</b>				
<b>Getting Needed Care</b>	76.5% -	76.8%	84.1% -	77.9% -
○ Q10. Ease of Getting Needed Care	86.8% -	88.0%	88.9% -	86.3% +
○ Q41. Ease of Seeing a Specialist	66.1% +	65.7%	79.5% -	69.6% -
<b>Getting Care Quickly</b>	82.4% -	84.0%	86.7% -	81.6% +
○ Q4. Ease of Getting Urgent Care	88.8% -	90.3%	91.5% -	85.5% +
○ Q6. Ease of Getting Check-up or Routine Care	76.1% -	77.7%	82.8% -	77.7% -
<b>Additional Measures</b>				
<b>How Well Doctor Communicate</b>	89.8% -	92.0%	94.1% -	90.7% -
○ Q27. Doctor Explained Things	87.6% -	91.1%	94.5% -	90.3% -
○ Q28. Doctor Listened Carefully	90.6% -	93.2%	95.4% -	92.7% -
○ Q29. Doctor Showed Respect	95.3% -	95.9%	96.8% -	94.6% +
○ Q32. Doctor Spent Enough Time	85.5% -	88.3%	89.8% -	85.3% +
<b>Customer Service</b>				
<b>Customer Service</b>	84.4% +	79.8%	88.0% -	82.7% +
○ Q45. Customer Service Provided Information/Help	78.8% +	74.1%	82.8% -	74.5% +
○ Q46. Customer Service Was Courteous/Respectful	90.0% +	85.4%	93.3% -	90.8% -
<b>Coordination of Care</b>				
<b>Coordination of Care</b>	74.3% -	78.9%	84.7% -	77.9% -
<b>Children with Chronic Condition Measures</b>				
<b>Access to Prescription Medications</b>	86.5% +	82.4%	90.5% -	88.3% -
<b>Access to Specialized Service</b>	66.3% -	70.7%	70.6% -	66.2% +
<b>Getting Needed Information</b>	87.0% -	90.5%	91.5% -	88.0% -
<b>Personal Doctor Who Knows Child</b>	89.3% +	88.7%	91.5% -	90.1% -
<b>Coordination of Care for CCC</b>	68.0% -	74.2%	76.2% -	70.1% -

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	UHC's 2023 Rate Compared to 2022 Rate	2022 Quality Compass Ntl Average	2023 HealthChoice Aggregate
<i>Global Questions Rating</i>			
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	-	-	-
<i>Children with Chronic Condition</i>			
Access to Prescription Medications	+	-	-
Access to Specialized Services	-	-	+
Getting Needed Information	-	-	-
Personal Doctor Who Knows the Child	+	-	-
-+Coordination of Care for Children with Chronic Condition	-	-	-

**Recommendations:**

Continue 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