

## Medicaid Member Experience Survey 2019 CAHPS® Analysis - Adult Population

*This summary is being published at the request of the State of Maryland.*

<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 Community Plan of Maryland 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 2019 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 2019 UnitedHealthcare CAHPS® Survey was conducted between February and May 2019. 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 2019 HealthChoice Aggregate and the 2018 NCQA Quality Compass Adult Medicaid National Average for All Lines of Business.
<b>Methodology</b>	<p>CCS uses the Medicaid National Average for the Quality Compass benchmark rather than specific percentiles.</p> <p>The 2019 final survey sample included 1,350 UnitedHealthcare members of which 282 members completed the survey resulting in a response rate of 21.61% compared to 23.37% in 2018.</p>

### UnitedHealthcare's 2019 Rates Compared to 2018 Quality Compass and 2019 HealthChoice Aggregate

#### Composite Analysis

Composite Measure	2018 UnitedHealthcare Rate	2019 UnitedHealthcare Rate	2018 Quality Compass National Average- All LOBs	2019 HealthChoice Aggregate
Getting Needed Care	86.1%	<b>86.0%</b>	82.3%	83.0%
Getting Care Quickly	81.7%	<b>83.8%</b>	82.0%	83.6%
How Well Doctor Communicate	89.9%	<b>92.1%</b>	91.5%	92.2%
Customer Service	89.2%	<b>85.1%</b>	88.2%	87.9%
Shared Decision-Making	80.4%	<b>78.8%</b>	79.4%	78.2%

<b>Overall Measures (0-10 scale is used)</b>	<b>2018 UnitedHealthcare Rate</b>	<b>2019 UnitedHealthcare Rate</b>	<b>2018 Quality Compass National Average- All LOBs</b>	<b>2019 HealthChoice Aggregate</b>
Rating of All Health Care	71.0%	<b>71.3%</b>	74.6%	74.0%
Rating of Health Plan	72.0%	<b>69.2%</b>	77.0%	74.8%
Personal Doctor	75.6%	<b>83.6%</b>	81.4%	82.2%
Specialist Seen Most Often	76.0%	<b>80.9%</b>	82.1%	80.9%
<b>Additional Content Area</b>	<b>2018 UnitedHealthcare Rate</b>	<b>2019 UnitedHealthcare Rate</b>	<b>2018 Quality Compass National Average- All LOBs</b>	<b>2019 HealthChoice Aggregate</b>
Health Promotion and Education	82.7%	<b>76.7%</b>	73.4%	76.3%
Coordination of Care	79.2%	<b>87.5%</b>	83.3%	83.7%

### Contributing Questions: UnitedHealthcare's Rate Compared to HealthChoice Aggregate

<b>Composite Measure</b>	<b>2019 UnitedHealthcare Rate</b>	<b>2019 HealthChoice Aggregate</b>
<b>Getting Needed Care</b>	<b>86.0%</b>	<b>83.0%</b>
<ul style="list-style-type: none"> <li>Q14. How often was it easy to get care, test, or treatment when needed?</li> </ul>	86.9%	85.30%
<ul style="list-style-type: none"> <li>Q25. How often did you get an appointment to see a specialist as you needed?</li> </ul>	86.1%	80.8%
<b>Getting Care Quickly</b>	<b>83.8%</b>	<b>83.6%</b>
<ul style="list-style-type: none"> <li>Q4. When you needed care right away, how often did you get care as soon as needed?</li> </ul>	81.1%	85.9%
<ul style="list-style-type: none"> <li>Q6. How often did you get an appointment for a check-up or routine care at a doctor's office or clinic?</li> </ul>	86.5%	81.3%
<b>How Well Doctor Communicate</b>	<b>92.1%</b>	<b>92.2%</b>
<ul style="list-style-type: none"> <li>Q17. How often did your personal doctor explain things in a way that was easy to understand?</li> </ul>	94.3%	92.3%
<ul style="list-style-type: none"> <li>Q18. How often did your personal doctor listen carefully to you?</li> </ul>	91.7%	92.5%
<ul style="list-style-type: none"> <li>Q19. How often did your personal doctor show respect?</li> </ul>	92.8%	93.1%
<ul style="list-style-type: none"> <li>Q20. How often did your personal doctor spend enough time with you?</li> </ul>	89.6%	90.1%

