

Adult Member Satisfaction Survey

Contract Year Ending (CYE)
October 2013

Adult CAHPS 2013

Summary

The Consumer Assessment of Healthcare Providers and Systems (CAHPS 4.0) Adult Survey was administered to Arizona UnitedHealthcare (UHC) Medicaid Plan members in 2013. These responses were measured against two sources of comparison information: (1) Results from the CAHPS Adult Survey administered to UHC members in 2012 and (2) the UnitedHealthcare Average calculated as a pooled average of 13 other adult Medicaid plans that conducted CAHPS surveys to meet NCQA and other reporting requirements. Among survey items and composites that were comparable, Arizona UHC adult members rated getting needed care higher than they did in the 2012 survey and higher than the 2012 NCQA Adult Medicaid National Average. The rating of health plan was significantly higher than the 2013 UnitedHealthcare Average.

Sample Size

From a sample size of 1,890, 507 survey respondents completed surveys via the following data collection methods: 309 Mail, and 198 Telephone. This produced a response rate of 29.84%

Survey Period

Surveys were administered between February and May 2013.

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 adult population sampled in 2012
- The UnitedHealthcare pooled average for adult members across 13 UnitedHealthcare Medicaid plans sampled in 2013

Comparison to Prior Performance

When summary rates were compared for the prior year performance, there was significant increase in getting needed care and how well doctors communicate.

Composites and supporting attribute ratings compared to prior year (2012) CAHPS survey

Composite/Attribute/Rating Items	2013		2012		Significance Testing * 2012 to 2013
	Valid n	Summary Rate**	Valid n	Summary Rate**	
Getting Needed Care		83.06%		75.59%	
Q14. Getting care, tests, or treatment	375	84.27%	283	77.74%	Sig. difference
Q25. Getting appointments with specialists	215	81.86%	226	73.45%	Sig. difference
Getting Care Quickly		82.64%		80.14%	
Q4. Obtaining needed care right away	215	87.44%	242	83.88%	Not sig.
Q6. Obtaining care when needed, not when needed right away	352	77.84%	377	76.39%	Not sig.
How Well Doctors Communicate		89.79%		87.29%	
Q17. Doctors explaining things in an understandable way	337	90.21%	367	88.56%	Sig. difference
Q18. Doctors listening carefully to you	338	89.35%	368	85.60%	Sig. difference
Q19. Doctors showing respect for what you had to say	325	91.38%	369	92.41%	Sig. difference
Q22. Doctors spending enough time with you	323	88.24%	368	82.61%	Sig. difference
Customer Service		83.37%		78.91%	
Q31. Getting help from customer service	147	76.87%	104	71.15%	Not sig.
Q32. Treated member with courtesy and respect	148	89.86%	105	86.67	Not sig.
Shared Decision Making ***		49.20%			
Q10. Doctor spoke about reason to continue taking medicine	176	44.89%			
Q11. Doctor spoke about reason to stop taking medicine	176	26.70%			
Q12. Doctor asked what you thought was best	175	75.78%			
Q21. Rating of Personal Doctor	378	77.51%	447	76.73%	Not sig.
Q25. Rating of Specialist	202	78.22%	209	76.08%	Not sig.
Q12. Rating of all Health Care	381	70.60%	404	69.80%	Not sig.
Q.35 Rating of Health Plan	436	77.52%	506	75.89%	Not sig.

* Significance Testing - "Sig. difference" denotes the results that were found when hypothesis tests were conducted to determine if the percentage for 2013 differs from the compared percentage in 2012. "Not Sig." denotes that there was insufficient support to conclude that there was a significant difference between the percentages. All significance testing is performed at the 95% significance level.

**Summary Rates: The satisfaction ratings of the Arizona UHC adult population was compared using Summary Rates. These are defined by NCQA HEDIS 2013 CAHPS 4.0H guidelines, and generally represent the most favorable response percentages. These usually represent the percentage of respondents who chose the options ("Always" and "Usually"); ("Definitely Yes"); or ("8" to "10").

*** Question wording and response scale changed in CAHPS 5.0H. NCQA does not consider the measure appropriate for trending.

Comparison to UnitedHealthcare Average

When compared with 2013 UnitedHealthcare Average, there was significant difference in getting needed care.

Composites and supporting attribute ratings compared to 2013 UnitedHealthcare Average

Composite/Attribute/Rating Items	Valid n	Arizona UHC Summary Rate**	UnitedHealthcare Average Summary Rate**	Significance Testing*
Getting Needed Care		83.06%	81.29%	
Q14. Getting care, tests, or treatment	375	84.27%	83.98%	Sig. difference
Q25. Getting appointments with specialists	215	81.86%	78.60%	Sig. difference
Getting Care Quickly		82.64%	81.53%	
Q4. Obtaining needed care right away	215	87.44%	83.22%	Not sig.
Q6. Obtaining care when needed, not when needed right away	352	77.84%	79.84%	Not sig.
How Well Doctors Communicate		89.79%	90.49%	
Q17. Doctors explaining things in an understandable way	337	90.21%	90.86%	Not sig.
Q18. Doctors listening carefully to you	338	89.35%	91.16%	Not sig.
Q19. Doctors showing respect for what you had to say	325	91.38%	92.23%	Not sig.
Q22. Doctors spending enough time with you	323	88.24%	87.72%	Not sig.
Customer Service		83.37%	85.53%	
Q31. Getting information/help from customer service	147	76.87%	79.35%	Not sig.
Q32. Treated with courtesy and respect by customer service staff	148	89.86%	91.72%	Not sig.
Shared Decision Making***		49.20%	50.43%	
Q10. Doctor spoke about reason to continue taking medicine	176	44.89%	47.59%	Not sig.
Q11. Doctor spoke about reason to stop taking medicine	176	26.70%	28.71%	Not sig.
Q12. Doctor asked what you thought was best	175	76%	74.98%	Not sig.
Q21. Rating of Personal Doctor	378	77.51%	79.36%	Not sig.
Q25. Rating of Specialist	202	78.22%	78.20%	Not sig.
Q12. Rating of all Health Care	381	70.60%	71.04%	Not sig.
Q.35 Rating of Health Plan	436	77.52%	73.49%	Sig. difference

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Additional Findings

Health Education and Promotion

The Health Promotion and Education measure was substantially revised in 2013 with transition to CAHPS 5.0H. Members were surveyed regarding if they and a doctor or other health provider talk about specific things you could do to prevent illness in the last six months. 73.60% of the adult Arizona UHC sampled members indicated that this occurred. This was lower than the UnitedHealthcare average rate of 73.79%.

Smoking and Tobacco Use Cessation

One quarter of Arizona UHC adult members reported smoking cigarettes every day or some days. It appears that nearly two-thirds of these members have been advised to quit smoking, and about 42% have discussed medication or other methods to quit smoking.

Survey Item	Valid N	UHC 2013
Q37. Do you now smoke cigarettes every day, some days, or not at all?	481	<u>Every day or Some days</u> 25.16%
Q39. Advising Smokers and Tobacco Users to Quit	85	<u>Sometimes, Usually, or Always</u> 71.43%
Q40. Discussing Cessation Medications	59	<u>Sometimes, Usually, or Always</u> 49.58%
Q41. Discussing Cessation Strategies	44	<u>Sometimes, Usually, or Always</u> 37.29%