

# Understanding your patient experience survey scorecard

We want to support you in delivering the best health care experience possible. That’s why UnitedHealthcare helps set you up for success by surveying our members who are your patients – and reporting specific results to you through monthly scorecards.



## The survey questions

UnitedHealthcare calls the member upon receiving a claim about a recent office or telehealth visit (they’ll get just 1 survey in a 6-month period).

The 10 survey questions align with the patient experience measures of CAHPS® and HOS, and we’ll update you monthly on how you’re doing, so you can determine what changes, if any, you’d like to make within your practice.

Response rate for our members, on average, is approximately 20%\*; however, there may be more responses month-over-month, depending on volume of visits. We encourage you to let your patients know their feedback is important, and encourage them to complete the survey from UnitedHealthcare if they receive 1 after their visit.

Survey questions	Category responses
<b>Getting needed care</b>	
1. Did you experience any difficulty in scheduling the appointment?	No difficulty • Some difficulty • It was difficult
2. How long after your scheduled appointment did you wait to see your doctor?	Less than 15 minutes • 15-30 minutes 30–60 minutes • More than an hour
3. Did you have any difficulty getting a referral to see a specialist from your doctor?	No difficulty • Some difficulty It was difficult • Does not apply to me
<b>Care coordination</b>	
4. Did your doctor seem informed and up-to-date about the care you got from a specialist?	Yes, my doctor talked to me about care from my specialist • No, my doctor did not speak to me about care I received from my specialist • Did not see a specialist
5. Did your doctor review all your prescription medications with you?	Yes • No
6. Did you receive follow-up from your doctor’s office after any blood test, x-rays or other tests that you may have completed?	Yes, received follow-up • No, did not receive follow-up • Does not apply to me
<b>Getting needed Rx</b>	
7. Did you experience difficulty with your plan covering any medications your doctor prescribed?	No difficulty • Some difficulty It was difficult • Does not apply to me
<b>Doctor-patient conversations</b>	
8. Did your doctor talk to you about falling or difficulty with balance or walking?	Yes • No • Does not apply to me
9. Did your doctor discuss bladder control or issues with urine leakage?	Yes • No • Does not apply to me
10. Did your doctor advise you to start, increase or maintain your exercise level?	Yes • No • Does not apply to me

Scoring will reflect the percentage of positive responses for each question.

The “Getting Needed Rx” category helps us detect opportunities to support your patients. This target score does not affect your patient experience score.

# Your provider scorecard

You may review your monthly scorecard with your UnitedHealthcare representative. UnitedHealthcare surveys members within 30 days of receiving claims; please note that it may take up to 45 days to receive claims.

**Note:** all percentages shown are rounded up.

## Patient Experience Scorecard and Resources

Provider Name:  
 Provider TIN/DEC/NPI:  
 Scorecard Updated:

We appreciate your dedication to providing a positive patient experience and want to work together to continue improving the end-to-end experience for UnitedHealthcare members.

We recently conducted a survey to your UnitedHealthcare patients based on quality measures from the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) and the Health Outcomes Survey (HOS). Below is your patient experience scorecard:

Survey Question	Target Score	Current Month Score	Previous Month Score	Year to Date Score	Previous Year Score
Getting Needed Care	85%				
1. Did you experience any difficulty in scheduling the appointment?	88%	Scoring will reflect the percentage of positive responses for each question.			
2. How long after your scheduled appointment did you wait to see your doctor?	84%				
3. Did you have any difficulty getting a referral to see a specialist from your doctor?	85%				
Care Coordination	88%	The "Getting Needed Rx" category helps us detect opportunities to support your patients. This target score does not affect your patient experience score.			
4. Did your doctor seem informed and up-to-date about the care you got from a specialist?	88%				
5. Did your doctor review all your prescription medication with you?	89%				
6. Did you receive follow-up from your doctor's office after any blood test, X-ray, or other tests that you may have completed?	88%	Patient experience scores will be the average of the sum of positive responses in the 3 categories.			
Getting Needed Rx	91%				
7. Did you experience difficulty with your plan covering any medications your doctor prescribed?	91%				
Doctor-Patient Conversations	65%	Patient experience scores will be the average of the sum of positive responses in the 3 categories.			
8. Did your doctor talk to you about falling or difficulty with balance or walking?	72%				
9. Did your doctor discuss bladder control or issues with urine leakage?	61%				
10. Did your doctor advise you to start, increase or maintain your exercise level?	61%	Patient experience scores will be the average of the sum of positive responses in the 3 categories.			
<b>Patient Experience Score</b>	<b>80%</b>				
<b>Patient Experience = (Getting Needed Care + Care Coordination + Doctor Patient Conversation)/3</b>					



### Tips for using the scorecard

- Review the scorecard results with your care team
- Identify and develop improvement opportunities and plans



Review your patient experience scorecard with your UnitedHealthcare representative

For best practices and resources to improve the overall patient experience, please visit [UHCprovider.com/CAHPSSHOS](https://UHCprovider.com/CAHPSSHOS)

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

