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2017 UnitedHealthcare CAHPS® 5.0H Adult Medicaid Survey Reports

<p>Background</p>	<p>UnitedHealthcare MidAtlantic is committed to improving member experience and satisfaction with the health plan and its care providers. To assess members' satisfaction UnitedHealthcare evaluates data from the Annual Consumer Assessment of Health Providers and Systems (CAHPS®) survey to identify opportunities for improving member satisfaction.</p> <p>This report focuses on the initial analysis of the 2017 CAHPS survey results. 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 2017 UnitedHealthcare CAHPS® Survey was conducted between February and May 2017. The 2017 UnitedHealthcare CAHPS® Survey Report was released in October 2017. The data is evaluated and presented to the Service Quality Improvement Subcommittee (SQIS), Provider Advisory Committee (PAC) and Quality Management Committee (QMC).</p>
<p>Goal</p>	<p>To meet or exceed the National Committee for Quality Assurance (NCQA) 2017 Quality Compass® Medicaid 50th percentile benchmark based on reporting year 2016. Quality Compass® is a national database created by NCQA to provide health plans comprehensive information of the quality of the nations managed care plans.</p> <ul style="list-style-type: none"> • 82.7% Getting Needed Care • 82.2% Getting Care Quickly • 91.5% How Well Doctors Communicate • 88.4% Customer Service • 79.7% Shared Decision-Making • 73.9% Health Promotion and Education • 83.8% Coordination of Care • 74.5% Health Care Overall • 76.4% Health Plan Overall • 81.6 % Personal Doctor • 81.9 % Specialist Seen Most Often
<p>Methodology Changes for 2017</p>	<p>NCQA made no revision to the CAHPS 5.0H Medicaid Satisfaction Survey tool in 2017.</p>
<p>Methods</p>	<p>Maryland Department of Health selected WB&A Market Research, a NCQA certified survey vendor, to conduct its CAHPS® 5.0H Adult and Child Medicaid Survey.</p> <p>Among UnitedHealthcare Adult members, 1,755 surveys were mailed by WB&A. 577 valid surveys were completed from the 1755 surveys mailed. The overall response rate for 2017 was 34% compared to 37% in 2016.</p>
<p>Results</p>	<p>Table 1 illustrates the 2017 Quality Compass 50th percentile goals compared to</p>

UnitedHealthcare's results over the last three years.

Table 1 Adult CAHPS (2016-2015)

Composite Measure	2017 Goal	2017 Rate	2016 Rate	2015 Rate
Getting Needed Care	82.7%	81.9%	82.1%	83.2%
Getting Care Quickly	82.2%	83.7%^	82.0%	80.8%
How Well Doctor Communicate	91.5%	91.6%^	92.7%	91.1%
Customer Service	88.4%	87.5%	87.2%	82.8%
Coordination of Care	83.8%	84.1%^	84.6%	85.6%
Shared Decision-Making *	79.7%	81.9%^	78.4%	77.8%
Health Promotion and Education	73.9%	78.0%^	74.0%	72.6%
Overall Measures	2017 Goal	2017 Rate	2016 Rate	2015 Rate
Health Care Overall	74.5%	69.1%	73.4%	70.1%
Health Plan Overall	76.4%	68.7%	66.5%	67.2%
Personal Doctor	81.6%	75.4%	78.8%	75.1%
Specialist Seen Most Often	81.9%	81.8%	79.9%	80.3%

^ = Exceeded the Quality Compass goal

Summary:

UnitedHealthcare exceeded the QC benchmark in five of the seven composite measures:

- Getting Care Quickly measure exceeded the benchmark by 1.5 percentage points.
- How Well Doctor Communicates measure exceeded the benchmark by 0.1 percentage points.
- Coordination of Care measure exceeded the benchmark by 0.3 percentage points.
- Shared Decision Making measure exceeded the benchmark by 2.2 percentage points.
- Health Promotion and Education measure exceeded the benchmark by 4.1 percentage points.

UnitedHealthcare did not exceed the QC benchmark in two of seven composite measures:

- Getting Needed Care measure did not meet the benchmark by 0.8 percentage points.
- Customer Service measure did not meet the benchmark by 0.9 percentage points.

2017 Analysis

Overall Scores:

There were four “Overall” questions asked in the Survey:

- Rating of Specialist Seen Most Often
- Rating of Personal Doctor
- Rating of Health Care
- Rating of Health Plan

Of the four *overall ratings*, UnitedHealthcare members gave the highest scores to ‘their Specialist’ (81.8%) “their personal doctor” (75.4%)

Of the four *overall ratings*, UnitedHealthcare members gave the lowest scores to “Health Care Overall” (69.1%) and “Health Plan Overall” (68.7)

Composite Measures Scores:

Of the seven *composite measures* assessed, UnitedHealthcare members gave the highest scores to ‘How Well Doctors Communicate’ (91.6%) and ‘Customer Service’ (87.5%).

Of the seven *composite measures* assessed, UnitedHealthcare members gave the lowest scores to “Health Promotion and Education” (78.0%).

Attribute Scores:

The Attribute scores below the Quality Compass 50th percentile were:

	2017 Goal	Rating	Percentage Point Variance
Getting Needed Care			
<ul style="list-style-type: none"> • Got an appointment to see a specialist 	80.3%	78.1%	2.2
How Well Doctors Communicate			
<ul style="list-style-type: none"> • Doctor listens carefully to you 	91.7%	91.4%	0.3
<ul style="list-style-type: none"> • Doctor shows respect for what you have to say 	93.1%	92.9%	0.2
Customer Service			
<ul style="list-style-type: none"> • Receive information or help needed from health plan’s Customer Service 	82.4%	80.9%	1.5
<ul style="list-style-type: none"> • Treated with courtesy and respect by health plan’s Customer Service 	94.2%	94.0%	0.2
Shared Decision Making			
<ul style="list-style-type: none"> • Asked what you thought was best for you 	78.0%	76.3%	1.7

Recommendation	<ul style="list-style-type: none">• Continue CAHPS Work Plan to address the following composite/attributes that will have a positive impact on the Health Plan and Health Care Overall scores:<ul style="list-style-type: none">○ Getting Needed Care composite measure<ul style="list-style-type: none">▪ Get an appointment to see a specialist○ Customer Services composite measure<ul style="list-style-type: none">▪ Received information or help from health plan’s Customer Service○ Shared Decision Making<ul style="list-style-type: none">▪ Asked what was best for you○ Health Promotion and Education• Continue Accessibility of Service telephonic audit to determine if primary care and specialist are meeting UnitedHealthcare’s Appointment Standards to address:<ul style="list-style-type: none">○ “Got an appointment as soon as you needed”• Review additional member survey feedback to better understand customer service and specialist access concern and opportunities to improve member experience
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