

Medicaid Member Experience Survey 2024 (CY 2023) CAHPS® Analysis – Adult Population

Purpose	The purpose of the survey is to assess members' experience with their health plan and care. The overall goal of the survey is to provide actionable performance feedback to help improve member experience.
Background	<p>UnitedHealthcare - MidAtlantic 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>The Maryland Department of Health requires Maryland Medicaid Managed Care Organizations to participate with the State's CAHPS® data collection and reporting process. The 2024 UnitedHealthcare CAHPS Survey was conducted between February and May 2024. The results are summarized and presented to the Service Quality Improvement Subcommittee; Provider Advisory Committee (PAC); and Quality Management Committee.</p>
Goal	To meet or exceed the 2024 HealthChoice aggregate and the 2024 (MY 2023) NCQA Quality Compass Medicaid national average for all lines of business (LOBs).
Methodology	NCQA's Health Plan Rating methodology calls for CAHPS scores to be compared to prior-year benchmarks.
Methods	The 2024 final survey sample included 1,755 UnitedHealthcare members, of which 258 members completed the survey resulting in a 14.94% response rate.

UnitedHealthcare 2024 rates compared with 2023 rates, 2024 (MY 2023) Quality Compass and 2024 HealthChoice aggregate

Note: + = UnitedHealthcare 2024 rate is above the 2023 rate/2024 (MY 2023) Quality Compass/2024 HealthChoice aggregate

- = 2024 rate is below the 2023 rate/2024 (MY 2023) Quality Compass/2024 HealthChoice aggregate.

Composite measure	2024 UnitedHealthcare rate	2023 UnitedHealthcare rate	2024 (MY 2023) Quality Compass national percentile: All LOBs	2024 HealthChoice aggregate
Global rating questions				
Rating of all health care	78.3% -	79.6%	75.5% +	73.9% +
Rating of health plan	77.6% -	78.7%	77.6% =	74.1% +
Personal doctor	77.6% -	79.0%	83.3% -	81.8% -
Specialist seen most often	77.6% +	75.0%	82.5% -	81.8% -
Patient experience				
Getting needed care	76.5% -	76.8%	81.4% -	79.7% -
• Q9. Ease of getting needed care	81.8% -	85.7%	84.6% -	83.0% -
• Q20. Ease of seeing a specialist	71.3% +	68.0%	78.7% -	76.3% -
Getting care quickly	79.9% +	77.9%	80.3% -	78.8% +
• Q4. Ease of getting urgent care	78.8% -	80.9%	82.8% -	80.11% -
• Q6. Ease of getting checkup or routine care	80.9% +	75.0%	78.6% +	77.5% +
Additional measures				
How well doctor communicated	88.6% +	86.4%	92.9% -	92.5% -
• Q12. Doctor explained things	90.7% +	86.9%	72.7% +	92.6% -
• Q13. Doctor listened carefully	88.1% +	84.4%	93.1% -	92.6% -
• Q14. Doctor showed respect	90.1% +	88.9%	94.8% -	94.0% -
• Q15. Doctor spent enough time	85.5% +	85.3%	91.0% -	90.8% -



Composite measure	2024 UnitedHealthcare rate	2023 UnitedHealthcare rate	2024 (MY 2023) Quality Compass national percentile: All LOBs	2024 HealthChoice aggregate
Customer service				
Customer service	89.1% +	87.2%	89.1% =	88.6% +
• Q24. Customer service provided information/help	83.1% +	81.0%	83.8% -	82.6% +
• Q25. Customer service was courteous/respectful	95.0% +	93.3%	94.3% +	94.6% +
Coordination of care				
Coordination of care	80.6% +	79.6%	85.6% -	84.5% -

UnitedHealthcare year-over-year improvement

- Specialist seen most often
- Ease of seeing a specialist
- Getting care quickly (composite)
- Ease of getting checkup or routine care
- How well doctor communicates (composite)
- Doctor explains things
- Doctor listened carefully
- Doctor shows respect
- Doctor spent enough time
- Customer service (composite)
- Provided information/help
- Courteous/respectful

UnitedHealthcare improvement compared with Quality Compass

- Rating of all health care
- Ease of getting checkup or routine care
- Doctor explains things
- Customer service was courteous/respectful



UnitedHealthcare improvement compared with aggregate

- Rating all health care
- Rating health plan
- Getting care quickly (composite)
- Customer service (composite)
- Provided information/help
- Was courteous/respectful

Note: + = UnitedHealthcare 2024 rate is above the 2023 rate/2024 (MY 2023) Quality Compass/2024 HealthChoice aggregate

- = 2024 rate is below the 2023 rate/2024 (MY 2023) Quality Compass/2024 HealthChoice aggregate.

Global questions rating	2024 UnitedHealthcare rate compared with 2023 rate	2024 (MY 2023) Quality Compass National percentile: All LOBs	2024 HealthChoice aggregate
Rating all health care	-	+	+
Rating of health plan	-	=	+
Personal doctor	-	-	-
Specialist seen most often	+	-	-
Patient experience			
Getting needed care (composite)	-	-	-
• Ease of getting care	-	-	-
• Ease of seeing a specialist	+	-	-
Getting care quickly (composite)	+	-	+
• Ease of getting urgent care	-	-	-
• Ease of getting checkup or routine care	+	+	+
Additional measures			
How well doctor communicates (composite)	+	-	-
• Doctor explains things	+	+	-
• Doctor listened carefully	+	-	-
• Doctor showed respect	+	-	-
• Doctor spent enough time	+	-	-

Global questions rating	2024 UnitedHealthcare rate compared with 2023 rate	2024 (MY 2023) Quality Compass National percentile: All LOBs	2024 HealthChoice aggregate
Customer service			
Customer service (composite)	+	=	+
• Customer service provided information/help	+	-	+
• Customer service was courteous/respectful	-	+	+
Coordination of care			
Coordination of care “How often did your personal doctor seem informed and up to date about the care you got from these doctors or other health providers?”	+	-	-
Driver of member experience			
1. Access to providers			
2. Access to needed care, test and treatment			
3. Access to urgent care			
4. Access to specialty care			

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

