

Medicaid member experience survey

2021 (MY 2020) CAHPS analysis – adult 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, UnitedHealthcare 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 2021 (MY 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 2021 UnitedHealthcare CAHPS® survey was conducted between February and May 2021. 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 2021 HealthChoice Aggregate and the 2020 NCQA Quality Compass Adult Medicaid National Average for All Lines of Business.
Methodology	"NCQA's Health Plan Rating (HPR) methodology calls for CAHPS scores to be compared to prior-year benchmarks. In a departure from the standard methodology, NCQA decided to base its 2021 Health Plan Rating on the current (2021) Quality Compass® national benchmarks, which will not be available until September 2021. In this context, the 2021 survey results and any comparisons to prior-year performance presented in this report should be interpreted with caution."
Methods	<p>The 2021 final survey sample included 1,350 UnitedHealthcare members of which 246 members completed the survey, resulting in a response rate of 18.41% compared to the 22.78% in 2020.</p> <p>Note:</p> <ul style="list-style-type: none">• Maryland Department of Health chose not to over sample any plan members• "This is the second survey administration cycle taking place during the COVID-19 pandemic. In response to significant changes in consumer behavior during the pandemic and the accompanying shift in care delivery toward telemedicine, NCQA expanded the CAHPS questionnaire to include any care received 'in person, by phone, or by video'."<ul style="list-style-type: none">– While NCQA has not provided trending guidelines for the revised questionnaires, in June 2020, NCQA recommended against using its 2020 CAHPS national benchmarks for improvement scoring and year-over-year trending

Impact of COVID-19 on the 2020 NCQA Quality Compass datasets

"Citing concerns about the impact of COVID-19 on CAHPS data collection and response rates, as well as the potential for response bias because members were asked to reflect on their health care experiences over the past year while simultaneously living through a pandemic, NCQA released national, regional and state benchmarks (averages and percentiles) for health plans' internal quality improvement purposes. NCQA did not report 2020 CAHPS survey results for individual plans in Quality Compass® and issued a general recommendation against using the 2020 benchmarks for improvement scoring and year-over-year trending. **In this context, the 2021 survey results and any comparisons to prior-year performance benchmarks presented in this report should be interpreted with caution.**

UnitedHealthcare 2021 rates compared to UnitedHealthcare 2020 rates; 2020 Quality Compass; and 2021 HealthChoice aggregate

Note: “The 2021 survey results and any comparisons to prior-year performance benchmarks presented in this report should be interpreted with caution.”

Note: + = UnitedHealthcare 2021 rate is above UnitedHealthcare 2020 Rate/2020 Quality Compass/2021 HealthChoice Aggregate
 - = UnitedHealthcare 2021 rate is below UnitedHealthcare 2020 Rate/2020 Quality Compass/2021 HealthChoice Aggregate

Composite measure	2020 UHC rate	2021 UHC rate	2020 Quality Compass national average: All LOBs	2021 HealthChoice aggregate
Global rating questions				
Rating of all health care	76.1% +	76.4%	76.4% =	76.3% +
Rating of health plan	71.9% +	74.3%	78.5% -	73.6% +
Personal doctor	81.2% +	84.0%	83.4% +	81.7% +
Specialist seen most often	82.7% +	88.3%	83.9% +	82.4% +
Patient experience				
Getting needed care	83.4% +	85.8%	82.9% +	84.6% +
• Q9. Ease of getting needed care	86.5% +	86.9%	85.8% +	86.4% +
• Q20. Ease of seeing a specialist	80.3% +	84.6%	80.1% +	82.8% +
Getting care quickly	84.0% -	81.9%	82.3% -	81.9% =
• Q4. Ease of getting urgent care	89.1% -	80.6%	85.0% -	83.6% -
• Q6. Ease of getting checkup or routine care	78.8% +	83.3%	79.8% +	80.2% +
Additional measures				
How well doctor communicates	90.8% +	93.8%	93.1% +	92.0% +
• Q12. Doctor explained things	91.6% +	94.0%	93.3% +	91.9% +
• Q13. Doctor listened carefully	89.7% +	95.3%	93.4% +	92.3% +
• Q14. Doctor showed respect	91.1% +	94.6%	94.6% =	93.8% +
• Q15. Doctor spent enough time	90.6% +	91.2%	91.2% =	90.1% +
Customer service				
Customer service	87.3% +	91.5%	89.2% +	88.0% +
• Q24. Customer service provided information/help	80.1% +	86.7%	84.1% +	83.4% +
• Q25. Customer service was courteous/respectful	94.5% +	96.3%	94.4% +	92.7% +
Coordination of care				
Coordination of care	81.4% +	85.3%	85.1% +	83.1% +

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Composite measure	UHC 2020 rate	2020 Quality Compass national average	2021 HealthChoice aggregate
Global questions rating			
Rating all health care	+	=	+
Rating of health plan	+	-	+
Personal doctor	+	+	+
Specialist seen most often	+	+	+
Patient experience			
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	+	+	+
Additional measures			
How well doctor communicates (composite)	+	+	+
• Doctor explains things	+	+	+
• Doctor listened carefully	+	+	+
• Doctor showed respect	+	=	+
• Doctor spent enough time	+	=	+
Customer service			
Customer service (composite)	+	+	+
• Customer service provided information/help	+	+	+
• Customer service was courteous/respectful	+	+	+
Coordination of care			
Coordination of care	+	+	+