






# UnitedHealthcare Community Plan (Medicaid) member experience survey

## 2023 (CY 2022) CAHPS® analysis – child population

 <b>Purpose</b>	<p>The purpose of the survey is to assess members' experience with their health plan and health care. The overall goal of the survey is to provide actionable performance feedback to help improve member experience.</p>
 <b>Background</b>	<p>UnitedHealthcare is committed to improving member experience and satisfaction with the health plan and its providers. To assess members' satisfaction, we evaluate data from the annual Consumer Assessment of Health Providers and Systems (CAHPS®) survey to identify opportunities for improving member satisfaction.</p> <p>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 2023 UnitedHealthcare CAHPS® survey was conducted between February and May 2023. 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>	<p>To meet or exceed the 2023 HealthChoice Aggregate and the 2022 NCQA Quality Compass Adult Medicaid National Average for all lines of business.</p>
 <b>Methodology</b>	<p>NCQA's Health Plan Rating (HPR) methodology calls for CAHPS scores to be compared to prior-year benchmarks.</p>
 <b>Methods</b>	<p>The 2023 final survey sample included 1,650 members of which 325 surveys were completed, resulting a 20.0% response rate.</p>

## UnitedHealthcare 2023 rates compared to 2022 Quality Compass and 2023 HealthChoice aggregate

**Note:** + = The UnitedHealthcare 2023 rate is above the 2022 Quality Compass/2023 HealthChoice aggregate

- = The UnitedHealthcare 2023 rate is below the 2022 Quality Compass/2023 HealthChoice aggregate

Composite measure	2023 UnitedHealthcare rate	2022 UnitedHealthcare rate	2022 Quality Compass national average – all lines of business	2023 HealthChoice aggregate
<b>Global rating questions</b>				
Rating of all health care	86.8% -	90.0%	87.3% -	87.2% -
Rating of health plan	86.4% -	87.4%	86.4% =	85.2% +
Personal doctor	85.7% -	90.7%	90.1% -	88.6% -
Specialist seen most often	65.5% -	70.9%	73.0% -	67.3% -
<b>Patient experience</b>				
<b>Getting needed care</b>	76.5% -	76.8%	84.1% -	77.9% -
Q10. Ease of getting needed care	86.8% -	88.0%	88.9% -	86.3% +
Q41. Ease of seeing a specialist	66.1% +	65.7%	79.5% -	69.6% -
<b>Getting care quickly</b>	82.4% -	84.0%	86.7% -	81.6% +
Q4. Ease of getting urgent care	88.8% -	90.3%	91.5% -	85.5% +
Q6. Ease of getting checkup or routine care	76.1% -	77.7%	82.8% -	77.7% -
<b>Additional measures</b>				
<b>How well doctor communicates</b>	89.8% -	92.0%	94.1% -	90.7% -
Q27. Doctor explained things	87.6% -	91.1%	94.5% -	90.3% -
Q28. Doctor listened carefully	90.6% -	93.2%	95.4% -	92.7% -
Q29. Doctor showed respect	95.3% -	95.9%	96.8% -	94.6% +
Q32. Doctor spent enough time	85.5% -	88.3%	89.8% -	85.3% +
<b>Customer service</b>				
<b>Customer service</b>	84.4% +	79.8%	88.0% -	82.7% +
Q10. Ease of getting needed care	78.8% +	74.1%	82.8% -	74.5% +
Q41. Ease of seeing a specialist	90.0% +	85.4%	93.3% -	90.8% -



Composite measure	2023 UnitedHealthcare rate	2022 UnitedHealthcare rate	2022 Quality Compass national average – all lines of business	2023 HealthChoice aggregate
<b>Coordination of care</b>				
Coordination of care	74.3% -	78.9%	84.7% -	77.9% -
<b>Children with chronic condition measures</b>				
Access to prescription medications	86.5% +	82.4%	90.5% -	88.3% -
Access to specialized service	66.3% -	70.7%	70.6% -	66.2% +
Getting needed information	87.0% -	90.5%	91.5% -	88.0% -
Personal doctor who knows child	89.3% +	88.7%	91.5% -	90.1% -
Coordination of care for children with chronic condition	68.0% -	74.2%	76.2% -	70.1% -

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Survey questions	Compared to 2022 rate		
<b>Children with chronic condition measures</b>			
Rating all health care	-	-	-
Rating of health plan	-	=	+/-
Personal doctor	-	-	-
Specialist seen most often	-	-	-
<b>Patient experience</b>			
Getting needed care (composite)	-	-	-
• Ease of getting care	-	-	+
• Ease of seeing a specialist	+	-	-
Getting care quickly (composite)	-	-	+
• Ease of getting urgent care	-	-	+
• Ease of getting checkup or routine care	-	-	-
<b>Additional measures</b>			
How well doctor communicates (composite)	-	-	-
• Doctor explains things	-	-	-
• Doctor listened carefully	-	-	-
• Doctor showed respect	-	-	+
• Doctor spent enough time	-	-	+

**Note:** + = The UnitedHealthcare 2023 rate is above the 2022 Quality Compass/2023 HealthChoice aggregate  
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Survey questions	Compared to 2022 rate		
<b>Customer service</b>			
Customer service (composite)	+	-	+
• Customer service provided information/help	+	-	+
• Customer service was courteous/respectful	+	-	-
<b>Coordination of care</b>			
Coordination of care	-	-	-
<b>Children with chronic condition</b>			
Access to prescription medications	+	-	-
Access to specialized services	-	-	+
Getting needed information	-	-	-
Personal doctor who knows the child	+	-	-
Coordination of care for children with chronic condition	-	-	-

**Recommendations:**

**Continue CAHPS work plan to address the following measures that will have a positive effect on the health plan, health care overall and Star Ratings:**

- Ease of getting a checkup or routine appointment
- Ease of seeing a specialist
- Care coordination
- Access to specialized services

