

Medicaid member experience survey

2021 (MY 2020) CAHPS analysis – child population

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| Purpose | 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. |
| 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 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 3,490 (1,650 for general population and 1,840 for children with chronic conditions) UnitedHealthcare members of which 440 members completed the survey, resulting in a response rate of 26.94% (using the general population) compared to 17.21% 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 2020 Quality Compass and 2021 HealthChoice aggregate

Note: “Because NCQA recommended against using the 2020 benchmarks for improvement scoring and year-over-year trending, comparisons of the 2021 results to these benchmarks should be made 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 | 90.7%+ | 92.4% | 88.0%+ | 89.8%+ |
| Rating of health plan | 87.1%+ | 88.0% | 86.5%+ | 85.9%+ |
| Personal doctor | 92.7%+ | 97.8% | 90.8%+ | 90.6%+ |
| Specialist seen most often | 90.7%- | 82.0% | 87.0%- | 86.1%- |
| Patient experience | | | | |
| Getting needed care | 87.3%- | 84.3% | 86.0%- | 81.1%+ |
| • Q10. Ease of getting needed care | 91.2%- | 84.3% | 91.2%- | 88.7%- |
| • Q41. Ease of seeing a specialist | 83.3%- | 72.6% | 79.7%- | 74.7%- |
| Getting care quickly | 91.6%+ | 97.5% | 90.5%+ | 82.9%+ |
| • Q4. Ease of getting urgent care | 98.9%- | 91.6% | 92.5%- | 86.3%+ |
| • Q6. Ease of getting checkup or routine care | 97.3%- | 83.3% | 88.7%- | 79.5%- |
| Additional measures | | | | |
| How well doctor communicates | 97.1%- | 91.7% | 95.2%- | 92.1%- |
| • Q27. Doctor explained things | 97.7%- | 90.8% | 95.5%- | 92.0%- |
| • Q28. Doctor listened carefully | 98.3%- | 94.3% | 96.3%- | 94.4%- |
| • Q29. Doctor showed respect | 98.8%- | 93.9% | 97.1%- | 95.4%- |
| • Q32. Doctor spent enough time | 93.7%- | 87.7% | 91.8%- | 86.4%+ |
| Customer service | | | | |
| Customer service | 92.3%- | 83.7% | 88.8%- | 86.8%- |
| • Q45. Customer service provided information/help | 91.3%- | 77.5% | 83.7%- | 80.9%- |
| • Q46. Customer service was courteous/respectful | 93.4%- | 90.0% | 93.7%- | 92.8%- |
| Coordination of care | | | | |
| Coordination of care | 91.0%- | 81.5% | 86.0%- | 81.4%+ |
| Children with chronic condition measures | | | | |
| Access to prescription medications | 89.4%- | 88.6% | 91.2%- | 91.1%- |
| Access to specialized service | 73.8%- | 64.5% | 74.4%- | 71.5%- |
| Getting needed information | 90.8%- | 85.7% | 93.0%- | 87.7%- |
| Personal doctor who knows child | 93.0%- | 87.5% | 91.5%- | 88.8%- |
| Coordination of care for children with chronic condition | 76.9%- | 67.4% | 76.3%- | 70.9%- |

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 | 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 check-up 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 | - | - | + |
| Children with chronic condition | | | |
| 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 | - | - | - |