

Annually, our members are asked to complete a survey to determine their level of satisfaction with services received from care providers and UnitedHealthcare. The results we obtain from our members are used to identify our strengths and weaknesses as care providers and payers of healthcare services. The survey results offer an opportunity to identify the key drivers of success and areas for improvement to increase member satisfaction.

UnitedHealthcare will continue to work with our provider partners to meet the needs of our members and your patients. We commit to continuously evaluate areas that are important to our member and develop strategies to meet and exceed their expectations.

Background	<p>UnitedHealthcare-MidAtlantic (UHC) is committed to improving member experience and satisfaction with the health plan and its providers. To assess members' satisfaction, UHC evaluates data from the Annual Consumer Assessment of Health Providers and Systems (CAHPS®) survey to identify opportunities for improving member satisfaction.</p> <p>This report focuses on the 2018 CAHPS® survey results. The Maryland Department of Health (MDH) requires Maryland Medicaid Managed Care Organizations to participate with the State's CAHPS® data collection and reporting process. The 2018 UHC CAHPS® Survey was conducted between February and May 2018. The results are summarized and presented to the Service Quality Improvement Subcommittee (SQIS); Provider Advisory Committee (PAC); and Quality Management Committee (QMC).</p>
Goal	<p>To meet or exceed the 2018 HealthChoice Aggregate (pooling Child Medicaid survey responses across plans surveyed by MDH) and the 2018 NCQA Quality Compass Child Medicaid National Average for All Lines of Business (Child Medicaid plans that submitted data to NCQA)</p>
Methodology Changes for 2017	<p>NCQA made the following changes to the CAHPS® 5.0H Medicaid Satisfaction Survey tool in 2018:</p> <ul style="list-style-type: none"> • The sampling duplication methodology was revised to allow vendors to develop their own method of identifying household members. • In January 2017, NCQA announced the retirement of the Aspirin Use and Discussion (ASP) measure due to misalignment with updated recommendations from the United States Preventive Services Task Force (USPSTF). All questions related to the ASP measure were removed from the 2018 CAHPS Survey.
Methods	<p>In 2017, Maryland Department of Health (MDH) contracted with the Center for the Study of Services (CCS), a NCQA certified vendor, to administer and report the results of the CAHPS® 5.0H Adult Survey.</p> <p>The final survey sample included 1,350 UHC members. 311 members completed the survey resulting in a response rate of 23.37% compared to 34.0% in 2017.</p> <p>Note: Sample size (n) in 2017 was 577 compared to 311 in 2018.</p>

Composite Measure	2017 UHC Rate	2018 UHC Rate	2018 Quality Compass Ntl Average-All LOBs	2018 HealthChoice Aggregate	2018 Percentile for Accreditation Scoring
Getting Needed Care	81.8%	86.1%	82.3%	82.1%	50 th
Getting Care Quickly	83.6%	81.7%	82.0%	81.6%	25 th
How Well Doctor Communicate	91.6%	89.9%	91.5%	91.6%	75 th
Customer Service	87.4%	89.2%	88.2%	88.3%	50 th
Shared Decision-Making	81.9%	80.4%	79.4%	79.3%	<i>Not scored for accreditation</i>
Overall Measures (0-10 scale is used)	2017 UHC Rate	2018 UHC Rate	2018 Quality Compass Ntl Average-All LOBs	2018 HealthChoice Aggregate	2018 Percentile for Accreditation Scoring
Health Care Overall	69.1%	71.0%	74.6%	74.3%	Below 25 th
Health Plan Overall	68.6%	72.0%	77.0%	75.8%	Below 25 th
Personal Doctor	75.4%	75.6%	81.4%	79.0%	25 th
Specialist Seen Most Often	81.7%	76.0%	82.1%	80.4%	Below 25 th
Additional Content Area	2017 UHC Rate	2018 UHC Rate	2018 Quality Compass Ntl Average-All LOBs	2018 HealthChoice Aggregate	2018 Percentile for Accreditation Scoring
Health Promotion and Education	77.9%	82.7%	73.4%	77.2%	<i>Not scored for accreditation</i>
Coordination of Care	84.1%	79.2%	83.3%	82.4%	Below 25 th

Note: “At least 100 valid responses must be collected for a measure to be reportable by NCQA. A lighter display is used to indicate a result is not reportable by NCQA due to insufficient denominator.”

