

UnitedHealthcare Community Plan 2015 Long Term Care Member/Responsible Party Satisfaction Survey

Objectives

- In support of ongoing stakeholder satisfaction tracking initiatives, UnitedHealthcare Community Plan has partnered with Market Strategies International to conduct satisfaction research among UnitedHealthcare Community Plan Medicaid members and responsible parties. This 2015 study is a continuation of similar research conducted since 2006 by Market Strategies.
- The objectives of this research were to:
 - Continue a standard satisfaction measurement across sites while meeting state requirements.
 - Identify and understand the key influencers of satisfaction and loyalty at the site level.
 - Identify and prioritize improvement opportunities.
 - Support action-planning efforts via reporting that includes clear implications for management.

Methodology

- UnitedHealthcare provided a sample consisting of current UnitedHealthcare Community Plan Home and Community Based members/responsible parties. Current members were targeted to participate in the research, but responsible parties were allowed to complete the interview in instances where the member was physically unable to do so, or was a minor.
- A pre-notification letter was mailed to members prior to the start of the telephone interviewing in order to increase survey participation.
- Eligible respondents were members/responsible parties who were aware that they are receiving care services through UnitedHealthcare Community Plan and were physically able to complete the interview.
- The average interview length was 21.5 minutes.
- A sample size of 251 interviews provides a statistical margin of +/- 6.19 percentage points at the 95% confidence level.
- Incidence rate is the percentage of eligible/qualified members or responsible parties out of the total number of members or responsible parties who were contacted. The incidence rate for this study was 74.4%.
- Planning Process:
 - Survey tool collaboratively developed and tested in 2004 by:
 - UnitedHealthcare Quality
 - Community & State Market Research
 - UnitedHealthcare Community Plan Site Leadership

- Market Strategies International
 - State satisfaction and quality requirements met.
 - Survey tool information gathered, reviewed, modified and approved by AHCCCS.
- Additional details regarding the 2011 - 2015 data collection are shown in the table below:

	2015	2014	2013	2012	2011
Number of Interviews	251	250	250	251	209
Fielding Period	August 18-September 9	June 25-July 23	July 18-August 13	August 8 – August 20	November 27 – December 14
% Spanish	0%	16%	0%	12%	0%
% Responsible Party	39%	39%	37%	88%	34%

Key Findings

Overall Satisfaction

- UnitedHealthcare Community Plan Long Term Care enrollee/responsible party overall satisfaction continues to be strong; overall plan and likelihood to recommend ratings remain stable.
 - 95% of enrollees/responsible parties are somewhat or very satisfied, representing the highest satisfaction rating over the past 3 years.
 - 92% are likely to recommend their UnitedHealthcare Community Plan Long Term Care Plan.
- Top reasons for satisfaction are largely related to fulfilling enrollee needs and experiencing no problems. This year however, mentions for taking care of me significantly declined, which was previously one of the top reasons for satisfaction.
- The top mentioned area for improvement that will increase enrollee/responsible party satisfaction is to increase coverage (in general).
- Given the relationship with Overall Satisfaction and room for some improvement, UnitedHealthcare should maintain focus on getting enrollee services they didn't have before and helping enrollees/responsible parties understand AHCCCS/ALTCS benefits. Listening to enrollee concerns, helping arrange services, and answering enrollee questions perform favorably and have a moderately strong relationship with satisfaction, which enforces the need to maintain performance.

Service and Attitude

- Eight in ten enrollees/responsible parties recall receiving written materials, and most find the materials easy to understand.
- More enrollees/responsible parties called customer service in the past year (42% vs. 32% in 2014). Most find it easy to receive the information or help needed.
- Almost two in ten communicated a complaint to UnitedHealthcare in the past year, up significantly from 2014 (12%). Of those, four in ten indicated their problem was not settled to their satisfaction, which shows some room to improve.

Case Managers

- Almost nine in ten enrollees/responsible parties know their Case Manager is
- About one-third have contact with their Case Manager every month.
- Perceptions of Case Managers are generally favorable, with the highest ratings for: answering enrollee questions in a way that is understandable and comfort discussing care. Reviewed a plan for care declined from 2014, and helping to arrange services fares lowest. Through the chart audit process there was evidence that 86% of members received a copy of their service (care) plan.
- The most important things Case Managers can do for enrollees/responsible parties are showing concern and fulfilling needs, both significantly up from 2014.

Physicians

- Nine in ten enrollees saw their personal physician in the past year, down from 2014 (91% vs. 97%). Most find it easy to see their physician and receive the necessary care, tests or treatment.
- Most enrollees/responsible parties agree that office staff treats them with courtesy and respect, and that doctors/providers listened carefully.

UnitedHealthcare Community Plan Services

- Over eight in ten enrollees/responsible parties received at least one service in the past year, and nearly all are satisfied with the quality of services overall. 1% of the LTC membership has acute care only eligibility, this means 1% of the population is not eligible to receive HCBS, ALF or SNF services. Additionally, the plan has regular monitoring to identify members not currently receiving services. The audits show that we do not have members without authorized services when they are eligible for them. For new enrollees, the plan has up to 30 days to arrange and start services.
- Among the various services provided by UnitedHealthcare Community Plan, enrollees/responsible parties most frequently utilized personal care (attendant Care).
- Satisfaction is highest for adult day care and personal care; yet transportation is lowest.
- More than four in ten of enrollees/responsible parties have used UHC's transportation services. Reported wait times are generally 30 minutes or less.

