

Improve access to quality care

UnitedHealthcare Community Plan in Maryland

We continuously look for ways to help improve access to quality care and services for our UnitedHealthcare Community Plan members. Our goal is to continue to help improve the overall experience for your patients and our members. Each year, we use Healthcare Effectiveness Data and Information Set (HEDIS®) reporting to measure our health care performance, as well as conduct patient experience surveys.

HEDIS® quality measures

In 2020, we increased the number of UnitedHealthcare Community Plan members completing the following quality measures:

- Adolescent immunization (ages 12-20)
- Well-care visits in the first 15 months of life
- Controlling blood pressure
- Comprehensive diabetic care; hemoglobin A1c testing
- Comprehensive diabetes care; blood pressure control
- Statin therapy for patients with diabetes
- Statin therapy for patients with cardiovascular disease

Our 2021 focus includes getting more UnitedHealthcare Community Plan members to complete the following quality measures:

- Immunizations for adolescents
- Well-child visits between ages 3-6
- Adolescent well visit
- Asthma medication ratio
- Cervical cancer screening
- Breast cancer screening
- Post-partum care (post-delivery visit)
- Lead screening before the second birthday

Patient experience surveys

We conduct annual member surveys to help provide feedback on your patient's experience with you, the provider and us. This year we conducted the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey and saw improvements in:

- How members rate their primary care provider (PCP)
- How well they feel PCPs communicate
- How informed they perceive their PCP is about care the member received from other physicians

We use survey feedback to help drive our efforts in helping people live healthier lives and to helping the health system work better for everyone.

We're here to help

For more information on HEDIS®, go to UHCprovider.com/path. For information on patient experience surveys, go to UHCprovider.com/cahpsos. If you have questions, please contact your UnitedHealthcare Representative.