Summary:

Composite Measures:

UHC exceeded the Quality Compass (QC) benchmark in 3 of the 5 composite measures:

- Getting Needed Care measure exceeded the QC benchmark by 3.8 percentage points and the HealthChoice Aggregate by 4 percentage points.
 - UHC’s 2018 rate compared to 2017 increased by 4.3 percentage points.
- Customer Service measure exceeded the QC benchmark by 1 percentage point and the HealthChoice Aggregate by .9 percentage point.
 - UHC’s 2018 rate compared to 2017 increased by 1.8 percentage points.
- Shared Decision Making measure exceeded the QC benchmark by 1.0 percentage point and the HealthChoice Aggregate by 1.1 percentage points.
 - UHC’s 2018 rate compared to 2017 decreased by 1.5 percentage points

UHC did not exceed the Quality Compass benchmark in 2 of 5 measures:

- Getting Care Quickly measure did not meet the QC benchmark by 0.3 percentage point although there was a 0.1 percentage point increase compared to the HealthChoice Aggregate.
 - UHC’s 2018 rate compared to 2017 decreased by 1.9 percentage points
- How Well Doctor Communicated measure did not meet the QC benchmark by 1.6 percentage points and the HealthChoice Aggregate by 1.7 percentage points.
 - UHC’s 2018 rate compared to 2017 decreased by 1.7 percentage points.

Overall Measure:

UHC did not exceed any of the Overall Measures when compared to the QC benchmark and the HealthChoice Aggregate:

- Health Care Overall measure did not meet the QC benchmark by 3.6 percentage points and the HealthChoice Aggregate by 3.3 percentage points.
 - UHC’s 2018 rate compared to 2017 increased by 1.9 percentage points.
- Health Plan Overall measure did not meet the QC benchmark by 5.0 percentage points and the HealthChoice Aggregate by 3.8 percentage points.
 - UHC’s 2018 rate compared to 2017 increased by 3.4 percentage points.
- Personal Doctor measure did not meet the QC benchmark by 5.8 percentage points and the HealthChoice Aggregate by 3.4 percentage points.
 - UHC’s 2018 rate compared to 2017 increased by 0.2 percentage point.
- Specialist Seen Most Often measure did not meet the QC benchmark by 6.1 percentage points and the HealthChoice Aggregate by 4.4 percentage points.
 - UHC’s 2018 rate compared to 2017 decreased by 5.7 percentage point.

Additional Content Area:

UHC exceeded 1 Additional Content Area when compared to the QC benchmark and the HealthChoice Aggregate:

- Health Promotion and Education measure exceeded the QC benchmark by 9.3 percentage points and the HealthChoice Aggregate by 5.5 percentage points.
 - UHC’s 2018 rate compared 2017 increased by 4.8 percentage points.

UHC did not exceed 1 Additional Content Area when compared to the QC benchmark and the HealthChoice Aggregate:

- Coordination of Care did not meet the QC benchmark by 4.1 percentage points and the HealthChoice Aggregate by 3.2 percentage points.
 - UHC’s 2018 rate compared to 2017 rate decreased 4.9 percentage points.

Composite Analysis:

Contributing Questions: UHC’s Rate Compared to HealthChoice Aggregate

Composite Measure	2018 UHC Rate	2018 HealthChoice Aggregate
Getting Care Quickly	81.7%	81.6%
<ul style="list-style-type: none"> • Q4. When you needed care right away, how often did you get care as soon as needed? 	83.8%	84.9%

