

2016 UnitedHealthcare CAHPS 5.0H Child Medicaid (with CCC) Survey Reports

<p>Background</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) program survey to identify opportunities for improving member satisfaction. CAHPS is a program of the U.S. Agency for Healthcare Research and Quality and the WB&A administered this survey to parents/guardians of child member 17 years of age and younger enrolled in Medicaid.</p> <p>The 2016 UnitedHealthcare CAHPS 5.0H Child Medicaid (with CCC) survey was conducted between February and May 2016. The State of Maryland Department of Health and Mental Hygiene (DHMH) requires its Medicaid Managed Care organizations to participate with the state’s CAHPS data collection and reporting process. The 2016 UnitedHealthcare CAHPS 5.0H Child Medicaid (with CCC) 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>Goal</p>	<p>To meet or exceed the National Committee for Quality Assurance (NCQA) 2016 Quality Compass® Medicaid 75th percentile benchmark (based on reporting Year 2015). The Quality Compass is a national database created by NCQA to provide health plans with comprehensive information on the quality of the nation’s managed care plans.</p> <p>All Plan Benchmark</p> <ul style="list-style-type: none"> • 87.1% Getting Needed Care • 92.0% Getting care Quickly • 94.8% How Well Doctors Communicate • 89.6% Customer Service • 80.6% Shared Decision-Making • 85.4% Coordination of Care • 73.4% Health Promotion and Education • 88.1% Health Plan Overall • 90.4% Personal Doctor • 88.1% Specialist
<p>Methodology Changes for 2016</p>	<p>NCQA made several revisions to the CAHPS Child Survey protocol:</p> <ul style="list-style-type: none"> • Revised the sampling methodology. Instead of a random sample, survey vendors must use a systematic sample to ensure a reproducible and auditable sample that is representative of the eligible population. In addition, disenrolled members may not be removed from the sample. • Removed the restriction on over-sampling rates and over-sampling in increments of 5% is no longer required. • Revised the telephone phase of the mixed methodology protocol by limiting telephone attempts to six. • Revised the definition of a “complete and valid survey” so that not only must responses indicate the member meets the eligible population criteria, but three of the following five questions must be answered appropriately. <p>DHMH made one revision to the CAHPS reporting:</p> <ul style="list-style-type: none"> • All percentages are now shown unrounded, to one decimal place.

