








UnitedHealthcare Community Plan Arizona AHCCCS/DD Child CAHPS Summary 2016



Key measures – global proportions and summary rates

	2014	2015	2016	2016 Num.	2016 Den.	2015 QC Avg.	2016 UHC Avg.
Rating of Health Plan (Q36) (% 8, 9 or 10)	88.66%	86.30%	88.13%	423	480	84.35% 	86.15%
Rating of Health Care (Q13) (% 8, 9 or 10)	86.01%	87.46%	87.25%	308	353	85.07%	87.76%
Rating of Personal Doctor (Q26) (% 8, 9 or 10)	88.93%	87.56%	89.38%	387	433	88.17%	89.67%
Rating of Specialist (Q30) (% 8, 9 or 10)	89.66%	79.59%	87.96%	95	108	84.95%	86.45%
Customer Service (% Always or Usually)	88.10%	87.76%	87.28%	---	158	87.52%	87.88%
Q32. Got needed information from customer service	83.81%	81.62%	80.25%	126	157	81.88%	82.23%
Q33. Staff treated you with courtesy and respect	92.38%	93.89%	94.30%	149	158	93.10%	93.54%
Getting Needed Care (% Always or Usually)	83.25%	82.32%	87.11%	---	233	84.31%	85.99%
Q28. Got appointment with specialist as soon as needed	76.54%	76.92%	86.73%	98	113	80.79%	81.14%
Q14. Easy to get needed care, tests or treatment	89.96%	87.72%	87.50%	308	352	88.77%	90.84%
Getting Care Quickly (% Always or Usually)	90.17%	85.36%	87.85%	---	253	88.55%	89.95%
Q4. Got urgent care as soon as needed	92.34%	85.19%	91.72%	155	169	90.16%	91.25%
Q6. Got routine care as soon as needed	88.00%	85.54%	83.98%	283	337	87.13%	88.65% 
How Well Doctors Communicate (% Always or Usually)	91.96%	92.62%	93.35%	---	339	93.13%	93.76%
Q17. Personal doctor explained things	91.69%	94.27%	93.49%	316	338	93.58%	94.35%
Q18. Personal doctor listened carefully	93.69%	93.31%	94.38%	319	338	94.62%	95.41%
Q19. Personal doctor showed respect	95.26%	95.22%	96.17%	326	339	95.81%	96.28%
Q22. Personal doctor spent enough time	87.21%	87.66%	89.38%	303	339	88.53%	89.02%
Shared Decision Making (% Yes)	NT	77.17%	77.29%	---	106	78.00%	78.18%
Q10. Doctor discussed reasons to take medicines	NT	90.91%	90.57%	96	106	91.80%	92.36%
Q11. Doctor discussed reasons to not take medicines	NT	60.61%	64.15%	68	106	64.62%	64.91%
Q12. Doctor asked what you thought was best	75.18%	80.00%	77.14%	81	105	77.46%	77.26%
Health Promotion and Education (Q8) (% Yes)	69.52%	70.72%	73.01%	257	352	71.11%	70.10%
Coordination of Care (Q25) (% Always or Usually)	73.08%	80.74%	83.78%	124	148	81.75%	81.91%

  Indicates a significant difference between the 2016 plan result and the 2015 plan result.
  Indicates a significant difference between the 2016 plan result and the 2015 QC Average.
  Indicates a significant difference between the 2016 plan result and the 2016 UHC Average.

NT = Not trendable.
 In 2015, NCQA revised Q10
 and Q11 response options.