

Medicaid Member Experience Survey
 2022 (CY 2021) CAHPS® Analysis – Child Population

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| 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 2022 UHC CAHPS® Survey was conducted between February and May 2022. 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 2022 HealthChoice Aggregate and the 2021 NCQA Quality Compass Adult Medicaid National Average for All Lines of Business. |
| Methodology | <p>"NCQA's Health Plan Rating (HPR) methodology calls for CAHPS scores to be compared to <u>prior-year</u> benchmarks.</p> <p>The CSS-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 1650 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 five-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*)

UHC's 2022 Rates Compared to 2021 Quality Compass and 2022 HealthChoice Aggregate

Note: + = UHC's 2022 Rate is Above the 2021 Quality Compass/2022 HealthChoice Aggregate

- = UHC's 2022 Rate is Below the 2021 Quality Compass/2022 HealthChoice Aggregate

| Composite Measure | 2022 UHC Rate | 2021 UHC Rate | 2021 Quality Compass Ntl Average- All LOBs | 2022 HealthChoice Aggregate |
|---|---------------|---------------|--|-----------------------------|
| Global Rating Questions | | | | |
| 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%+ |
| Patient Experience | | | | |
| Getting Needed Care | 76.8% | 78.4%- | 85.6%- | 80.2%- |
| ○ 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%- |
| Getting Care Quickly | 84.0% | 87.5%- | 86.9%- | 82.0%+ |
| ○ 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%- |
| Additional Measures | | | | |
| How Well Doctor Communicate | 92.0% | 91.7%+ | 94.3%- | 92.7%- |
| ○ 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%+ |
| Customer Service | | | | |
| Customer Service | 79.8% | 83.7%- | 88.3%- | 89.0%- |
| ○ 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%- |
| Coordination of Care | | | | |
| Coordination of Care | 78.9% | 81.5%- | 86.6%- | 81.3%- |
| Children with Chronic Condition Measures | | | | |
| 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%+ |

Note: + = UHC's 2022 Rate is Above the 2021 Quality Compass/2022 HealthChoice Aggregate
 - = UHC's 2022 Rate is Below the 2021 Quality Compass/2022 HealthChoice Aggregate

| | UHC's 2021 Rate | 2021 Quality Compass Ntl Average | 2022 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