

Medicaid Member Experience Survey
2020 CAHPS® Analysis – Child Population

Purpose:	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.
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 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>
Goal	To meet or exceed the 2020 HealthChoice Aggregate and the 2019 NCQA Quality Compass Child Medicaid National Average for All Lines of Business.
Methodology	CCS uses the Medicaid National Average for the Quality Compass benchmark rather than specific percentiles.
Methods	<p>The 2020 final survey sample included 3,490 (1650 for general population and 1840 for children with chronic conditions). UHC members of which 306 members completed the survey resulting in a response rate of 17.21% compared to the 26.98% in 2019.</p> <p>Note:</p> <ul style="list-style-type: none"> • Maryland Department of Health chose not to over sample any plan members. • 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"> ○ “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.”

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
<i>Patient Experience</i>				
Getting Needed Care	85.0 [^]	87.3	84.5 [^]	85.4 [^]
○ Q10. Ease of Getting Care	88.7 [^]	91.2	89.6 [^]	92.4-
○ Q41. Ease of Seeing a Specialist	81.3 [^]	83.3	79.6 [^]	78.4 [^]
Getting Care Quickly	90.7 [^]	91.6	89.3 [^]	88.7 [^]
○ Q4. Ease of Getting Urgent Care	91.7 [^]	95.9	91.1 [^]	89.3 [^]
○ Q6. Ease of Getting Check-up or Routine Care	89.7-	87.3	87.6-	88.0-
<i>Satisfaction with Plan Physicians</i>				
Personal Doctor	89.9 [^]	92.7	90.0 [^]	90.6 [^]
Specialist Seen Most Often	86.0 [^]	90.7	87.4 [^]	88.1 [^]
Rating of All Health Care	86.8 [^]	90.7	87.5 [^]	87.9 [^]
Coordination of Care	80.5 [^]	91.0	83.7 [^]	85.2 [^]
<i>Satisfaction with Plan Services</i>				
Rating of Health Plan	83.6 [^]	87.1	86.4 [^]	84.3 [^]
<i>Additional Measures NOT Reported to NCQA's Health Plan Ratings</i>				
How Well Doctor Communicate	92.0 [^]	97.1	93.9 [^]	96.3 [^]
○ Q27. Doctor Explained Things	92.8 [^]	97.7	94.4 [^]	96.6 [^]
○ Q28. Doctor Listened Carefully	93.3 [^]	98.3	95.3 [^]	96.9 [^]
○ Q29. Doctor Showed Respect	94.3 [^]	98.8	96.3 [^]	97.9 [^]
○ Q32. Doctor Spent Enough Time	88.1 [^]	93.7	89.7 [^]	93.5 [^]
Customer Service	87.7 [^]	92.3	88.3 [^]	89.2 [^]
○ Q45. Customer Service Provided Information/Help	74.5 [^]	91.3	83.1 [^]	84.9 [^]
○ Q46. Customer Service Was Courteous/Respectful	90.0 [^]	93.4	93.5-	93.5-
<i>Children with Chronic Condition Measures</i>				
Access to Prescription Medications	86.0 [^]	89.4	91.5-	91.2-
Access to Specialized Services	78.7-	73.8	77.1-	78.4-
Getting Needed Information	91.2-	90.8	91.4-	90.8=
Personal Doctor Who Knows Child	89.7 [^]	93.0	90.9 [^]	90.4 [^]
Coordination of Care for Children with Chronic Condition	74.8 [^]	76.9	76.9=	71.6 [^]

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. Q10. Ease of Getting Care
 - ii. Q41. Ease of Seeing a Specialist
- b. Getting Care Quickly
 - i. Q4. Ease of Getting Urgent Care

2. Satisfaction with Plan Physicians

- a. Personal Doctor
- b. Specialist Seen Most Often
- c. Rating of All Health Care
- d. 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 Doctor Communicates
 - i. Q27. Doctor Explained Things
 - ii. Q28. Doctor Listened Carefully
 - iii. Q29. Doctor Showed Respect
 - iv. Q32. Doctor Spent Enough Time
- b. Customer Service
 - i. Q45. Customer Service Provided Information/Help

5. Children with Chronic Conditions Measures

- a. Personal Doctor Who Knows Child

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

1. Patient Experience

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

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

- a. Q46. Customer Service was Courteous/Respectful

3. Children with Chronic Conditions Measures

- a. Access to Prescription Medications
- b. Access to Specialized Services
- c. Needing Needed Care

C. Measures UHC Exceeded the 2020 HealthChoice Aggregate:

1. Patient Experience:

- a. Getting Needed Care
 - i. Q41. Ease of Seeing a Specialist
- b. Getting Care Quickly
 - i. Q4. Ease of Getting Urgent Care

2. Satisfaction with Plan Physicians

- a. Personal Doctor
- b. Specialist Most Often Seen
- c. Rating of All Health Care
- d. 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 Doctor Communicates
 - i. Q27. Doctor Explains Things
 - ii. Q28. Doctor Listens Carefully
 - iii. Q29. Doctor Shows Respect
 - iv. Q32. Doctor Spent Enough Time
- b. Customer Service
 - i. Q45. Customer Service Provided Information/Help

5. Children with Chronic Conditions Measures

- a. Personal Doctor Who Knows Child
- b. Coordination of Care for Children with Chronic Conditions

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

1. Patient Experience

- a. Q10. Ease of Getting Care
- b. Q6. Ease of Getting check-up or Routine Care

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

- a. Customer Service Was Courteous/Respectful

3. Children with Chronic Conditions Measures

- a. Access to Prescription Medications
- b. Access to Specialized Services
- c. Getting Needed Information

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

1. Measures that Improved

- a. Getting Needed Care
 - i. Q10. Ease of Getting Care
 - ii. Q41. Ease of Seeing a Specialist
- b. Getting Care Quickly (composite)
 - i. Q4. Ease of Getting Urgent Care
- c. Personal Doctor

- d. Specialist Seen Most Often
- e. Rating of All Health Care
- f. Coordination of Care
- g. Rating of Health Plan
- h. How Well Doctor Communicates
 - i. Doctor Explains Things
 - ii. Doctor Listened Carefully
 - iii. Doctor Showed Respect
 - iv. Doctor Spent Enough Time
- i. Customer Service (composite)
 - i. Customer Service Provided Information/Help
 - ii. Customer Service was Courteous/Respectful
- j. Access to Prescription Medications
- k. Personal Doctor Who Knows Child
- l. Coordination of Care for Children with Chronic Conditions

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

1. Measures that Did Not Improve

- a. Access to Specialized Services
- b. Getting Needed Information