

Medicaid Member Experience Survey 2019 CAHPS® Analysis-Child Population

This survey report is being published at the request of the State of Maryland.

Purpose	To assess the members’ experience with health care covering topics important to the consumer, such as accessibility of services and communication skills of providers.
Background	<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 its Medicaid Managed Care organizations to participate with the state’s CAHPS® data collection and reporting process. The 2019 UnitedHealthcare CAHPS® 5.0H Child Medicaid (with CCC) Survey Report was conducted between February 16 and May 15, 2019. The results are presented to the Service Quality Improvement Subcommittee (SQIS), Provider Advisory Committee (PAC) and Quality Management Committee (QMC).</p>
Goal	To meet or exceed the 2019 HealthChoice Aggregate (pooling Child Medicaid survey responses across plans surveyed by MDH) and the 2018 NCQA Quality Compass Child Medicaid National Average for All Lines of Business.
Methodology	<p>CCS uses the Medicaid National Average for the Quality Compass benchmark rather than specific percentiles.</p> <p>The final survey sample included 3,490 members. 437 members from the general population completed the survey resulting in a response rate of 26.98% compared to 28.57% in 2018.</p>

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

Composite Summary

Composite Measure	2019 UnitedHealthcare Rate	2019 UnitedHealthcare Rate	2018 Quality Compass National Average- All LOBs	2019 HealthChoice Aggregate
Getting Needed Care	81.9%	85.0%	84.6%	82.1%
Getting Care Quickly	90.2%	90.7%	89.4%	87.4%
How Well Doctor Communicate	95.2%	92.0%	93.7%	93.5%
Customer Service	90.9%	82.3%	88.7%	85.4%
Shared Decision-Making	77.0%	77.2%	78.2%	78.4%
Overall Measures	2018 UnitedHealthcare Rate	2019 UnitedHealthcare Rate	2018 Quality Compass National Average- All LOBs	2019 HealthChoice Aggregate
Rating of All Health Care	92.4%	86.8%	87.0%	88.3%
Rating of Health Plan	88.2%	83.6%	86.3%	85.2%
Personal Doctor	92.6%	89.9%	89.4%	90.3%
Specialist Seen Most Often	88.7%	86.0%	87.0%	84.8%
Additional Content Areas	2018 UnitedHealthcare Rate	2019 UnitedHealthcare Rate	2018 Quality Compass National Average- All LOBs	2019 HealthChoice Aggregate
Health Promotion and Education	74.2%	75.9%	72.6%	72.4%
Coordination of Care	87.1%	80.5%	82.9%	80.2%
CCC Measures	2018 UnitedHealthcare Rate	2019 UnitedHealthcare Rate	2018 Quality Compass National Average- All LOBs	2019 HealthChoice Aggregate
Family Centered Care: Personal Doctor Knows Child	93.3%	89.2%	91.0%	90.4%
Family Centered Care: Getting Needed Information	93.9%	91.2%	91.9%	90.3%
Access to Prescription Medicine	92.7%	86.0%	91.4%	89.9%
Coordination of Care for CCC	68.8%	74.8%	77.1%	72.7%
Access to Specialized Services	82.3%	78.7%	78.0%	75.8%

Contributing Questions: UnitedHealthcare's Rate Compared to HealthChoice Aggregate

Composite Measure	2019 UnitedHealthcare Rate	2019 HealthChoice Aggregate
<p>Getting Needed Care</p> <ul style="list-style-type: none"> Q15. How often was it easy to get care, test, or treatment when needed? Q46. How often did you get an appointment for your child to see a specialist as soon as you needed? 	<p>85.0%</p> <p>88.7%</p> <p>81.3%</p>	<p>82.1%</p> <p>88.4%</p> <p>75.8%</p>
<p>Getting Care Quickly</p> <ul style="list-style-type: none"> Q4. When your child needed care right away, how often did you get care as soon as needed? Q6. When you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed? 	<p>90.7%</p> <p>91.7%</p> <p>89.7%</p>	<p>87.4%</p> <p>88.2%</p> <p>86.6%</p>
<p>How Well Doctor Communicate</p> <ul style="list-style-type: none"> Q32. How often did your child's personal doctor explain things in a way that was easy to understand? Q33. How often did your child's personal doctor listen carefully to you? Q34. How often did your child's personal doctor show respect for what you had to say? Q37. How often did your child's personal doctor spend enough time with your child? 	<p>92.0%</p> <p>92.2%</p> <p>93.3%</p> <p>94.3%</p> <p>98.1%</p>	<p>93.5%</p> <p>93.8%</p> <p>94.7%</p> <p>95.5%</p> <p>89.9%</p>
<p>Customer Service</p> <ul style="list-style-type: none"> Q50. How often did customer service give at your child's health plan give you the information or help you needed? Q51. How often did customer service at your child's health plan customer service staff treat you with courtesy and respect? 	<p>82.3%</p> <p>74.5%</p> <p>90.0%</p>	<p>85.4%</p> <p>79.8%</p> <p>91.1%</p>
<p>Shared Decision-Making</p> <ul style="list-style-type: none"> Q11. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medication? Q12. Did you and your doctor or other health provider talk about the reasons you might not want your child to take a medicine? Q13. When you talk about starting or stopping a prescription medicine, did a doctor or health provider ask you what you thought was best for your child. 	<p>77.2%</p> <p>90.8%</p> <p>63.9%</p> <p>77.8%</p>	<p>78.4%</p> <p>91.8%</p> <p>65.9%</p> <p>77.4%</p>

Below QC Benchmark

Customer Service: 82.3% vs 88.7% (-6.38)

NCQA Accreditation Percentile Improved or 90th Percentile Maintained:

Getting Needed Care (25th to 50th percentile)
Rating of Personal Doctor (remained at 90th percentile)
Rating of All Health Care (remained at 90th percentile)

NCQA Accreditation Percentile Declined:

Rating of Health Plan (90th to 75th percentile)
Getting Care Quickly (75th to 50th percentile)
Coordination of Care (75th to 25th percentile)
Customer Service (90th to 25th percentile)

Priorities for Quality Improvement

Improve the quality of physicians in the plan's network (personal doctor)
Improve member access to care (ease of getting needed care, test, treatment)
Improve access to care getting an appointment to see a specialist

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**
 - Q50. "How did customer service at your child's health plan give you the information or help needed?"
 - **Shared Decision Making**
 - Q12. "Did you and your doctor or other health provider talk about the reasons you might not want your child to take a medication?"
 - **Coordination of Care for CCC**
 - Q27. "Did anyone from your child's health plan, doctor's office, or clinic help you get treatment or counseling for your child?"
- Continue Accessibility of Service telephonic audits to ensure primary and specialty care practices are meeting UCH's Appointment Scheduling standards addressing the following contributing questions within the composite measure:
 - **Getting Care Quickly**
 - Q4. "When you child needed care right away, how often did you get care as soon as needed?"
 - Q6. "When you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as you needed?"