

# UHCCP 2019 CAHPS Survey

Adult and Child Medicaid

# Key measures – global proportions and summary rates

	2017	2018	2019	2019 Num.	2019 Den.	2018 QC Avg.	2019 UHC Avg.
<b>Rating of Health Plan (Q36) (% 8, 9 or 10)</b>	88.83%	89.46%	92.50%	222	240	86.32% <span style="color: green;">◆</span>	87.40% <span style="color: green;">◆</span>
<b>Rating of Health Care (Q13) (% 8, 9 or 10)</b>	90.97%	92.26%	89.44%	161	180	87.02%	89.47%
<b>Rating of Personal Doctor (Q26) (% 8, 9 or 10)</b>	90.12%	91.64%	94.01%	204	217	89.47% <span style="color: green;">◆</span>	90.76% <span style="color: green;">◆</span>
<b>Rating of Specialist (Q30) (% 8, 9 or 10)</b>	86.84%	86.08%	82.09%	55	67	87.03%	88.61%
<b>Net Promoter Score (NPS)*</b>	---	68.50	72.40	---	221	---	68.25
<b>Customer Service (% Always or Usually)</b>	89.61%	88.01%	91.67%	---	84	88.72%	88.94%
Q32. CS provided needed information or help	83.70%	82.09%	86.90%	73	84	83.59%	83.50%
Q33. CS treated member with courtesy and respect	95.52%	93.94%	96.43%	81	84	93.85%	94.38%
<b>Getting Needed Care (% Always or Usually)</b>	85.24%	82.57%	81.88%	---	127	84.68%	86.32%
Q28. Got appointment with specialist as soon as needed	81.71%	73.56%	76.39%	55	72	80.69%	81.47%
Q14. Ease of getting care, tests or treatment	88.77%	91.59%	87.36%	159	182	89.39%	91.16%
<b>Getting Care Quickly (% Always or Usually)</b>	90.77%	90.22%	88.18%	---	140	89.47%	90.39%
Q4. Got urgent care as soon as needed	92.31%	91.78%	89.42%	93	104	90.74%	91.62%
Q6. Got check-up or routine appointment as soon as needed	89.23%	88.66%	86.93%	153	176	88.24%	89.16%
<b>How Well Doctors Communicate (% Always or Usually)</b>	95.34%	95.60%	93.81%	---	170	93.72%	94.18%
Q17. Personal doctor explained things	95.97%	95.77%	94.71%	161	170	94.29%	94.52%
Q18. Personal doctor listened carefully	96.77%	96.48%	95.88%	163	170	95.25%	95.39%
Q19. Personal doctor showed respect	95.55%	96.83%	97.06%	165	170	96.23%	96.63%
Q22. Personal doctor spent enough time	93.06%	93.31%	87.57%	148	169	89.09%	90.17%
<b>Shared Decision Making (% Yes)</b>	81.75%	79.85%	72.78%	---	72	78.27%	79.28%
Q10. Doctor discussed reasons to take a medicine	89.16%	90.43%	91.78%	67	73	91.12%	91.73%
Q11. Doctor discussed reasons not to take a medicine	70.73%	68.48%	55.71%	39	70	64.83%	65.79%
Q12. Doctor asked what you thought was best	85.37%	80.65%	70.83%	51	72	78.86%	80.32%
<b>Health Promotion and Education (Q8) (% Yes)</b>	71.01%	71.95%	76.92%	140	182	72.69%	71.36%
<b>Coordination of Care (Q25) (% Always or Usually)</b>	80.58%	88.46%	79.55%	70	88	82.94%	83.04%

\*NPS = Promoters (% 9 or 10) minus Detractors (% 0-6) rating on likelihood to recommend plan (Q58) where 0 is not at all likely and 10 is extremely likely.

Please refer to page 14 for statistical references and footnotes.



