

Medicaid Member Experience Survey  
2020 CAHPS® Analysis – Adult Population

<b>Purpose:</b>	To assess the members’ experience with the health care covering topics important to the consumer, such as accessibility of services and communication skills of providers.
<b>Background</b>	<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 2020 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 2020 UHC CAHPS® Survey was conducted between February and May 2020. The results are summarized and presented to the Service Quality Improvement Subcommittee (SQIS); Provider Advisory Committee (PAC); and Quality Management Committee (QMC).</p>
<b>Goal</b>	To meet or exceed the 2020 HealthChoice Aggregate and the 2019 NCQA Quality Compass Adult Medicaid National Average for All Lines of Business.
<b>Methodology</b>	CCS uses the Medicaid National Average for the Quality Compass benchmark rather than specific percentiles.
<b>Methods</b>	<p>The 2020 final survey sample included 1,350 UHC members of which 306 members completed the survey resulting in a response rate of 22.78% compared to the 21.61% in 2019.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• Maryland Department of Health chose not to over sample any plan members.</li> <li>• Survey results should be interpreted with caution because data collection took place during the height of the COVID-19 pandemic. The impact of the pandemic on member health care experience is difficult to measure. <ul style="list-style-type: none"> <li>○ “In response to the COVID-19 pandemic, NCQA permitted health plans and vendors to depart from the standard CAHPS data collection protocol as needed by reducing the number of mailings and/or telephone attempts, replacing the telephone interviewing portion of the protocol with an additional survey mailing, or stopping data collection entirely. NCQA acknowledged that a multitude of factors, such as wide regional variation in COVID-19 infection rates, consumer experience, stay-at-home orders, social distancing guidelines, differences in vendor practices and staffing models, “essential business” designations, and protocol decisions made by individual health plans might compromise the quality and validity of the data collected.”</li> </ul> </li> </ul>

## UHC's 2019 Rates Compared to 2019 Quality Compass and 2020 HealthChoice Aggregate

**Note:** + = UHC's 2020 Rate is Above the 2019 Quality Compass/2020 HealthChoice Aggregate

- = UHC's 2020 Rate is Below the 2019 Quality Compass/2020 HealthChoice Aggregate

Composite Measure	2019 UHC Rate	2020 UHC Rate	2019 Quality Compass Ntl Average- All LOBs	2020 HealthChoice Aggregate
<b><i>Patient Experience</i></b>				
<b>Getting Needed Care (%Always or Usually)</b>	86.0%-	<b>83.4%</b>	82.4% +	83.5% -
○ Q9. Ease of Getting Care	86.9%-	<b>86.5%</b>	84.7% +	87.5% -
○ Q20. Ease of Seeing a Specialist	85.1%-	<b>80.3%</b>	80.3% =	79.4% +
<b>Getting Care Quickly</b>	83.8%^	<b>84.0%</b>	81.9% +	83.8% +
○ Q4. Ease of Getting Urgent Care	81.1%^	<b>89.1%</b>	85.0% +	86.9% +
○ Q6. Ease of Getting Check-up or Routine Care	86.5%-	<b>78.8%</b>	79.2% -	80.6% -
<b><i>Satisfaction with Plan Physicians</i></b>				
Personal Doctor	83.6%-	<b>81.2%</b>	82.1% -	81.9% -
Specialist Seen Most Often	80.9%^	<b>82.7%</b>	82.2% +	81.9% +
Rating of All Health Care	71.3%^	<b>76.1%</b>	75.3% +	74.9% +
Coordination of Care	87.5%-	<b>81.4%</b>	83.6% -	83.7% -
<b><i>Satisfaction with Plan Services</i></b>				
Rating of Health Plan	69.2%^	<b>71.9%</b>	77.5% -	73.7% -
<b><i>Additional Measures NOT Reported to NCQA's Health Plan Ratings</i></b>				
<b>How Well Doctor Communicate</b>	92.1%-	<b>90.8%</b>	91.9% -	93.2% -
○ Q12. Doctor Explained Things	94.3%-	<b>91.6%</b>	92.1% -	93.2% -
○ Q13. Doctor Listened Carefully	91.7%-	<b>89.7%</b>	92.2% -	93.2% -
○ Q14. Doctor Showed Respect	92.8%-	<b>91.1%</b>	93.6% -	94.7% -
○ Q15. Doctor Spent Enough Time	89.6%^	<b>90.6%</b>	89.5% +	91.7% -
<b>Customer Service</b>	85.1%^	<b>87.3%</b>	88.7% -	89.7% -
○ Q24. Customer Service Provided Information/Help	77.6%^	<b>80.1%</b>	83.2% -	83.9% -
○ Q25. Customer Service Was Courteous/Respectful	92.5%^	<b>94.5%</b>	94.2% +	95.4% -

