

UHCCP 2018 CAHPS Survey

Adult Medicaid

Child Medicaid

Child CRS

Key measures – global proportions and summary rates- Adult Medicaid

	2016	2017	2018	2018 Num.	2018 Den.	2017 QC Avg.	2018 UHC Avg.
Rating of Health Plan (Q35) (% 8, 9 or 10)	78.56%	77.69%	84.38% ↑	270	320	75.88% ◆	79.09% ⚙
Rating of Health Care (Q13) (% 8, 9 or 10)	75.15%	73.10%	78.13%	200	256	74.36%	76.13%
Rating of Personal Doctor (Q23) (% 8, 9 or 10)	82.27%	80.95%	86.36%	228	264	81.18% ◆	82.44%
Rating of Specialist (Q27) (% 8, 9 or 10)	81.73%	86.14%	85.06%	148	174	81.79%	82.95%
Net Promoter Score (NPS)*	---	---	61.98	---	313	---	52.57 ⚙
Customer Service (% Always or Usually)	90.29%	88.83%	88.62%	---	132	88.15%	88.89%
Q31. CS provided needed information or help	82.64%	82.73%	81.82%	108	132	82.04%	83.11%
Q32. CS treated member with courtesy and respect	97.95%	94.93%	95.42%	125	131	94.27%	94.66%
Getting Needed Care (% Always or Usually)	81.11%	83.67%	85.81%	---	221	81.98%	83.45%
Q25. Got appointment with specialist as soon as needed	78.44%	83.65%	86.34%	158	183	79.79% ◆	81.19% ⚙
Q14. Ease of getting care, tests or treatment	83.78%	83.68%	85.27%	220	258	84.21%	85.70%
Getting Care Quickly (% Always or Usually)	79.55%	80.86%	84.48%	---	187	81.83%	82.94%
Q4. Got urgent care as soon as needed	81.50%	81.37%	85.50%	112	131	84.37%	84.71%
Q6. Got check-up or routine appointment as soon as needed	77.60%	80.36%	83.47%	202	242	79.39%	81.18%
How Well Doctors Communicate (% Always or Usually)	89.37%	90.54%	90.10%	---	227	91.38%	91.45%
Q17. Personal doctor explained things	91.37%	89.66%	92.07%	209	227	91.70%	92.05%
Q18. Personal doctor listened carefully	89.49%	91.63%	89.04%	203	228	91.66%	91.68%
Q19. Personal doctor showed respect	91.37%	92.78%	91.63%	208	227	93.02%	92.74%
Q20. Personal doctor spent enough time	85.25%	88.08%	87.67%	199	227	89.15%	89.34%
Shared Decision Making (% Yes)	76.44%	80.83%	81.28%	---	144	79.76%	79.44%
Q10. Doctor discussed reasons to take a medicine	89.47%	94.23%	88.97%	129	145	92.62%	91.43%
Q11. Doctor discussed reasons not to take a medicine	65.29%	70.32%	72.22%	104	144	68.66%	69.05%
Q12. Doctor asked what you thought was best	74.56%	77.92%	82.64%	119	144	77.91%	77.83%
Health Promotion and Education (Q8) (% Yes)	65.49%	73.79%	75.29%	195	259	73.81%	73.48%
Coordination of Care (Q22) (% Always or Usually)	80.47%	78.74%	79.14%	129	163	83.24%	83.48%
Flu Vaccinations for Adults Ages 18-64 (Q38) (% Yes)	40.67%	34.28%	44.54% ↑	102	229	38.57%	41.97%
Medical Assistance with Smoking and Tobacco Use Cessation							
(% Always, Usually or Sometimes) (Two-year average)							
		2016/2017	2017/2018				
Q40. Advising Smokers and Tobacco Users to Quit	---	71.11%	78.52%	117	149	76.25%	75.50%
Q41. Discussing Cessation Medications	---	43.75%	48.98%	72	147	49.46%	50.59%
Q42. Discussing Cessation Strategies	---	36.93%	44.22%	65	147	44.10%	43.79%

*NPS = Promoters (% 9 or 10) minus Detractors (% 0-6) rating on likelihood to recommend plan (Q63) where 0 is not at all likely and 10 is extremely likely.

↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
 ◆ ◆ Indicates a significant difference between the 2018 plan result and the 2017 QC Average.
 ⚙ ⚙ Indicates a significant difference between the 2018 plan result and the 2018 UHC Average.