Methods	<p>The State of Maryland Department of Health and Mental Hygiene (DHMH) selected WBA Research (WBA) to conduct its CAHPS 5.0H Child Medicaid Survey (with CCC Measurement Set).</p> <p>Of the 3,900 surveys mailed to UnitedHealthcare child members, a total of 1,246 valid surveys were completed between February and May 2016. Specifically, 697 were returned by mail and 549 were conducted via the telephone. Among the General Population, WBA collected 675 valid surveys, yielding a response rate of 33%, compared to 35% in 2015.</p>																																																																																																				
Results	<p>Table 1 illustrates the 2016 Quality Compass 75th percentile goals compared to UnitedHealthcare's results over the last 3 years.</p> <p>General Population</p> <table border="1" data-bbox="423 659 1448 1268"> <thead> <tr> <th>Composite Measure</th> <th>GOAL</th> <th>2016</th> <th>2015</th> <th>2014</th> </tr> </thead> <tbody> <tr> <td>Getting Needed Care</td> <td>87.1%</td> <td>82.1%</td> <td>85.6%</td> <td>84.8%</td> </tr> <tr> <td>Getting Care Quickly</td> <td>92.0%</td> <td>87.6%</td> <td>89.5%</td> <td>88.5%</td> </tr> <tr> <td>How Well Doctors Communicate</td> <td>94.8%</td> <td>94.7%</td> <td>93.8%</td> <td>94.1%</td> </tr> <tr> <td>Customer Service</td> <td>89.6%</td> <td>83.0%</td> <td>86.9%</td> <td>86.5%</td> </tr> <tr> <td>Shared Decision-Making</td> <td>80.6%</td> <td>80.6%</td> <td>75.8%</td> <td>Measure revised</td> </tr> <tr> <td>Coordination of Care</td> <td>85.4%</td> <td>78.4%</td> <td>81.7%</td> <td>82.6%</td> </tr> <tr> <td>Health Promotion and Education</td> <td>73.4%</td> <td>72.3%</td> <td>71.6%</td> <td>76.2%</td> </tr> <tr> <td>Health Care Overall</td> <td>88.1%</td> <td>88.7%</td> <td>87.2%</td> <td>88.9%</td> </tr> <tr> <td>Health Plan Overall</td> <td>87.9%</td> <td>84.3%</td> <td>84.8%</td> <td>85.5%</td> </tr> <tr> <td>Personal Doctor</td> <td>90.4%</td> <td>89.6%</td> <td>89.3%</td> <td>89.1%</td> </tr> <tr> <td>Specialist</td> <td>88.1%</td> <td>84.5%</td> <td>84.8%</td> <td>84.0%</td> </tr> </tbody> </table> <p>Children with Chronic Conditions (CCC)</p> <table border="1" data-bbox="423 1402 1455 1923"> <thead> <tr> <th>Composite Measure</th> <th>Goals</th> <th>2016</th> <th>2015</th> <th>2014</th> </tr> </thead> <tbody> <tr> <td>Getting Needed Care</td> <td>87.1%</td> <td>81.8%</td> <td>86.9%</td> <td>83.4%</td> </tr> <tr> <td>Getting Care Quickly</td> <td>92.0%</td> <td>91.9%</td> <td>94.7%</td> <td>91.8%</td> </tr> <tr> <td>How Well Doctors Communicate</td> <td>94.8%</td> <td>94.9%</td> <td>95.9%</td> <td>94.2%</td> </tr> <tr> <td>Customer Service</td> <td>89.6%</td> <td>87.3%</td> <td>88.8%</td> <td>85.0%</td> </tr> <tr> <td>Coordination of Care</td> <td>80.6%</td> <td>83.0%</td> <td>88.2%</td> <td>80.4%</td> </tr> <tr> <td>Shared Decision-Making</td> <td>85.4%</td> <td>81.7%</td> <td>83.0%</td> <td>Measure revised</td> </tr> <tr> <td>Health Promotion and Education</td> <td>73.4%</td> <td>77.3%</td> <td>77.8%</td> <td>82.3%</td> </tr> </tbody> </table>	Composite Measure	GOAL	2016	2015	2014	Getting Needed Care	87.1%	82.1%	85.6%	84.8%	Getting Care Quickly	92.0%	87.6%	89.5%	88.5%	How Well Doctors Communicate	94.8%	94.7%	93.8%	94.1%	Customer Service	89.6%	83.0%	86.9%	86.5%	Shared Decision-Making	80.6%	80.6%	75.8%	Measure revised	Coordination of Care	85.4%	78.4%	81.7%	82.6%	Health Promotion and Education	73.4%	72.3%	71.6%	76.2%	Health Care Overall	88.1%	88.7%	87.2%	88.9%	Health Plan Overall	87.9%	84.3%	84.8%	85.5%	Personal Doctor	90.4%	89.6%	89.3%	89.1%	Specialist	88.1%	84.5%	84.8%	84.0%	Composite Measure	Goals	2016	2015	2014	Getting Needed Care	87.1%	81.8%	86.9%	83.4%	Getting Care Quickly	92.0%	91.9%	94.7%	91.8%	How Well Doctors Communicate	94.8%	94.9%	95.9%	94.2%	Customer Service	89.6%	87.3%	88.8%	85.0%	Coordination of Care	80.6%	83.0%	88.2%	80.4%	Shared Decision-Making	85.4%	81.7%	83.0%	Measure revised	Health Promotion and Education	73.4%	77.3%	77.8%	82.3%
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Personal Doctor	90.4%	87.1%	88.4%	86.5%
Specialist	88.1%	88.0%	83.1%	86.0%

5 additional *composite measures* are calculated with regard to the CCC population

Additional CC Composite Measures	Goal	2016	2015	2014
Family Centered Care: Personal Doctor Knows Child		91.6%	93.4%	90.6%
Family Centered Care: Getting Needed Information		89.9%	92.1%	89.5%
Access to Prescription Medicine		82.0%	89.0%	88.4%
Coordination of Care for CCC		76.5%	72.0%	74.5%
Access to Specialized Services		72.8%	83.2%	71.8%

2016 Analysis

Overall Scores:

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

- Rating of Specialist
- Rating of Personal Doctor
- Rating of Health Care
- Rating of Health Plan

General Population:

Overall Rating:

Rating of child’s ‘Personal Doctor’ with a score of 89.6% was UnitedHealthcare’s highest rating along with ‘Health Care Overall’ at 88.7%, ‘Specialist’ at 84.5%, and ‘Health Plan Overall’ at 84.3%.

UnitedHealthcare’s Highest and Lowest Rating for Composite Measures:

‘How Well Doctors Communicate’ composite measure received the highest rating with a score of 94.7% compared to 93.8% in 2015.

‘Health Promotion and Education’ was UnitedHealthcare’s lowest rating with a score of 72.3% although the score increased compared to 2015 (71.6%).

Children with Chronic Conditions (CCC):

Overall Rating:

Rating of child’s ‘Specialist’ with a score of 88.0% was UnitedHealthcare’s highest rating along with ‘Personal Doctor’ at 97.1%, and Health Care Overall’ at 84.0%

UnitedHealthcare’s Highest and Lowest Rating for Composite Measures:

‘How Well Doctors Communicate’ composite measure received the highest rating with a