Vaccinations

- 72% of enrollees have had a pneumonia shot at some point in their life.
- 71% had a flu shot between January 1 and December 31, 2014.

Cultural Competency

- Most enrollees/responsible parties feel that both their Case Manager and their Primary Care Provider are respectful of their cultural beliefs.
- Very Few enrollees/responsible parties need to use the Language Line services. Among those who require the Language Line services, satisfaction is high with the translation services.

UnitedHealthcare Community Plan member satisfaction and renewal intentions are strong.

UnitedHealthcare Community Plan – Summary of Key Measures

	2015(A)	2014(B)	2013(C)	2012 (D)	2011 (E)
Overall Plan Rating (% 7-10)	89%	91%	87%	88%	87%
Overall Satisfaction with UnitedHealthcare Community Plan (% Very/Somewhat satisfied)	95%	97%D	94%	92%	95%
Would recommend UnitedHealthcare Community Plan (% Yes)	92%	93%	92%	89%	96%D

Q2, Q2B, Q8

A-E indicates a significant difference between waves at the 95% confidence level

UnitedHealthcare Community Plan is strong; though helping enrollees understand benefits significantly declined.

UnitedHealthcare Community Plan – Key Measures

	2015 (A)	2014 (B)	2013 (C)	2012 (D)	2011 (E)
Ease of filling out paperwork (% Very/Somewhat Easy)	91%	88%	90%	88%	96%D
Helps get services member didn't have before (% Strongly/Somewhat Agree)	92%	92%	87%	88%	91%
Ease of understanding written materials (% Very/Somewhat Easy)	86%	88%	86%	87%	89%
Helps member understand AHCCCS/ALTCS benefits (% Strongly/Somewhat Agree)	77%	86%A	86%A	84%	85%A
Ease of getting the help you needed when calling customer service (% Very/Somewhat Easy)	73%	77%	85%A	73%	81%
When calling/writing with a complaint or problem, problem settled to satisfaction (% Yes)*	57%	41%	54%	41%	75%D

Q12, Q15, Q17, Q19, Q20, Q21B

A-E indicates a significant difference between waves at the 95% confidence level

Enrollee opinions of Case Manager are positive, but declined. There were significant decreases on answering questions in a way enrollees can understand and reviewing plan.

UnitedHealthcare Community Plan Case Manager – Key Measures

	2015 (A)	2014 (B)	2013 (C)	2012 (D)	2011 (E)
Case Manager answers questions in a way member can understand (% Strongly/Somewhat Agree)	95%	100% A DE	98% E	97% E	93%
Case Manager listens to member’s concerns and addresses them (% Strongly/Somewhat Agree)	93%	96%	96%	96%	95%
Member feels comfortable discussing care with Case Manager (% Strongly/Somewhat Agree)	94%	97%	98%	96%	97%
Case Manager reviewed a plan for your care with you (% Strongly/Somewhat Agree)	87%	95% AE	95% AE	95% AE	83%
Case Manager encourages member to give opinions about care (% Strongly/Somewhat Agree)	93%	93%	93%	93%	94%
Case Manager helps member by arranging services like bathing, house cleaning, or transportation (% Strongly/Somewhat Agree)	79%	85%	82%	86%	84%
Case Manager asked member to share health information with doctor (% Yes)	54%	59%	63%	58%	61%

Q24, Q25, Q26, Q27, Q28, Q29, Q30

A-E indicates a significant difference between waves at the 95% confidence level

Enrollees/responsible parties continue to rate physician and office staff favorably.

UnitedHealthcare Community Plan Physician & Office Staff – Key Measures

	2015 (A)	2014 (B)	2013 (C)	2012 (D)	2011 (E)
Doctors/health providers listened carefully to member (% Strongly/Somewhat Agree)	94%	97%	96%	97%	95%
Office staff treated member with courtesy and respect (% Strongly/Somewhat Agree)	95%	97%	97%	97%	94%
Ease of getting care, tests or treatment (% Very/Somewhat Easy)	85%	90%	93%A	92%A	91%
Ease of seeing personal doctor (% Very/Somewhat Easy)	85%	88%	91%	91%	89%

Q35, Q36, Q37, Q38

A-E indicates a significant difference between waves at the 95% confidence level

Cultural Competency

Case Manager is Respectful of Cultural Beliefs

	2015	2014	2013	2012	2011
Yes	95%	95%	96%	97%	90%
No	1%	1%	2%	Less than 1%	2%
Don't know/refused	4%	4%	2%	3%	8%

Primary Care Provider is Respectful of Cultural Beliefs

	2015	2014	2013	2012	2011
Yes	95%	98%	98%	96%	92%
No	1%	0%	0%	Less than 1%	1%
Don't know/refused	4%	2%	2%	4%	7%

Very few surveyed members/responsible parties have used the Language Line. Of those who have used the service (n=6), 100% are somewhat or very satisfied.

