

UnitedHealthcare Community Plan 2016 Long Term Care Member/Responsible Party Satisfaction Survey

Objectives

- In support of ongoing stakeholder satisfaction tracking initiatives, UnitedHealthcare Community Plan has partnered with DSS Research (DSS) to conduct satisfaction research among UnitedHealthcare Community Plan Long Term Care Medicaid members and responsible parties. This 2016 study is a continuation of similar research conducted since 2006.
- 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 minutes.
- A sample size of 257 interviews provides a statistical margin of +/- 6.1 percentage points at the 95% confidence level.
- Planning Process:
 - Survey tool collaboratively developed and tested in 2004 by:
 - UnitedHealthcare Quality
 - Community & State Market Research
 - UnitedHealthcare Community Plan Site Leadership
 - State satisfaction and quality requirements met.
 - Survey tool information gathered, reviewed, modified and approved by AHCCCS.

- Additional details regarding the 2014 - 2016 data collection are shown in the table below:

	2016	2015	2014
Number of Interviews	257	251	250
Fielding Period	Aug. 8 – Aug. 29	August 18-September 9	June 25-July 23
% Spanish	7%	0%	16%
% Responsible Party	32%	39%	39%

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.
 - 94% of enrollees/responsible parties are somewhat or very satisfied.
 - 87.2% rated their health care highly.
 - The Net Promoter Score (NPS) is 59, with 72% classified as Promoters.
- Good coverage is by far the most common reason given for high satisfaction with the plan services and likelihood to recommend. However, improving coverage is the most common suggestion for increasing satisfaction.
- Key driver analysis indicates that the biggest opportunities to improve the overall rating of the plan are to improve the ease of getting help from Customer Service and the perceptions that UnitedHealthcare helps enrollees understand AHCCCS/ALTCS benefits and get services that they did not have before.
 - While scores on these measures are all above 80%, they are the most important drivers and they trail several less important measures.
 - Additionally, the overall care received and the ease with which members can get care and can see their personal doctor are also highly important and have room for improvement.
 - The timeliness of routine appointments is also an opportunity. 83% always or often got routine care within 21 days, which is a significant decrease from 2015 and 2014.

Service and Attitude

- Nearly eight in 10 recalled receiving written materials and nine in 10 found them easy to understand.
- Four in 10 called customer service and more than eight in 10 found it at least somewhat easy to get the help they needed.
- Complaints decreased slightly, with one in seven indicating that they called or submitted a written complaint. Six in 10 had their complaint settled to their satisfaction.

Case Managers

- More than eight in 10 know who their Case Manager is and nearly all know how to contact them.
- A significantly higher percentage than in 2015 or 2014 indicated that their Case Manager helped them with community resources. Most of the help was with transportation, although a significantly higher percentage than in 2014 received food boxes.
- Case Managers continue to receive scores above 90% for their services.
- Nearly two-thirds were advised to tell their doctor about specific health concerns. This is slightly higher than in 2015 and 2014.
- Members frequently mentioned that providing good information and helping them get what they need are the most important things the Case Manager does for them.
- Nearly all feel that their Case Manager respects their cultural beliefs.

Physicians

- More than nine in ten have seen their personal doctor in the last year and indicated that it was easy to see them and get the care they believed was necessary.
- The vast majority agreed that the office staff treated them with courtesy and respect and that their providers listened to them. One in five called after hours. After-hours referrals to an ER decreased by more than half, while the percentage of callers who were neither directed to go to an ER nor connected with an on-call doctor is trending upward.
- Access to timely routine, urgent and emergency care is on a downward trend, with all three measures significantly lower than in 2014, and two also decreasing significantly this year.
- Nearly all indicated that their PCP respects their cultural beliefs.

UnitedHealthcare Community Plan Services

- More than nine in 10 are satisfied with the quality of the services they received, with more than seven in 10 very satisfied. The rating for attendant care, personal care or homemaker service decreased slightly but is still rated highly by nearly nine in 10.
- Most indicated that their transportation service typically arrives within 30 minutes.
- The average number of appointments missed because of driver tardiness decreased significantly.

- Two-thirds received home visits and more than half of those who did not were offered them, but both items decreased by slight margins.
- Nearly all reported that workers who come to help usually stay as long as they are supposed to.
- Usage of the translator service increased significantly and the vast majority are satisfied with it.

