

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.

<b>Background</b>	<p>UnitedHealthcare 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 its Medicaid Managed Care organizations to participate with the state's CAHPS® data collection and reporting process. The 2018 UHC CAHPS® 5.0H Child Medicaid (with CCC) Survey Report was conducted between February 16 and May 15, 2018. The results are and presented to the Service Quality Improvement Subcommittee (SQIS), Provider Advisory Committee (PAC) and Quality Management Committee (QMC).</p>
<b>Goal</b>	<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>
<b>Methodology Changes for 2018</b>	<p>NCQA made the following changes to the CAHPS 5.0H Medicaid Satisfaction Survey tool in 2018:</p> <ul style="list-style-type: none"> <li>• The sampling duplication methodology was revised to allow vendors to develop their own method of identifying household members.</li> </ul>
<b>Methods</b>	<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 3,490 members. 464 from the general population completed the survey resulting in a response rate of 28.57% compared to the response rate of 32.0% in 2017</p> <p><b>Note:</b> Sample size (n) in 2017 was 681 compared to 464 in 2018.</p>

### UHC's 2018 Rates Compared to Quality Compass and HealthChoice Aggregate

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	79.9%	<b>81.9%</b>	<b>84.6%</b>	<b>83.4%</b>	25th
Getting Care Quickly	85.8%	<b>90.2%</b>	<b>89.4%</b>	<b>88.6%</b>	75th
How Well Doctor Communicate	93.9%	<b>95.2%</b>	<b>93.7%</b>	<b>94.0%</b>	90th
Customer Service	87.0%	<b>90.9%</b>	<b>88.7%</b>	<b>88.4%</b>	90th
Shared Decision-Making	74.2%	<b>77.0%</b>	<b>78.2%</b>	<b>80.3%</b>	<i>Not scored for accreditation</i>
Overall Measures	2017 UHC Rate	2018 UHC Rate	2018 Quality Compass Ntl Average-All LOBs	2018 HealthChoice Aggregate	2018 Percentile for Accreditation Scoring
Health Care Overall	88.5%	<b>92.4%</b>	<b>87.0%</b>	<b>88.9%</b>	90th
Health Plan Overall	85.0%	<b>88.2%</b>	<b>86.3%</b>	<b>86.7%</b>	90th
Personal Doctor	90.3%	<b>92.6%</b>	<b>89.4%</b>	<b>91.0%</b>	90th
Specialist Seen Most Often	87.7%	<b>88.7%</b>	<b>87.0%</b>	<b>85.3%</b>	90th
Additional Content Areas	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	71.1%	<b>74.2%</b>	<b>72.6%</b>	<b>75.8%</b>	<i>Not scored for accreditation</i>
Coordination of Care	81.4%	<b>87.1%</b>	<b>82.9%</b>	<b>80.7%</b>	75th
CCC Measures	2017 UHC Rate	2018 UHC Rate	2018 Quality Compass Ntl Average-All LOBs	2018 HealthChoice Aggregate	2018 Percentile for Accreditation Scoring
Family Centered Care: Personal Doctor Knows Child	91.6%	<b>93.3%</b>	<b>91.0%</b>	<b>92.0%</b>	<i>Not scored</i>
Family Centered Care: Getting Needed Information	88.1%	<b>93.9%</b>	<b>91.9%</b>	<b>94.0%</b>	<i>Not scored</i>
Access to Prescription Medicine	87.0%	<b>92.7%</b>	<b>91.4%</b>	<b>91.0%</b>	<i>Not scored</i>
Coordination of Care for CCC	73.7%	<b>68.8%</b>	<b>77.1%</b>	<b>73.0%</b>	<i>Not scored</i>
Access to Specialized Services	79.5%	<b>82.3%</b>	<b>78.0%</b>	<b>78.6%</b>	<i>Not scored</i>

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 5 measures:***

- Getting Care Quickly measure exceeded the QC benchmark 0.8 percentage point and the HealthChoice Aggregate by 1.6 percentage points.
  - UHC's 2018 rate compared to 2017 increased by 4.4 percentage points.
- How well Doctor Communicate measure exceeded the QC benchmark 1.5 percentage points and the HealthChoice Aggregate by 1.2 percentage points.
  - UHC's 2018 rate compared to 2017 increased by 1.3 percentage points.
- Customer Service measure exceeded the QC benchmark 2.2 percentage points and the HealthChoice Aggregate by 2.5 percentage points.
  - UHC's 2018 rate compared to 2017 increased by 3.9 percentage points.