	<p>score of 94.9%, however, it is 1 percentage point lower than in 2015 (95.9%). Getting Care Quickly’ was a measure with a high score of 91.9%, however, it was 2.8 percentage points lower than in 2015 (94.7%).</p> <p>‘Health Promotion and Education’ composite measure received the lowest rating with a score of 77.3%.</p>																																							
2016 Analysis (continued)	<p>Composite and Attribute Scores: <i>Composite attributes are questions associated with the composite measure</i></p> <p>The 3 ‘Attribute’ scores UnitedHealthcare exceeded the Quality Compass 75th percentile rating were:</p> <p>How Well Doctors Communicate</p> <ul style="list-style-type: none"> • ‘Child’s doctor listened carefully to you’; UnitedHealthcare’s rating was 97.0% compared to the Quality Compass rating of 96.2%. • ‘Child’s doctor spent enough time with your child’; UnitedHealthcare’s rating was 91.1% compared to the Quality Compass rating of 90.9%. <p>Shared Decision-Making</p> <ul style="list-style-type: none"> • ‘Talked about reasons you might NOT want to take a medicine’; UnitedHealthcare’s rating was 72.8% compared to the Quality Compass rating of 67.7%. 																																							
	<p>The Attribute scores below the Quality Compass 75th percentile were:</p> <table border="1" data-bbox="423 1003 1479 1665"> <thead> <tr> <th></th> <th>UnitedHealthcare Rating</th> <th>Quality Compass</th> </tr> </thead> <tbody> <tr> <td>Getting Needed Care</td> <td></td> <td></td> </tr> <tr> <td>• Got the care, test, treatment your child needed</td> <td>89.6%</td> <td>91.7%</td> </tr> <tr> <td>• Got an appointment with a specialist as soon as you needed</td> <td>74.7%</td> <td>83.6%</td> </tr> <tr> <td>Getting Care Quickly</td> <td></td> <td></td> </tr> <tr> <td>• Received the care needed for your child as soon as they needed</td> <td>87.4%</td> <td>93.9%</td> </tr> <tr> <td>• Received an appointment for a check-up or routine care for your child as soon as they needed</td> <td>87.8%</td> <td>90.4%</td> </tr> <tr> <td>Customer Service</td> <td>75.5%</td> <td>85.6%</td> </tr> <tr> <td>• Received information or help needed from child’s health plan Customer Service</td> <td></td> <td></td> </tr> <tr> <td>• Treated with courtesy and respect by child’s health plan Customer Service</td> <td>90.5%</td> <td>94.5%</td> </tr> <tr> <td>Shared Decision- Making</td> <td></td> <td></td> </tr> <tr> <td>• Asked what you thought was best for your child</td> <td>75.2%</td> <td>80.8%</td> </tr> <tr> <td>Coordination of Care</td> <td>78.4%</td> <td>85.4%</td> </tr> </tbody> </table>		UnitedHealthcare Rating	Quality Compass	Getting Needed Care			• Got the care, test, treatment your child needed	89.6%	91.7%	• Got an appointment with a specialist as soon as you needed	74.7%	83.6%	Getting Care Quickly			• Received the care needed for your child as soon as they needed	87.4%	93.9%	• Received an appointment for a check-up or routine care for your child as soon as they needed	87.8%	90.4%	Customer Service	75.5%	85.6%	• Received information or help needed from child’s health plan Customer Service			• Treated with courtesy and respect by child’s health plan Customer Service	90.5%	94.5%	Shared Decision- Making			• Asked what you thought was best for your child	75.2%	80.8%	Coordination of Care	78.4%	85.4%
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Summary	<p>Strengths: Although ‘Treated with courtesy and respect by child’s health plan’ fell below the Quality Compass 75th percentile, it was considered a key driver that is of high importance to child member. It was perceived that UnitedHealthcare was performing at a high level with a Summary Rating of 90%.</p> <p>No attributes were considered as unmet needs.</p> <p>Opportunities:</p>																																							

	<p>‘Got an appointment for your child to see a specialist as soon as needed’, and ‘Received information or help needed form child’s health plan Customer Service’ are perceived by members that UnitedHealthcare is performing at a lower level with a Summary Rating of less than 80%. This continues to be areas of member dissatisfaction.</p> <p>‘Got the care, test, and treatment your child needed’, ‘Received the care needed for your child as soon as they needed’, and ‘Received an appointment for a check-up or routine care for your child as soon as they needed’, are perceived by member that UnitedHealthcare is performing at a moderate level with a Summary Rating between 80%-90%</p>
<p>Recommendations</p>	<ul style="list-style-type: none"> • Continue CAHPS Work Plan to address: <ul style="list-style-type: none"> ○ ‘Got an appointment for your child to see a specialist as soon as needed’ ○ ‘Received the care needed for your child as soon as they needed’ ○ ‘Received an appointment for a check-up or routine care for your child as soon as they needed’ ○ ‘Received information or help needed form child’s health plan Customer Service’ • Continue Accessibility of Service telephonic audit to determine if primary and specialist are meeting UnitedHealthcare’s Appointment Scheduling Standard • Perform an analysis to determine potential factors attributed to UnitedHealthcare’s rating to address: <ul style="list-style-type: none"> ○ ‘Got the care, test, and treatment your child needed’ • Promote infant, children, and young adult resources , such as community events, <i>KidsHealth</i> and <i>On My Way</i> to address: <ul style="list-style-type: none"> ○ Health Promotion and Education