

2016 UnitedHealthcare CAHPS® 5.0H **Adult** Medicaid Survey Reports

<p><b>Background</b></p>	<p>UnitedHealthcare-MidAtlantic is committed to improving member experience and satisfaction with the health plan and its 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 2016 CAHPS survey results. The State of Maryland Department of Health (MDH) requires Maryland Medicaid Managed Care organizations to participate with the State’s CAHPS data collection and reporting process. The 2016 UnitedHealthcare CAHPS® Survey was conducted between February and May 2016. The 2016 UnitedHealthcare CAHPS® Survey Report was released in October 2016. The data is evaluated and presented to the Service Quality Improvement Subcommittee (SQIS), Provider Advisory Committee (PAC) and Health Quality and Utilization Management (HQUM).</p>
<p><b>Goal</b></p>	<p>To meet or exceed the National Committee for Quality Assurance (NCQA) 2016 Quality Compass® Medicaid <b>75<sup>th</sup></b> benchmark (based on Reporting Year 2015). 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"> <li>• <b>83.4%</b> Getting Needed Care</li> <li>• <b>83.4%</b> Getting Care Quickly</li> <li>• <b>92.4%</b> How Well Doctors Communicate</li> <li>• <b>89.8%</b> Customer Service</li> <li>• <b>81.2%</b> Shared Decision-Making</li> <li>• <b>75.1%</b> Health Promotion and Education</li> <li>• <b>84.6%</b> Coordination of Care</li> <li>• <b>78.8%</b> Health Plan Overall</li> <li>• <b>82.5 %</b> Personal Doctor</li> <li>• <b>82.8 %</b> Specialist Seen Most Often</li> </ul>
<p><b>Methodology Changes for 2016</b></p>	<p>NCQA made several revisions to the CAHPS (Adult) protocol:</p> <ul style="list-style-type: none"> <li>• Instead of a random sample, survey vendors must use a systematic sample to ensure reproducible and auditable sample that is representative of the eligible population. Also, disenrolled members may not be removed from the sample.</li> <li>• Revisions: <ul style="list-style-type: none"> <li>○ The restriction on over-sampling rate and over-sampling in increments of 5% is no longer required.</li> <li>○ The telephone phase of the mixed methodology protocol by limiting attempts to six.</li> <li>○ The definition of a ‘complete and valid survey’ so that not only must responses indicate the member meets the eligible population criteria, but 3 of the 5 questions must be answered appropriately.</li> </ul> </li> </ul> <p>MDH made one revision to the CAPHS reporting;</p> <ul style="list-style-type: none"> <li>• All percentages are now shown unrounded, to one decimal place.</li> </ul>

**Methods**

The State of Maryland Department of Health (MDH) selected WB&A Market Research (a NCQA certified survey vendor) to conduct its CAHPS® 5.0H Adult and Child Medicaid Survey.

Among UnitedHealthcare Adult members, 1,750 surveys were mailed by WBA. 630 valid surveys were completed from the 1750 surveys mailed. Of the 630 valid surveys completed;353 were returned by mail and 277 were conducted and completed over the phone. The overall response rate for 2016 was 37% compared to 35% in 2015.

**Results**

Table 1 Illustrates the 2016 Quality Compass 75<sup>th</sup> percentile goals compared to UnitedHealthcare’s results over the last 3 years.

**Table 1 Adult CAHPS (2016-2014)**

Composite Measure	Goals	2016	2015	2014
Getting Needed Care	83.4%	82.1	83.2%	83.9%
Getting Care Quickly	83.4%	82.1	80.8%	82.1%
How Well Doctors Communicate	92.4%	92.7	91.1%	91.7%
Customer Service	89.8%	87.2	82.8%	84.6%
Coordination of Care	84.6%	84.6	85.6%	85.9%
Shared Decision-Making*	81.2%*	78.4	77.8%	53.9%
Health Promotion and Education	75.1%	74.0	72.6%	76.6%
Health Plan Overall	78.8%	66.5%	67.2%	72.9%
Personal Doctor	82.5 %	78.8%	75.1%	80.6%
Specialist Seen Most Often	82.8 %	79.9%	80.3%	78.0%

**2016 Analysis**

**2016 UnitedHealthcare CAHPS® 5.0H Adult Medicaid Survey Results**

**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

‘Rating of Specialist Seen Most Often’ with a score of 79.9% was UnitedHealthcare’s highest rating. ‘Rating Personal Doctor’ also scored a high rating of 78.8%, which was 3.7 percentage points higher than in 2015 (75.1%).