#### ***UHC did not exceed the Quality Compass (QC) benchmark in 2 of 5 measures:***

- Getting Needed Care measure did not meet the QC benchmark by 2.7 percentage points and the HealthChoice Aggregate by 1.5 percentage points.
  - UHC's 2018 rate compared to 2017 increased by 2.0 percentage points.
- Shared Decision Making measure did not meet the QC benchmark by 1.2 percentage points and the HealthChoice Aggregate 3.3 percentage points.
  - UHC's 2018 rate compared to 2017 increased by 2.8 percentage points.

### Overall Measures:

#### ***UHC exceeded all four Overall measures when compared to the QC benchmark and the HealthChoice Aggregate.***

- Health Care Overall measure exceeded the QC benchmark by 5.4 percentage points and the HealthChoice Aggregate by 3.5 percentage points.
  - UHC's 2018 rate compared to 2017 increased by 3.9 percentage points.
- Health Plan Overall measure exceeded the QC benchmark by 1.9 percentage points and the HealthChoice Aggregate by 1.5 percentage points.
  - UHC's 2018 rate compared to 2017 increased by 3.2 percentage points.
- Personal Doctor measure exceeded the QC benchmark by 3.2 percentage points and the HealthChoice Aggregate by 1.6 percentage points.
  - UHC's 2018 rate compared to 2017 increased by 2.3 percentage points.
- Specialist Seen Most Often measure exceeded the QC benchmark by 1.7 percentage points and the HealthChoice Aggregate by 3.4 percentage points.
  - UHC's 2018 rate compared to 2017 increased by 1.0 percentage points.

### Additional Content Areas:

- Health Promotion measure exceeded the QC benchmark by 1.6 percentage points but did not exceed the HealthChoice Aggregate by 1.6 percentage points.
  - UHC's 2018 rate compared to 2017 increased by 3.1 percentage points.
- Coordination of Care measure exceeded the benchmark by 4.2 percentage points and the HealthChoice Aggregate by 6.4.
  - UHC's 2018 rate compared to 2017 increased by 5.7 percentage points.

## Children with Chronic Conditions:

- Family Centered Care: Personal Doctor Knows Child measure exceeded the QC benchmark by 2.3 percentage points and the HealthChoice Aggregate by 1.3 percentage points.
  - UHC's 2018 rate compared to 2017 increased by 1.7 percentage points.
- Family Centered Care: Getting Needed Information measure exceeded the QC benchmark by 2 percentage points but did not exceed the HealthChoice aggregate by 0.1 percentage point.
  - UHC's 2018 rate compared to 2017 increased by 5.8 percentage points.
- Access to Prescription Medicine measure exceeded the QC benchmark by 1.3 percentage points and the HealthChoice Aggregate by 1.7 percentage point.
  - UHC's 2018 rate compared to 2017 increased by 5.7 percentage points.
- Access to Specialized Care measure exceeded the QC benchmark by 4.3 percentage points and the HealthChoice Aggregate by 3.7 percentage point.
  - UHC's 2018 rate compared to 2017 increased by 2.8 percentage points.
- Coordination of Care for CCC measure did not exceed the QC benchmark by 8.3 percentage points and the HealthChoice Aggregate by 4.2 percentage points.
  - UHC's 2018 rate compared to 2017 decreased 4.9 percentage points.

## Contributing Questions: UHC's Rate Compared to HealthChoice Aggregate

Composite Measure	2018 UHC Rate	2018 HealthChoice Aggregate
Getting Needed Care	<b>81.9%</b>	<b>83.4%</b>
• Q15. How often was it easy to get care, test, or treatment when needed?	90.8%	89.8%
• Q46. How often did you get an appointment for your child to see a specialist as soon as you needed?	73.1%	77.1%
Getting Care Quickly	<b>90.2%</b>	<b>88.6%</b>
• Q4. When your child needed care right away, how often did you get care as soon as needed?	90.3%	89.4%
• Q6. When you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?	90.4%	87.8%
How Well Doctor Communicate	<b>95.2%</b>	<b>94.0%</b>
• Q32. How often did your child's personal doctor explain things in a way that was easy to understand?	95.3%	94.3%
• Q33. How often did your child's personal doctor listen carefully to you?	95.6%	95.4%
• Q34. How often did your child's personal doctor show respect for what you had to say?	98.3%	96.7%
• Q37. How often did your child's personal doctor spend enough time with your child?	91.6%	89.4%
Customer Service	<b>90.9%</b>	<b>88.4%</b>
• Q50. How often did customer service give at your child's health plan give you the information or help you needed?	87.3%	83.8%
• Q51. How often did customer service at your child's health plan customer service staff treat you with courtesy and respect?	94.5%	93.0%

