






# UnitedHealthcare Community Plan (Medicaid) member experience survey

2023 (MY 2022) CAHPS® analysis – adult population

	<b>Purpose</b>	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.
	<b>Background</b>	<p>UnitedHealthcare is committed to improving member experience and satisfaction with the health plan and its providers. To assess members' satisfaction, we evaluate data from the annual Consumer Assessment of Health Providers and Systems (CAHPS®) survey to identify opportunities for improving member satisfaction.</p> <p>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 2023 UnitedHealthcare CAHPS® Survey was conducted between February and May 2023. 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 2023 (MY 2022) HealthChoice Aggregate and the 2022 (MY 2021) NCQA Quality Compass Adult Medicaid National Average for all lines of business.
	<b>Methodology</b>	NCQA's Health Plan Rating (HPR) methodology calls for CAHPS® scores to be compared to <b>prior-year's</b> benchmarks.
	<b>Methods</b>	The 2023 final survey sample included 1,350 UnitedHealthcare members, of which 193 members completed the survey, resulting in a response rate of 14.54%, compared to 13.73% in the prior year.

## The UnitedHealthcare 2023 rates compared to the UnitedHealthcare 2022 rates, 2022 Quality Compass and 2023 HealthChoice aggregate

**Note:** + = The UnitedHealthcare 2023 rate is above the UnitedHealthcare 2022 Rate/2022 Quality Compass/2023 HealthChoice aggregate

- = The UnitedHealthcare 2023 rate is below the UnitedHealthcare 2022 Rate/2022 Quality Compass/2023 HealthChoice aggregate

Composite measure	2023 UnitedHealthcare rate	2022 UnitedHealthcare rate	2022 Quality Compass national percentile – all lines of business	2023 HealthChoice aggregate
<b>Global rating questions</b>				
Rating of all health Care	<b>79.6% +</b>	72.7%	75.4%+	74.1%+
Rating of health plan	<b>78.7% +</b>	72.3%	77.9%+	76.2%+
Personal doctor	<b>79.0% -</b>	81.1%	82.3% -	81.4% -
Specialist seen most often	<b>75.0% +</b>	71.8%	83.5% -	80.1% -
<b>Patient experience</b>				
<b>Getting needed care</b>	<b>76.8% -</b>	80.6%	84.6% -	78.1% -
• Q9. Ease of getting needed care	<b>85.7% +</b>	84.5%	84.6% +	82.0% +
• Q20. Ease of seeing a specialist	<b>68.0% -</b>	76.8%	78.5% -	74.3% -
<b>Getting care quickly</b>	<b>77.9% -</b>	82.2%	80.2% -	78.3% -
• Q4. Ease of getting urgent care	<b>80.9% -</b>	81.0%	80.9% =	81.6% -
• Q6. Ease of getting checkup or routine care	<b>75.0% -</b>	83.5%	79.7% -	75.0% =
<b>Additional measures</b>				
<b>How well doctor communicates</b>	<b>86.4% -</b>	92.9%	92.5% -	91.7% -
• Q12. Doctor explained things	<b>86.9% -</b>	90.9%	92.6% -	91.9% -
• Q13. Doctor listened carefully	<b>84.4% -</b>	90.9%	92.7% -	91.2% -
• Q14. Doctor showed respect	<b>88.9% -</b>	97.9%	94.3% -	94.2% -
• Q15. Doctor spent enough time	<b>85.3% -</b>	91.9%	90.4% -	89.6% -
<b>Customer service</b>				
<b>Customer service</b>	<b>87.2% +</b>	86.2%	88.1% -	88.6% -
• Q24. Customer service provided information/help	<b>81.0% -</b>	81.9%	83.9% -	82.5% -
• Q25. Customer service was courteous/respectful	<b>93.3% +</b>	90.4%	94.5% -	94.6% -
<b>Coordination of care</b>				
<b>Coordination of care</b>	<b>79.6% -</b>	86.1%	83.9% -	82.5% -

**Note:** + = The UnitedHealthcare 2023 rate is above the UnitedHealthcare 2022 Rate/2022 Quality Compass/2023 HealthChoice aggregate  
 - = The UnitedHealthcare 2023 rate is below the UnitedHealthcare 2022 Rate/ 2022 Quality Compass/2023 HealthChoice Aggregate

**The UnitedHealthcare year-over-year rate increased by at least 5 percentage points:**

<i>Global questions rating</i>	<b>2023 UnitedHealthcare rate compared to 2022 UnitedHealthcare rate</b>	<b>2022 Quality Compass National percentile all lines of business</b>	<b>2023 HealthChoice aggregate</b>
<b>Rating all health care</b>	+	+	+
<b>Rating of health plan</b>	+	+	+
<b>Personal doctor</b>	-	-	-
<b>Specialist seen most often</b>	+	-	-
<b><i>Patient experience</i></b>			
<b>Getting needed care (composite)</b>	-	-	-
• Ease of getting care	+	+	+
• Ease of seeing a specialist	-	-	-
<b>Getting care quickly (composite)</b>	-	-	-
• Ease of getting urgent care	-	=	-
• Ease of getting checkup or routine care	-	-	-
<b><i>Additional measures</i></b>			
<b>How well doctor communicates (composite)</b>	-	-	-
• Doctor explains things	-	-	-
• Doctor listened carefully	-	-	-
• Doctor showed respect	-	-	-
• Doctor spent enough time	-	-	-
<b><i>Customer service</i></b>			
<b>Customer service (composite)</b>	+	-	-
• Customer service provided information/help	-	-	-
• Customer service was courteous/respectful	+	-	-
<b><i>Coordination of care</i></b>			
<b>Coordination of care:</b> “How often did your personal doctor seem informed and up to date about the care you got from these doctors or other health providers?”	-	-	-

- Rating of all health care
  - 6.9 percentage points
- Rating of health plan
  - 6.4 percentage points



## The UnitedHealthcare year-over-year rate decrease by at least 5%

- Ease of seeing a specialist
  - 8.8 percentage points
- Ease of getting checkup or routine care
  - 8.5 percentage points
- Doctor listened carefully
  - 6.5 percentage points
- Doctor showed respect
  - 9 percentage points
- Coordination of care
  - 6.5 percentage points

## The UnitedHealthcare 2023 rate increased by 2% compared to the Quality Compass

- Rating all health care
  - 4.2 percentage points

Top priorities for quality improvement
1. Improving health plan provider network (highly rated personal doctors)
2. Improving member access to care (having a personal doctor)
3. Improving the ability of the health plan customer service to provide necessary information or help
4. Improving member access to care (getting an appointment for urgent care as soon as needed)
5. Improved health plan provider network (highly rated specialists)

### **Recommendation:** Continue the current measures

#### **Getting needed care**

- Q9. Ease of getting needed care

#### **Getting care quickly**

- Q4. Ease of getting urgent care
- Q6. Ease of getting a checkup or routine appointment

#### **Customer service**

- Q24. Customer service provided information/help
- Coordination of care