

Child CAHPS 2014

Summary

The Consumer Assessment of Healthcare Providers and Systems (CAHPS 4.0) Child Survey was administered to Arizona UnitedHealthcare (UHC) Medicaid Plan members in 2014. These responses were measured against two sources of comparison information: (1) Results from the CAHPS Child Survey administered to Arizona UHC/APIPA members in 2013 and (2) the UnitedHealthcare Average calculated as a pooled average of 22 other child Medicaid plans that conducted CAHPS surveys to meet NCQA and other reporting requirements. Among survey items and composites that were comparable, Arizona UHC members with children rated their specialist and the health plan higher than the 2014 UnitedHealthcare average and prior year results.

Sample Size

From the initial survey sample of a sample size of 2,310, 662 survey respondents completed surveys via the following data collection methods: 276 mail and 386 telephone. This produced a response rate of 28.66%

Survey Period

Surveys were administered between February and May 2014.

Overall Ratings and Composite Ratings

Within the standard CAHPS survey, there are five composite measures: (1) Getting Needed Care, (2) Getting Care Quickly, (3) How Well Doctors Communicate, (4) Customer Service, and (5) Shared Decision Making. Composite ratings are calculated by taking the average proportion of respondents endorsing each rating category across the composite questions, and then adding the average proportions for only the favorable rating categories. Consequently, each question in a composite is given equal weight, regardless of the number of respondents to each question. Note that the responses 'Usually' and 'Always' are considered the most favorable rating categories for most questions in each composite, but that the Shared Decision Making questions use 'Definitely yes' as the most favorable rating category to calculate the composite.

The standard CAHPS survey also includes four overall rating measures: (1) Rating of Personal Doctor, (2) Rating of Specialist, (3) Rating of All Health Care, and (4) Rating of Health Plan. These measures use an 11-point scale ranging from zero to ten.

Comparison Sources

Plan survey data was compared to two sources:

- The prior year's performance for the Arizona UHC child population sampled in 2013
- The UnitedHealthcare pooled average for child members across 22 UnitedHealthcare Medicaid plans sampled in 2014.

Results

When summary rates were compared to prior year results, there was an increase rating of personal doctor, rating of specialist, rating of all health care, rating of health plan, getting care quickly and customer service.

Composites and supporting attribute ratings compared to 2014 UnitedHealthcare average and prior year (2013) CAHPS survey

Satisfaction With the Experience of Care

	2014 UnitedHealthcare Child Medicaid Average	Plan Rate	
		2014	2013
Ratings			
Rating of Personal Doctor	88.96%	88.93%	83.91%
Rating of Specialist	85.50%	89.66%	87.50%
Rating of All Health Care	86.39%	86.01%	83.49%
Rating of Health Plan	85.22%	88.66%	88.43%
Composites			
Getting Needed Care	87.54%	83.25%	83.75%
Getting Care Quickly	91.15%	90.17%	88.12%
How Well Doctors Communicate	94.14%	91.96%	90.28%
Customer Service	88.16%	88.10%	87.09%
Shared Decision Making	54.05%	56.34%	52.33%
Additional Content Areas			
Health Promotion and Education	70.21%	69.52%	71.53%
Coordination of Care	81.67%	73.08%	71.29%

* Results were calculated by CSS following NCQA specifications. At least 100 valid responses must be collected for a measure to be reportable by NCQA. A lighter display is used to indicate that a result is not reportable by NCQA due to insufficient denominator (less than 100 responses). In such cases, CSS calculates measure results only for internal plan reporting.

** Percentiles are based on the 2014 Accreditation Benchmarks and Thresholds released by NCQA in January 2014.

Additional Findings

Recommend health plan's services to others

When respondents were asked how likely they were to recommend the health plan's services to others, 70% indicated they were 'Very Likely' or 'Extremely Likely' to recommend the plans services to others. This rating was higher than the 2013 response rate of 64.31%