<b>Customer Service</b> <ul style="list-style-type: none"> <li>Q31. How often did your health plan’s customer service give you the information or help you needed?</li> <li>Q32. How often did your health plan’s customer service staff treat you with courtesy and respect?</li> </ul>	<b>85.1%</b> 77.6% 92.5%	<b>87.9%</b> 83.4% 92.4%
<b>Shared Decision-Making</b> <ul style="list-style-type: none"> <li>Q10. Did you and a doctor or other health provider talk about the reasons you might want to take a medication?</li> <li>Q11. Did you and your doctor or other health provider talk about the reasons you might not want to take a medicine?</li> <li>Q12. When you talk about starting or stopping a prescription medicine, did a doctor or health provider ask you what you thought was best for you?</li> </ul>	<b>78.8%</b> 89.8% 70.4% 76.2%	<b>78.2%</b> 92.5% 66.3% 76.0%

Additional Content Area Single Question	2019 UnitedHealthcare Rate	2019 HealthChoice Aggregate
<b>Health Promotion and Education</b> Q8. Did you and your doctor or other health provider talk about specific things you could do to prevent illness?	<b>76.7%</b>	<b>76.3%</b>
<b>Coordination of Care:</b> Q. 22 How often did your personal doctor seem informed and up-to-date about care you got from these doctors or other health providers?	<b>87.5%</b>	<b>83.7%</b>

**2019 Below HealthChoice Aggregate:**  
Rating of Health Plan: 69.2% vs 74.8% (-5.6 points)

**2019 Below the QC Benchmark:**  
Rating of Health Plan: 69.2% vs 77.0% (-7.8 points)

**NCQA Accreditation Percentile Improved or 90<sup>th</sup> Percentile Maintained:**

- Rating of Personal Doctor: 25<sup>th</sup> to 90<sup>th</sup>
- Rating of Specialist Seen Most Often: 25<sup>th</sup> to 75<sup>th</sup>
- Rating of All Health Care: from below 25<sup>th</sup> to 25<sup>th</sup>
- Getting Needed Care: 50<sup>th</sup> to 90<sup>th</sup>
- Getting Care Quickly: 25<sup>th</sup> to 50<sup>th</sup>
- Coordination of Care: 25<sup>th</sup> to 90<sup>th</sup>

### Top Priority for Quality Improvement:

- Improve member access to care (ease of getting needed, care, test, treatment)
- Improve saliency, availability, and clarity of information and how the health plan works in written material or on the internet
- Improve the ability of the health plan customer service to provide members with necessary information or help
- Improve the quality of physicians in health plan network (personal doctor)
- Improve the quality of the physicians in health plan network (specialist)

**Note:** Key drivers reflect specific opportunities for UnitedHealthcare. The ordering reflects both the strength of each key driver in the broad industry context and how UnitedHealthcare is currently performing on the measure.

### Recommendations:

- Continue CAHPS Work Plan to address the following composite or contributing questions that will have a positive impact on the Health Plan and Health Care Overall scores:
  - **Customer Service**
    - Q31. How often did your health plan’s customer services give you the information or help you needed?
  - **Shared Decision Making**
    - Q11. Did you and your doctor or other health provider talk about the reason you might not want to take your medication?
    - Q12. When you talked about starting or stopping a prescription medicine, did the doctor or health provider ask you what you thought was best for you?
  - **Getting Care Quickly**
    - Continue Accessibility of Service telephonic audits ensuring primary and specialty care practices maintain compliance with UnitedHealthcare’s Appointment Scheduling standards. Access is an important satisfaction component for UnitedHealthcare members.
  - **Health Education and Promotion**
    - The Adult survey was selected over the Child survey for NQCA Accreditation. The Adult survey encompasses the HEDIS® “Effectiveness of Care” measure, which include:

- **Flu Vaccination for Adults**

2019 UnitedHealthcare Rate	2019 HealthChoice Aggregate
39.4%	44.5%

- **Medical Assistance with Smoking and Tobacco Use Cessation**

Advising smokers and tobacco user to quit

2019 UnitedHealthcare Rate	2019 HealthChoice Aggregate
76.8%	78.8%

Discussing cessation medications

2019 UnitedHealthcare Rate	2019 HealthChoice Aggregate
49.1%	56.4%

Discussing cessation strategies

2019 UnitedHealthcare Rate	2019 HealthChoice Aggregate
41.2%	54.2%