<ul style="list-style-type: none"> Q6. How often did you get an appointment for a check-up or routine care at a doctor's office or clinic? 	79.5%	78.2%
How Well Doctor Communicate	89.9%	91.6%
<ul style="list-style-type: none"> Q17. How often did your personal doctor explain things in a way that was easy to understand? 	90.5%	91.8%
<ul style="list-style-type: none"> Q18. How often did your personal doctor listen carefully to you? 	91.3%	92.2%
<ul style="list-style-type: none"> Q19. How often did your personal doctor show respect? 	91.8%	93.4%
<ul style="list-style-type: none"> Q20. How often did your personal doctor spend enough time with you? 	86.3%	89.0%
Customer Service	89.2%	88.3%
<ul style="list-style-type: none"> Q31. How often did your health plan's customer service give you the information or help you needed? 	82.3%	82.7%
<ul style="list-style-type: none"> Q32. How often did your health plan's customer service staff treat you with courtesy and respect? 	96.0%	94.0%
Shared Decision-Making	80.4%	79.3%
<ul style="list-style-type: none"> Q10. Did you and a doctor or other health provider talk about the reasons you might want to take a medication? 	96.2%	92.7%
<ul style="list-style-type: none"> Q11. Did you and your doctor or other health provider talk about the reasons you might not want to take a medicine? 	67.2%	66.5%
<ul style="list-style-type: none"> Q12. When you talk about starting or stopping a prescription medicine, did a doctor or health provider ask you what you thought was best for you? 	77.7%	78.2%

Additional Content Area	2018 UHC Rate	2018 HealthChoice Aggregate
Coordination of Care: Q. 22 How often did your personal doctor seem informed and up-to-date about care you got from these doctors or other health providers?	79.2%	82.4%

Composite Contributing Questions:

- **How Well Doctor Communicate Contributing Question:**
 - “UHC’s rate was 1.6 percentage points below the HealthChoice Aggregate for Q. 19 “How often did your personal doctor show respect?”
 - UHC’s rate was 2.7 percentage points below the HealthChoice Aggregate for Q. 20 “How often did your personal doctor spend enough time with you?”

Additional Content Area:

- **Care Coordination:**
 - UHC’s rate was 3.2 percentage points below the HealthChoice Aggregate for Q. 22 How often did your personal doctor seem informed and up-to-date about care you got from these doctors or other health providers?

Reportable Rate Improved or Decline compared to 2017:

No statistically significant improvement or declines

2018 Above or Below HealthChoice Aggregate:

No statistically significant improvement or decline

2018 Above the QC Benchmark:

Health Promotion (by 9.23 points)

2018 Below the QC Benchmark:

Rating of Personal Doctor (by 5.78 points)

Rating of Health Plan (by 4.98 points)

NCQA Accreditation Percentile Improved or 90th percentile Maintained

None

NCQA Accreditation Percentile Decreased:Rating of Specialist Seen Most Often (from 25th to below 25th percentile)Getting Care Quickly (from 50th to 25th percentile)How Well Doctors Communicate (from 90th to 75th)Coordination of Care (from 50th to below the 25th)

Key Drivers:	UHC's 2018 Rate	Best Practice	Percent Diff
Q29. Plan's written materials/internet provided need information	64.1%	80.0%	+15.8
Q23. Rating of Personal Doctor	75.6%	82.4%	+6.8
Q31. Customer service provided needed information or help	82.3%	93.7%	+11.4
Q14. Ease of getting needed care, tests, treatment	88.8%	89.0%	+0.07
Q5. Made an appointment for routine care at a doctor's office or clinic	79.1%	79.1%	None

Note: Key drivers reflect specific opportunities for UHC. The ordering reflects both the strength of each key driver in the broad industry context and how UHC is currently performing on the measure.

Recommendations:

- Continue CAHPS Work Plan to address the following composite or contributing questions that will have a positive impact on the Health Plan and Health Care Overall scores:
 - **How Well Doctor Communicated:**
 - Q19. How often did doctor treat you with respect?
 - Q20. How often did your personal doctor spend enough time with you?
 - **Coordination of Care**
 - How often did your personal doctor seem informed and up-to-date about care you got from these doctors or other health providers?

- Continue Accessibility of Service telephonic audits ensuring primary and specialty care practices maintain compliance with UCH's Appointment Scheduling standards to address the small marginal improvement:
 - **Getting Care Quickly**