**Note:** NCQA shortened the 2020 HEDIS/CAHPS 5.0H surveys to reduce the burden for health plan members and sponsors, the following questions were removed from the survey:

- Shared Decision Making:
  - Q10. Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?
  - Q11. Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?

- Q12. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?
- Health Promotion and Education
  - In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?

**A. Measures UHC Exceeded the 2019 Quality Compass:**

**1. Patient Experience:**

- a. Getting Needed Care
  - i. Q9. Ease of Getting Care
  - ii. Q20. Ease of Seeing a Specialist
- b. Getting Care Quickly
  - i. Q4. Ease of Getting Urgent Care

**2. Satisfaction with Plan Services**

- a. Specialist Seen Most Often
- b. Rating of All Health Care

**3. Additional Measures Not Reported to NCQA's Health Plan Rating (HPR)**

- a. Q15. Doctor Spent Enough Time
- b. Customer Service
  - i. Q 25. Customer Services Was Courteous/Respectful

**B. Measures UHC Did Not Exceed the 2019 Quality Compass:**

**1. Patient Experience**

- a. Q6. Ease of Getting Check-up or Routine Care

**2. Satisfaction with Plan Services**

- a. Personal Doctor
- b. Coordination of Care

**3. Satisfaction with Plan Services**

- a. Rating of Health Plan

**4. Additional Measures Not Reported to NCQA's Health Plan Rating (HPR)**

- a. How Well Doctors Communicate
  - i. Q12. Doctor Explained Things
  - ii. Q13. Doctor Listened Carefully
  - iii. Q14. Doctor Showed Respect
- b. Q24. Customer Service Provided Information/Help

**C. Measures UHC Exceeded the 2020 HealthChoice Aggregate:**

**1. Patient Experience:**

- a. Q20. Ease of Seeing a Specialist
- b. Getting Care Quickly
  - i. Q4. Ease of Getting Urgent Care

**2. Satisfaction with Plan Services**

- a. Specialist Seen Most Often
- b. Rating of All Health Care

**D. Measures UHC Did Not Exceed the 2020 HealthChoice Aggregate:**

**1. Patient Experience**

- a. Getting Needed Care
- b. Q9. Ease of Getting Care
- c. Q6. Ease of Getting Check-up or Routine Care

**2. Satisfaction with Plan Physicians**

- a. Personal Doctor
- b. Coordination of Care

**3. Satisfaction with Plan Services**

- a. Rating of Health Plan

**4. Additional Measures Not Reported to NCQA's Health Plan Rating**

- a. How Well Doctors Communicate
  - i. Q12. Doctor Explained Things
  - ii. Q13. Doctor Listened Carefully
  - iii. Q14. Doctor Showed Respect
  - iv. Doctor Spent Enough Time
- b. Customer Service
  - i. Customer Service Provided Information/Help
  - ii. Customer Service Was Courteous/Respectful

**E. UHC's 2020 Rate Compared to the 2019 Rate**

**1. Measures that Improved**

- a. Getting Care Quickly (composite)
  - i. Ease of Getting Urgent Care
- b. Specialist Seen Most Often
- c. Rating of All Health Care
- d. Rating of Health Plan
- e. Doctor Spent Enough Time
- f. Customer Service (composite)
  - i. Customer Service Provided Information/Help
  - ii. Customer Service was Courteous/Respectful

**F. UHC's 2020 Rate Compared to the 2019 Rate**

**1. Measures that Did Not Improve**

- a. Getting Needed Care (composite)
  - i. Ease of Getting Care
  - ii. Ease of Seeing a Specialist
- b. Ease of Getting Check-up or Routine Care
- c. Personal Doctor
- d. Coordination of Care
- e. How Well Doctor Communicates (composite)
  - i. Doctor Explains Things
  - ii. Doctor Listens Carefully
  - iii. Doctor Showed Respect