Vaccinations

- 72% of enrollees have had a pneumonia shot at some point in their life.
- 75.6% had a flu shot between January 1 and December 31, 2015.

Cultural Competency

- Most enrollees/responsible parties feel that both their Case Manager and their Primary Care Provider are respectful of their cultural beliefs.
- Usage of the translator service increased significantly and satisfaction remains very high.

UnitedHealthcare Community Plan member satisfaction has not changed significantly over past three years.

UnitedHealthcare Community Plan – Summary of Key Measures

	2016	2015	2014
Overall Plan Rating (% 8-10)	84.5%	84.7%	81.5%
Overall Satisfaction with UnitedHealthcare Community Plan (% Very/Somewhat satisfied)	94%	96%	97.2%
Overall rating of all healthcare received from the Plan (% 8-10)	87.2%	89.1%	88%

Q2, Q1, Q47

UnitedHealthcare Community Plan is strong; though helping enrollees get services they did not have before significantly declined.

UnitedHealthcare Community Plan – Key Measures

	2016	2015	2014
Ease of filling out paperwork (% Very/Somewhat Easy)	96.2%	93.4%	90.9%
Helps get services member didn't have before (% Strongly/Somewhat Agree)	89.5%*	94.7%	93.5%
Ease of understanding written materials (% Very/Somewhat Easy)	90.1%	91.1%	91.2%
Helps member understand AHCCCS/ALTCS benefits (% Strongly/Somewhat Agree)	88.2%	91.5%	89.5%
Ease of getting the help you needed when calling customer service (% Very/Somewhat Easy)	81.1%	74%	78.2%
When calling/writing with a complaint or problem, problem settled to satisfaction (% Yes)	60.6%	59.1%	42.9%

Q10, Q13a, Q6, Q13b, Q8, Q12

*Indicates a significantly different score from the previous year at the 95% confidence level

While performance remains strong, a significantly lower percentage than in 2014 agreed that their Case Manager helped them by arranging services.

UnitedHealthcare Community Plan Case Manager – Key Measures

	2016 (A)	2015 (B)	2014 (C)
Case Manager answers questions in a way member can understand (% Strongly/Somewhat Agree)	98.6%	96.2%	99.5% B
Case Manager listens to member's concerns and addresses them (% Strongly/Somewhat Agree)	96.6%	93.0%	96.4%
Member feels comfortable discussing care with Case Manager (% Strongly/Somewhat Agree)	97.1%	93.9%	97.5%
Case Manager reviewed a plan for your care with you (% Strongly/Somewhat Agree)	94.4%	90.8%	96.4% B
Case Manager encourages member to give opinions about care (% Strongly/Somewhat Agree)	94%	93.4%	94.3%
Case Manager helps member by arranging services like bathing, house cleaning, or transportation (% Strongly/Somewhat Agree)	91.8%	92.8%	97.1% A
Case Manager asked member to share health information with doctor (% Yes)	65.7%	57.4%	61.3%

Q22a, Q22d, Q22c, Q22f, Q22b, Q22e, Q23

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level.

The vast majority of members indicated that it was easy to see their personal doctor and get the care they needed.

UnitedHealthcare Community Plan Physician & Office Staff – Key Measures

	2016 (A)	2015 (B)	2014 (C)
Doctors/health providers listened carefully to member (% Strongly/Somewhat Agree)	94.8%	94.8%	97.5%
Office staff treated member with courtesy and respect (% Strongly/Somewhat Agree)	94.7%	96.9%	97.9%
Ease of getting care, tests or treatment (% Very/Somewhat Easy)	86%	87.1%	91.2%
Ease of seeing personal doctor (% Very/Somewhat Easy)	87.7%	86.7%	90.2%