# Key measures – global proportions and summary rates

	2017	2018	2019	2019 Num.	2019 Den.	2018 QC Avg.	2019 UHC Avg.
<b>Rating of Health Plan (Q35) (% 8, 9 or 10)</b>	<b>77.69%</b>	<b>84.38%</b>	<b>81.78%</b>	<b>193</b>	<b>236</b>	<b>77.02%</b>	<b>80.28%</b>
<b>Rating of Health Care (Q13) (% 8, 9 or 10)</b>	<b>73.10%</b>	<b>78.13%</b>	<b>81.40%</b>	<b>140</b>	<b>172</b>	<b>74.63% ♦</b>	<b>78.05%</b>
<b>Rating of Personal Doctor (Q23) (% 8, 9 or 10)</b>	<b>80.95%</b>	<b>86.36%</b>	<b>84.29%</b>	<b>161</b>	<b>191</b>	<b>81.45%</b>	<b>83.64%</b>
<b>Rating of Specialist (Q27) (% 8, 9 or 10)</b>	<b>86.14%</b>	<b>85.06%</b>	<b>80.17%</b>	<b>97</b>	<b>121</b>	<b>82.12%</b>	<b>82.65%</b>
<b>Net Promoter Score (NPS)*</b>	<b>---</b>	<b>61.98</b>	<b>60.44</b>	<b>---</b>	<b>225</b>	<b>---</b>	<b>54.29</b>
<b>Customer Service (% Always or Usually)</b>	<b>88.83%</b>	<b>88.62%</b>	<b>89.26%</b>	<b>---</b>	<b>83</b>	<b>88.28%</b>	<b>89.55%</b>
Q31. CS provided needed information or help	82.73%	81.82%	80.95%	68	84	82.47%	84.05%
Q32. CS treated member with courtesy and respect	94.93%	95.42%	97.56%	80	82	94.09% ♦	95.04%
<b>Getting Needed Care (% Always or Usually)</b>	<b>83.67%</b>	<b>85.81%</b>	<b>82.16%</b>	<b>---</b>	<b>151</b>	<b>82.38%</b>	<b>83.66%</b>
Q25. Got appointment with specialist as soon as needed	83.65%	86.34%	80.31%	102	127	80.36%	80.78%
Q14. Ease of getting care, tests or treatment	83.68%	85.27%	84.00%	147	175	84.59%	86.54%
<b>Getting Care Quickly (% Always or Usually)</b>	<b>80.86%</b>	<b>84.48%</b>	<b>79.40%</b>	<b>---</b>	<b>126</b>	<b>82.09%</b>	<b>82.89%</b>
Q4. Got urgent care as soon as needed	81.37%	85.50%	80.95%	68	84	84.55%	85.00%
Q6. Got check-up or routine appointment as soon as needed	80.36%	83.47%	77.84%	130	167	79.91%	80.78%
<b>How Well Doctors Communicate (% Always or Usually)</b>	<b>90.54%</b>	<b>90.10%</b>	<b>88.49%</b>	<b>---</b>	<b>170</b>	<b>91.55%</b>	<b>92.04%</b>
Q17. Personal doctor explained things	89.66%	92.07%	87.65%	149	170	91.83%	92.47%
Q18. Personal doctor listened carefully	91.63%	89.04%	87.57%	148	169	91.80%	92.18%
Q19. Personal doctor showed respect	92.78%	91.63%	92.35%	157	170	93.06%	93.47%
Q20. Personal doctor spent enough time	88.08%	87.67%	86.39%	146	169	89.53%	90.03%
<b>Shared Decision Making (% Yes)</b>	<b>80.83%</b>	<b>81.28%</b>	<b>79.50%</b>	<b>---</b>	<b>88</b>	<b>79.47%</b>	<b>79.07%</b>
Q10. Doctor discussed reasons to take a medicine	94.23%	88.97%	89.89%	80	89	91.80%	90.94%
Q11. Doctor discussed reasons not to take a medicine	70.32%	72.22%	71.59%	63	88	68.38%	69.58%
Q12. Doctor asked what you thought was best	77.92%	82.64%	77.01%	67	87	78.14%	76.70%
<b>Health Promotion and Education (Q8) (% Yes)</b>	<b>73.79%</b>	<b>75.29%</b>	<b>75.14%</b>	<b>130</b>	<b>173</b>	<b>73.49%</b>	<b>72.57%</b>
<b>Coordination of Care (Q22) (% Always or Usually)</b>	<b>78.74%</b>	<b>79.14%</b>	<b>83.64%</b>	<b>92</b>	<b>110</b>	<b>83.37%</b>	<b>83.61%</b>
<b>Flu Vaccinations for Adults Ages 18-64 (Q38) (% Yes)</b>	<b>34.28%</b>	<b>44.54%</b>	<b>42.28%</b>	<b>63</b>	<b>149</b>	<b>39.60%</b>	<b>43.76%</b>
<b>Medical Assistance with Smoking and Tobacco Use Cessation (% Always, Usually or Sometimes) (Two-year average)</b>		<b>2017/2018</b>	<b>2018/2019</b>				
Q40. Advising Smokers and Tobacco Users to Quit	---	78.52%	76.32%	87	114	76.97%	78.16%
Q41. Discussing Cessation Medications	---	48.98%	53.98%	61	113	51.53%	53.48%
Q42. Discussing Cessation Strategies	---	44.22%	47.32%	53	112	45.37%	47.36%

Please refer to page 14 for statistical references and footnotes.

\*NPS = Promoters (% 9 or 10) minus Detractors (% 0-6) rating on likelihood to recommend plan (Q59) where 0 is not at all likely and 10 is extremely likely.