Shared Decision-Making	<b>77.0%</b>	<b>80.3%</b>
• Q11. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medication?	<b>92.1%</b>	<b>92.4%</b>
• Q12. Did you and your doctor or other health provider talk about the reasons you might not want your child to take a medicine?	<b>61.8%</b>	<b>66.8%</b>
• Q13. When you talk about starting or stopping a prescription medicine, did a doctor or health provider ask you what you thought was best for your child?	<b>77.3%</b>	<b>81.7%</b>

**Significant Findings:**

- **Getting Needed Care**
  - For this composite measure, UHC’s rate was 2.7 percentage point below the QC benchmark and 1.5 percentage points below the HealthChoice Aggregate. Also, UHC’s 2018 rate decreased by 2 percentage points compared to 2017 rate.
    - Contributing question, “Q46. How often did you get an appointment for your child to see a specialist as soon as you needed?”
      - UHC’s rate did not exceed the HealthChoice Aggregate by 4 percentage points.
  
- **Shared Decision Making**
  - For this composite measure, UHC’s rate was 1.2 percentage points below the QC benchmark and 3.3 percentage points below the HealthChoice Aggregate.
    - Contributing question, “Q13. When you talk about starting or stopping a prescription medicine, did a doctor or health provider ask you what you thought was best for your child?”
      - UHC’s rate did not exceed the HealthChoice Aggregate by 4.4 percentage points.
  
- **\*Coordination of Care for CCC:**
  - For this measure, UHC’s rate was 8.3 percentage points below the QC benchmark and 4.2 percentage points below the HealthChoice Aggregate. Also, UHC’s 2018 rate decreased by 4.9 percentage points compared to 2017’s rate.
    - Q27. “Did anyone from your child’s health plan, doctor’s office, or clinic help you get treatment or counseling for your child?”
      - *\*Note: Q27 relates to the following questions: Q25 “Did you get or try to get treatment of counseling for your child for an emotional, developmental, or behavioral problem?” and Q26, “How often was it easy to get this treatment or counseling for your child?”*

<b>Reportable Rate Improved or Decline compared to 2017:</b>
No statistically significant improvement

<b>2018 Above or Below HealthChoice Aggregate:</b>
No statistically significant improvement

<b>2018 Above QC Benchmark :</b>
Rating of Personal Doctor (by 3.21 points)
Rating of All Health Care (by 5.39 points)

**2018 Below QC Benchmark :**

No statistically significant improvement

**NCQA Accreditation Percentile Improved or 90<sup>th</sup> Percentile Maintained:**

Rating of Health Plan (from 50<sup>th</sup> to 90<sup>th</sup> percentile)  
Getting care quickly (from 25<sup>th</sup> to 75<sup>th</sup> percentile)  
How Well Doctors Communicate (from 75<sup>th</sup> to 90<sup>th</sup> percentile)  
Customer Service (from 50<sup>th</sup> to 90<sup>th</sup> percentile)  
Coordination of Care (from 25<sup>th</sup> to 75<sup>th</sup> percentile)  
Rating of Personal Doctor (remained at 90<sup>th</sup> percentile)  
Rating of All Health Care (remained at 90<sup>th</sup> percentile)

**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:
  - **Getting Needed Care**
    - Q46. How often did you get an appointment for your child to see a specialist as soon as needed?
  - **Shared Decision Making**
    - Q13. “When you talked about starting or stopping a prescription medicine, did a doctor or health provider ask you what you thought was best for your child?”
  - **Coordination of Care for CCC**
    - Q27. “Did anyone from your child’s health plan, doctor’s office, or clinic help you get treatment or counseling for your child?”
- Continue Accessibility of Service telephonic audits to ensure primary and specialty care practices are meeting UCH’s Appointment Scheduling standards addressing the following contributing questions within the composite measure:
  - **Getting Care Quickly**
    - Q4. “When you child needed care right away, how often did you get care as soon as needed?”
    - Q6. “When you made an appointment for a check-up or routine care for your child at a doctor’s office or clinic, how often did you get an appointment as soon as you needed?”