‘Rating Health Plan’ with a score 66.5% was UnitedHealthcare’s lowest rating. This was 0.7 percentage points lower than in 2015 (67.2%) and 6.4 percentage points lower than in 2014 (72.9%). There was a 12.3 percentage point decrease when comparing the Quality Compass 75<sup>th</sup> percentile rating of 78.8% for ‘Rating Health Plan’ to UnitedHealthcare’s rating of 66.5%.

'How Well Doctors Communicate' composite measure received the highest rating with a score of 92.7%, which was 1.6 percentage points higher than in 2015.

'Customer Service' composite measure also received a high rating with a score of 87.2%, which was 4.4 percentage points higher than in 2015.

'Health Promotion and Education' received the lowest rating with a score of 74.0%, which was 1.4 percentage points lower than in 2015 and 2.6 percentage points lower than in 2014. There was a 1.1 percentage point decrease when comparing the Quality Compass 75<sup>th</sup> percentile score of 75.1% for Health Promotion and Education to UnitedHealthcare's score of 74.0%.

**Composite and Attribute Scores:**

*Composite Attributes are questions associated with the composite measures.*

The 2 'Attribute' scores UnitedHealthcare exceeded the Quality Compass 75<sup>th</sup> percentile rating were:

**Getting Care Quickly**

- 'Received an appointment for a check-up or routine care as soon as you needed'; UnitedHealthcare's rating was 82.1% compared to the Quality Compass rating of 81.9%.

**How Well Doctors Communicate**

- 'Doctor explained things in a way that was easy to understand'; UnitedHealthcare's rating was 93.6% compared to the Quality Compass rating of 92.5%

	UnitedHealthcare Rating	Quality Compass 75 <sup>th</sup> Percentile
<b>Getting Needed Care</b>		
• Got the care, test, treatment you needed	83.1%	86.3%
<b>Getting Care Quickly</b>		
• Received the care needed as soon as you needed	82.0%	86.2%
<b>Customer Service</b>		
• Received information or help needed from health plan's Customer Service	79.5%	83.7%
<b>Shared Decision Making</b>		
• Talked about reasons you might NOT want to take prescription medicine	64.4%	71.1%
• Asked what you thought was best for you	77.0%	80.2%

**Summary**

**Strengths:**

'Treated with courtesy and respect by health plan's Customer Service' and 'Doctor spent enough time with you' were areas of high importance to UnitedHealthcare members and perceived UnitedHealthcare to be performing at a high level.

Also, 'Received an appointment for a check-up or routine care as soon as you needed' and 'Doctor explained things in a way that was easy to understand' were rated above the Quality compass 75<sup>th</sup> percentile rating.

	<p><b>Opportunities:</b>  'Received information or help needed from health plan's Customer Service', Talking about reasons you might NOT want to take prescription medicines', and 'Asked what you thought was best for you', continue to be areas of member dissatisfaction as evident by the ratings below the Quality Compass 75<sup>th</sup> percentile.</p>
<p><b>Recommendations</b></p>	<ul style="list-style-type: none"> <li>• Continue CAHPS Work Plan to address the following attributes: <ul style="list-style-type: none"> <li>○ 'Received information or help needed from health plan's Customer Service'</li> <li>○ 'Talked about reasons you might NOT want to take prescription medicine'</li> <li>○ 'Asked what you thought was best for you'</li> </ul> </li>   <li>• 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"> <li>○ 'Received the care as soon as you needed'</li> </ul> </li>   <li>• Perform an analysis to determine potential factors attributed to UnitedHealthcare's rating to address: <ul style="list-style-type: none"> <li>○ 'Care, test, or treatment you needed'</li> </ul> </li> </ul>