(Two-year average)
 (2017/2018 vs. 2016/2017)
 (2017/2018 vs. 2017 QC)
 (2017/2018 vs. 2018 UHC)

Key measures – global proportions and summary rates- Child CRS

	2016	2017	2018	2018 Num.	2018 Den.	2017 QC Avg.	2018 UHC Avg.
Rating of Health Plan (Q36) (% 8, 9 or 10)	86.56%	89.11%	90.18%	404	448	85.84%	87.24%
Rating of Health Care (Q13) (% 8, 9 or 10)	86.68%	91.63%	89.64%	320	357	86.72%	87.69%
Rating of Personal Doctor (Q26) (% 8, 9 or 10)	87.72%	92.43%	93.66%	384	410	89.27%	90.22%
Rating of Specialist (Q30) (% 8, 9 or 10)	91.32%	88.74%	92.34%	253	274	87.30%	87.29%
Net Promoter Score (NPS)*	---	---	70.17	---	419	---	66.31
Customer Service (% Always or Usually)	88.06%	87.76%	85.92%	---	213	88.09%	89.28%
Q32. CS provided needed information or help	81.72%	81.53%	78.87%	168	213	82.59%	84.23%
Q33. CS treated member with courtesy and respect	94.40%	94.00%	92.96%	198	213	93.60%	94.32%
Getting Needed Care (% Always or Usually)	85.84%	83.80%	84.80%	---	321	84.50%	85.75%
Q28. Got appointment with specialist as soon as needed	82.52%	80.86%	84.21%	240	285	80.38%	80.83%
Q14. Ease of getting needed care, tests or treatment	89.17%	86.75%	85.39%	304	356	89.21%	90.66%
Getting Care Quickly (% Always or Usually)	87.71%	89.19%	88.14%	---	266	88.83%	90.61%
Q4. Got urgent care as soon as needed	89.88%	89.71%	90.06%	145	161	90.68%	91.81%
Q6. Got check-up or routine appointment as soon as needed	85.54%	88.67%	86.22%	319	370	87.22%	89.41%
How Well Doctors Communicate (% Always or Usually)	91.95%	92.23%	95.86%	---	332	93.49%	93.76%
Q17. Personal doctor explained things	93.22%	92.54%	96.99%	322	332	93.99%	94.34%
Q18. Personal doctor listened carefully	94.51%	94.62%	97.60%	325	333	94.99%	95.41%
Q19. Personal doctor showed respect	95.12%	96.41%	99.09%	328	331	96.18%	96.34%
Q22. Personal doctor spent enough time	84.96%	85.35%	89.76%	298	332	88.81%	88.97%
Shared Decision Making (% Yes)	81.41%	76.59%	83.92%	---	141	78.70%	79.14%
Q10. Doctor discussed reasons to take a medicine	91.11%	83.56%	92.91%	131	141	91.91%	91.81%
Q11. Doctor discussed reasons not to take a medicine	70.06%	62.07%	73.05%	103	141	64.85%	66.13%
Q12. Doctor asked what you thought was best	83.05%	84.14%	85.82%	121	141	79.32%	79.48%
Health Promotion and Education (Q8) (% Yes)	72.62%	74.52%	75.42%	270	358	71.73%	71.66%
Coordination of Care (Q25) (% Always or Usually)	78.80%	78.14%	84.65%	193	228	82.91%	82.56%

*NPS = Promoters (% 9 or 10) minus Detractors (% 0-6) rating on likelihood to recommend plan (Q58) where 0 is not at all likely and 10 is extremely likely.

- Indicates a significant difference between the 2018 plan result and the 2017 plan result.
- Indicates a significant difference between the 2018 plan result and the 2017 QC Average.
- Indicates a significant difference between the 2018 plan result and the 2018 UHC Average.