Evaluation of Areas Targeted by Last Year's Action Plan:

1. Increased percentage of members who state the case manager spoke with them about how to accomplish personal goals.

	2015	2014	2013	2012
Percentage of members who stated the case manager has talked with them about personal goals to accomplish.	51%	50%	48%	43%

Even though we had an increase in this area, we will continue to seek ways to increase this measure, and make it a goal again next year. UnitedHealthcare Community Plan has a Member Empowerment program that encourages members to explore personal goals. Of note, survey results tend to be based on memory of historical discussions with the case manager. In previous surveys the LTC membership tended to have poorer recall of discussions than other populations. Outcome of internal audits of documentation in the member record for the last year have shown that for 85% of the members (audited) the case manager did have discussion about identifying personal goals. This goal will continue for 2016.

2. Increased percentage of members who state the case manager advised the member to tell their doctors about specific health concerns.

	2015	2014	2013	2012	2011
Yes	54%	59%	63%	58%	61%
No	40%	38%	35%	38%	35%
Don't know/refused	6%	3%	2%	4%	4%

There was a slight decrease in the percentage of members who state that their case manager advised them to tell their doctors about specific health concerns. This change was not statistically significant. This goal will continue for 2016.

3. Increase member satisfaction with transportation services as indicated by increasing the percentage of members who indicate that they are picked up within 60 minutes of scheduled transports.

	2015	2014	2013	2012	2011
Usual wait time for transportation services is less than 60 minutes.	81%	86%	87%	90%	82%

Increase the percentage of members who rate the transportation services with a 7-10 rating (on a 1-10 scale).

	2015	2014	2013	2012	2011
Percentage who rate transportation 7-10 on a 1-10 scale	77%	77%	81%	79%	Not asked

The percentage of members who stated that their normal wait time to be picked up by transportation decreased this year. Rating of 7-10 for transportation remains unchanged.

Based on trip logs, that are signed by the members, LogistiCare reports 94.4% on time performance on the initial leg of transports provided and 91.75% on time performance for return trips. This is above the 81% of members who state the usual wait time is less than 60 Minutes.

Summary

- Overall, UnitedHealthcare Community Plan scores positively.
- When members expressed dissatisfaction with the plan (N = 10), the main reason was the plan did not cover all of the services they needed (N = 6). However, we are bound by the covered services allowed in our contract with AHCCCS (an example would be the dental benefit limitation).
- Increasing covered services and making it easier to find providers are the most mentioned ways to increase enrollee satisfaction. There are updates to the provider search feature of our web site planned for early 2016 which will make provider searches easier. As mentioned above covered services are dictated by the state contract.
- UnitedHealthcare Community Plan continues to score high in cultural competency questions (at least 95% positive on all culture related questions).
- Helping enrollees understand AHCCCS/ALTCS benefits has a moderately strong relationship with satisfaction, with the most room for improvement.

- There is very strong performance of office staff treating enrollees/responsible parties with courtesy and respect, as well as doctors listening attentively. 95% and 94%, respectively, of respondents strongly or somewhat agree.

Action Plan for CYE 2016

1. **Goal:** Increase by 5% the percentage of members (from 87% to 92%) who state the case manager spoke with them about how to accomplish personal goals.
Action: UnitedHealthcare Community Plan has a Member Empowerment program that trains case managers to encourage members to set and accomplish personal goals. Case managers will continue to be trained on how to encourage members to set goals and monitor completion of these goals. This is a requirement for our case managers to engage the member on setting goals at each review, to ensure compliance case management staff's records are audited quarterly for the requirement. Current chart audit results reflect 85% compliance.
2. **Goal:** Increase by 6% the percentage of members (from 54% to 60%) who state the case manager advised the member to tell their doctors about specific health concerns.
Action: Case managers will be trained to encourage their members to tell their doctors about specific health concerns by the 2nd quarter of CYE 2016. Case Managers have been trained on using the *Ask Me 3 – Good Questions for Your Good Health* document which helps to educate the member on how to communicate with their doctor. An article will also be placed in the member newsletter encouraging the same behaviors.
3. **Goal:** Increase from 81% to 86% the percentage of members who state that they are picked up within 60 minutes of scheduled transports.
Goal: Increase 77% to 82% the percentage of members who rate the transportation services with a 7-10 rating (on a 1-10 scale).
Action: Meet with transportation vender, LogistiCare, monthly to discuss actions they take with subcontractors as a result of complaints. Encourage them to shift trip volume to higher performing subcontractors and take action for subcontractors with poor performance metrics. LogistiCare will educate subcontractors at their November quarterly meeting on the importance of accurate reporting of service times on trip logs since the trip logs show higher percentage of on time services than the member survey reported. LogistiCare is now monitoring timeliness of all members with standing transportation orders (Dialysis, Adult Day Care, ongoing outpatient therapies, etc.). They are adding staff to the call center for an expected increase in call volume in early 2016. They have added a new subcontractor to the network in Maricopa County that has 30 vehicles. In addition they are having discussions with the current network to increase trip volume.