Q29b, Q29a, Q28, Q27

Cultural Competency

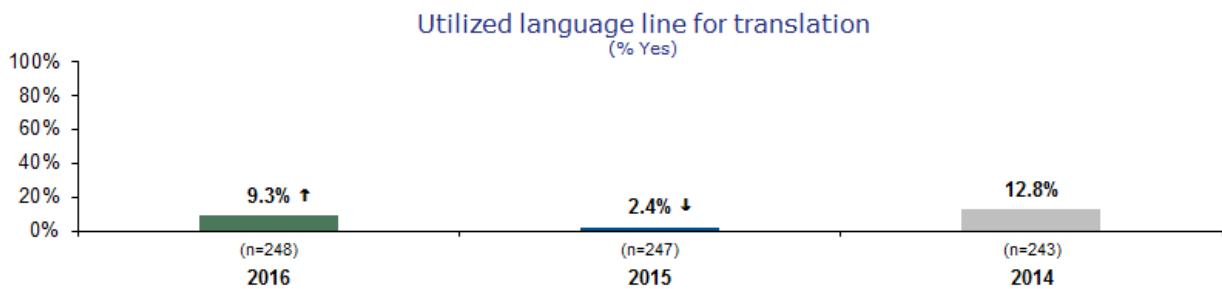
Case Manager is Respectful of Cultural Beliefs

	2016	2015	2014
Yes	98.8%	98.8%	99.2%
N=	247	242	239

Primary Care Provider is Respectful of Cultural Beliefs

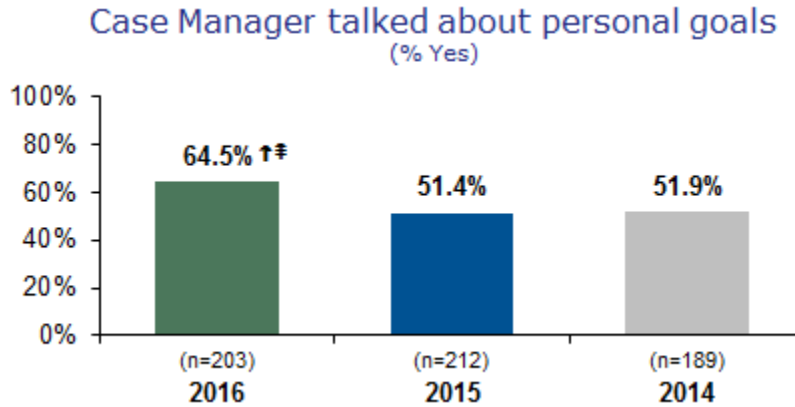
	2016	2015	2014
Yes	98.4%	99.2%	100%
N=	248	241	244

Language Line utilization by surveyed members increased this year. Of those who have used the service (n=22), 95.5% are somewhat or very satisfied.



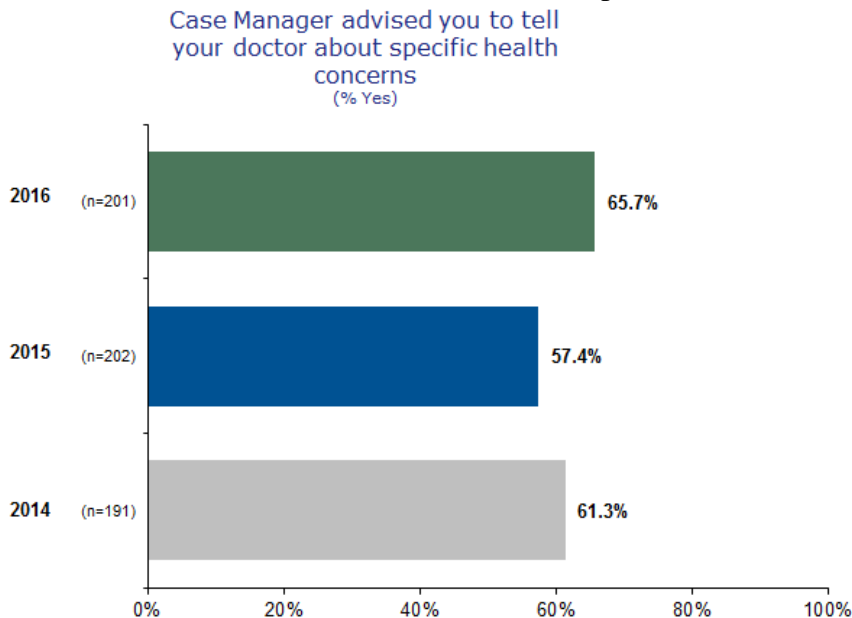
Evaluation of Areas Targeted by Last Year's Action Plan:

1. **Goal:** Increase by 5% the percentage of members who state the case manager spoke with them about how to accomplish personal goals.