Key measures – global proportions and summary rates- Child Medicaid

	2016	2017	2018	2018 Num.	2018 Den.	2017 QC Avg.	2018 UHC Avg.
Rating of Health Plan (Q36) (% 8, 9 or 10)	88.13%	88.83%	89.46%	365	408	85.84% ◆	87.24%
Rating of Health Care (Q13) (% 8, 9 or 10)	87.25%	90.97%	92.26%	286	310	86.72% ◆	87.69% ⚡
Rating of Personal Doctor (Q26) (% 8, 9 or 10)	89.38%	90.12%	91.64%	329	359	89.27%	90.22%
Rating of Specialist (Q30) (% 8, 9 or 10)	87.96%	86.84%	86.08%	68	79	87.30%	87.29%
Net Promoter Score (NPS)*	---	---	68.50	---	381	---	66.31
Customer Service (% Always or Usually)	87.28%	89.61%	88.01%	---	133	88.09%	89.28%
Q32. CS provided needed information or help	80.25%	83.70%	82.09%	110	134	82.59%	84.23%
Q33. CS treated member with courtesy and respect	94.30%	95.52%	93.94%	124	132	93.60%	94.32%
Getting Needed Care (% Always or Usually)	87.11%	85.24%	82.57%	---	198	84.50%	85.75%
Q28. Got appointment with specialist as soon as needed	86.73%	81.71%	73.56%	64	87	80.38%	80.83%
Q14. Ease of getting needed care, tests or treatment	87.50%	88.77%	91.59%	283	309	89.21%	90.66%
Getting Care Quickly (% Always or Usually)	87.85%	90.77%	90.22%	---	219	88.83%	90.61%
Q4. Got urgent care as soon as needed	91.72%	92.31%	91.78%	134	146	90.68%	91.81%
Q6. Got check-up or routine appointment as soon as needed	83.98%	89.23%	88.66%	258	291	87.22%	89.41%
How Well Doctors Communicate (% Always or Usually)	93.35%	95.34%	95.60%	---	284	93.49%	93.76%
Q17. Personal doctor explained things	93.49%	95.97%	95.77%	272	284	93.99%	94.34%
Q18. Personal doctor listened carefully	94.38%	96.77%	96.48%	274	284	94.99%	95.41%
Q19. Personal doctor showed respect	96.17%	95.55%	96.83%	275	284	96.18%	96.34%
Q22. Personal doctor spent enough time	89.38%	93.06%	93.31%	265	284	88.81% ◆	88.97% ⚡
Shared Decision Making (% Yes)	77.29%	81.75%	79.85%	---	93	78.70%	79.14%
Q10. Doctor discussed reasons to take a medicine	90.57%	89.16%	90.43%	85	94	91.91%	91.81%
Q11. Doctor discussed reasons not to take a medicine	64.15%	70.73%	68.48%	63	92	64.85%	66.13%
Q12. Doctor asked what you thought was best	77.14%	85.37%	80.65%	75	93	79.32%	79.48%
Health Promotion and Education (Q8) (% Yes)	73.01%	71.01%	71.95%	218	303	71.73%	71.66%
Coordination of Care (Q25) (% Always or Usually)	83.78%	80.58%	88.46%	115	130	82.91%	82.56% ⚡

*NPS = Promoters (% 9 or 10) minus Detractors (% 0-6) rating on likelihood to recommend plan (Q58) where 0 is not at all likely and 10 is extremely likely.

- ↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
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- ⚡ ⚡ Indicates a significant difference between the 2018 plan result and the 2018 UHC Average.

Health Plan- All Plan Adult Medicaid

Arizona was 1st out of all 23 UHC Adult Medicaid Plans

Rating of Health Plan

(Percent “8”, “9”, or “10”)

(on a scale from 0 to 10, where 0 is the worst possible rating and 10 is the best possible rating)

Rank	Plan	2016	2017	2018	2018 vs. QC Avg.	2018 vs. UHC Avg.
	2018 UHC Average	75.92%	77.78%	79.09% ↑	◆	
1	17730 - UHC CP_ AZ	78.56%	77.69%	84.38%	◆	⚙
2	19730 - UHC CP_ TN East	78.00%	82.44%	84.07%	◆	⚙
3	16830 - UHC CP_ TX	80.09%	80.11%	82.80%	◆	
4	11730 - UHC CP_ HI	77.86%	76.42%	81.74%	◆	
5	13430 - MississippiCAN	78.10%	79.02%	81.69%	◆	
6	19830 - UHC CP_ IA	---	76.92%	81.12%		
7	12430 - UHC CP_ LA	76.40%	78.82%	80.70%	◆	
8	17430 - UHC CP_ WI	---	80.68%	80.54%	◆	
9	14030 - UHC CP_ NM	75.99%	75.67%	80.19%	◆	
10	13830 - UHC CP_ OH	77.73%	81.08%	79.85%		
11	12730 - UHC CP_ TN Middle	76.92%	80.67%	79.30%		
12	13730 - UHC CP_ MI	77.57%	80.17%	78.95%		
13	16030 - UHC CP_ RI	78.91%	78.93%	78.85%		
14	11230 - UHC CP_ FL	63.00%	76.00%	78.81%		
15	14230 - UHC CP_ CO	72.29%	67.50%	78.41%	↑	
16	13930 - UHC CP_ NE	77.26%	78.27%	77.97%		
17	12830 - UHC CP_ TN West	75.60%	78.35%	77.90%		
18	12930 - UHC CP_ KS	80.16%	75.17%	77.50%		
19	16930 - UHC CP_ TX LTC	---	---	76.65%		
20	15130 - UHC CP_ NJ	73.42%	74.35%	75.98%		
	2017 QC Average	75.88%				
21	13130 - HP of NV_ TANF_ CHAP	69.50%	68.77%	73.23%		⚙
22	15530 - UHC CP_ PA	72.06%	72.93%	72.90%		⚙
23	17230 - UHC CP_ WA	70.25%	71.51%	71.71%		⚙

Q35. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?