This goal was exceeded and will be discontinued. 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 81% of the members (audited) the case manager did have discussion about identifying personal goals.

2. **Goal:** Increase by 6% the percentage of members who state the case manager advised the member to tell their doctors about specific health concerns.



This goal was accomplished and will be discontinued.

3. **A. Goal:** Increase, by 5%, the percentage of members who state that they are picked up within 60 minutes of scheduled transports after their appointment (Question40).

	2016	2015	2014
% of members who stated they were picked up with 60 minutes of schedule transport	86%	87.4%	90.4%

This goal was not reached. There was no significant difference from year to year. Based on trip logs that are signed by the members, LogistiCare reports 80.4% on time performance for return trips, calendar year to date as of August 2016.

- B. Goal:** Increase from 77% to 82% the percentage of members who rate the transportation services with a 7-10 rating (on a 1-10 scale).

	2016	2015	2014
% of members who responded 7-10	77.2%	76.7%	77.3%

This goal was not reached. There was slight improvement but it is not significant. Transportation continues to be an area where we need to try to improve member satisfaction and this goal will be continued for next year.

Both of these goals will be continued for next year.

*Please note for Goals 1,2, and 3A, the percentages from the previous years are showing different than they did on last year's report due to the current vendor factors only the positive and negative responses and the previous vendor counted the positive responses out of all members asked, including don't know/refused responses in N. This results in the N being smaller this year.

Summary

- Overall, UnitedHealthcare Community Plan scores positively.
- Increasing covered services (general) and provide better dental coverage are the ways most mentioned most to increase enrollee satisfaction. Covered services are dictated by the contract with the state. There is a proposal to increase dental benefits for adults pending CMS approval.
- When members expressed dissatisfaction with the plan (N = 6), there was no consistent suggestion for how to improve satisfaction. Two made no suggestion and the others stated: increase coverage; better customer service; provide consistent timely workers; and quality doctors.
- UnitedHealthcare Community Plan continues to score high in cultural competency questions (at least 95% positive on all culture related questions).

- The biggest opportunities to improve the overall rating of the plan are to improve the ease of getting help from Customer Service and the perceptions that UnitedHealthcare helps enrollees understand AHCCCS/ALTCS benefits and get services that they did not have before.
- In this survey the percentage of members who indicated that it was very or somewhat easy getting the help they needed when calling customer service was 81.1% but the year to date satisfaction score of survey completed at the end of customer service calls is 96.72% as of the end of August 2016.
- Timeliness of care measures continue to trend downward for routine, urgent and immediate need appointments.
- Providers and their staff continue to receive very high ratings. After-hours referrals to an ER decreased by more than half.

Action Plan for CYE 2017

1. **Goal:** Increase from 89.5% to 94.5%, the percentage of members who respond strongly or somewhat agree that UnitedHealthcare Community Plan helps them get services the members didn't have before. This goal is chosen because there was a significant decline this year and analysis suggests it is an opportunity to improve the overall rating of the plan.
Action: Case managers will educate all new members of the services available from the health plan when a member is enrolled by reviewing the member handbook during the initial assessment visit with the member. Case managers will have members sign a care plan listing the services that are being provided to them so members are aware exactly what services the plan provides them.
2. **Goal:** Increase from 82.7% to 87.7%, the percentage of members who respond often or always that from the time the doctor is called to make an appointment, the doctor able to see them for routine or regular checkups within 21 days. This goal was chosen because it has declined significantly for two consecutive years.
Action: An article will be placed in the provider newsletter indicating the contractual required timelines for scheduling routine appointments. An article will be placed in the member newsletter listing the required timelines for scheduling routine appointments with the suggestion that the member call their case manager for assistance if the member is not able to get routine appointments timely. Case managers will review the required timelines for routine appointments when reviewing the member handbook annually with members.
3. **Goal:** Increase from 86% to 91% the percentage of members who state that they are picked up within 60 minutes for return trips after their appointments.
Goal: Increase from 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 vendor, 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 is monitoring timeliness of all members with standing transportation orders (Dialysis, Adult Day Care, ongoing outpatient therapies, etc.). They are continuing to expand their network of subcontractors.