

# Medicaid Member Experience Survey 2024 (CY 2023) CAHPS® Analysis – Child 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 - 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 (MDH) 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 (SQIS); Provider Advisory Committee (PAC); and Quality Management Committee (QMC).</p>
<b>Goal</b>	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).
<b>Methodology</b>	NCQA’s Health Plan Rating (HPR) methodology calls for CAHPS scores to be compared to <b>prior-year</b> benchmarks.
<b>Methods</b>	The 2024 final survey sample included 1,755 UnitedHealthcare members of whom 258 members completed the survey, resulting in a 17.4% response rate.

## UnitedHealthcare 2024 rates compared to 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
<b>Global rating questions</b>				
Rating of all health care	<b>89.1% +</b>	86.8%	86.8% +	87.3% +
Rating of health plan	<b>83.4% -</b>	86.4%	86.2% -	85.4% -
Personal doctor	<b>90.2% +</b>	85.7%	89.6% +	89.1% +
Specialist seen most often	<b>67.1% +</b>	65.5%	72.8% -	70.7% -
<b>Patient experience</b>				
<b>Getting needed care</b>	<b>82.1% +</b>	76.5%	83.3% -	79.9% +
• Q10. Ease of getting needed care	<b>90.0% +</b>	86.8%	89.5% +	87.3% +
• Q41. Ease of seeing a specialist	<b>74.3% +</b>	66.1%	77.7% -	72.5% +
<b>Getting care quickly</b>	<b>84.1% +</b>	82.4%	86.1% -	82.5% +
• Q4. Ease of getting urgent care	<b>97.9% +</b>	88.8%	90.4% +	86.0% +
• Q6. Ease of getting checkup or routine care	<b>80.2% +</b>	76.1%	82.4% -	79.0% +
<b>Additional measures</b>				
<b>How well doctor communicated</b>	90.0% +	89.8%	93.8% -	91.4% -
• Q27. Doctor explained things	89.2% +	87.6%	94.2% -	90.8% -
• Q28. Doctor listened carefully	93.3% +	90.6%	95.2% -	93.6% -
• Q29. Doctor showed respect	94.2% -	95.3%	96.7% -	95.4% -
• Q32. Doctor spent enough time	84.3% -	85.5%	89.1% -	85.9% -



Composite measure	2024 UnitedHealthcare rate	2023 UnitedHealthcare rate	2024 (MY 2023) Quality Compass national percentile: All LOBs	2024 HealthChoice aggregate
<b>Customer service</b>				
<b>Customer service</b>	<b>86.2% +</b>	84.4%	88.2% -	86.8% -
• Q45. Customer service provided information/help	<b>79.4% +</b>	78.8%	82.7% -	81.0% -
• Q46. Customer service was courteous/respectful	<b>93.1% +</b>	90.0%	93.7% -	92.7% +
<b>Coordination of care</b>				
Coordination of care	<b>82.4% +</b>	74.3%	83.5% -	80.3% +
<b>Children with chronic condition measures</b>				
Access to prescription medications	85.2% -	86.5%	89.2% -	88.5% -
Access to specialized service	73.8% +	66.3%	70.9% +	68.8% +
Getting needed information	88.7% +	87.0%	90.9% -	87.2% +
Personal doctor who knows child	89.6% +	89.3%	91.2% -	89.0% +
Coordination of care for CCC	69.9% +	68.0%	75.6% -	73.6% -

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Global questions rating	2024 UnitedHealthcare rate compared to 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	+	-	-



Global questions rating	2024 UnitedHealthcare rate compared to 2023 rate	2024 (MY 2023) Quality Compass National percentile: All LOBs	2024 HealthChoice aggregate
<b>Patient experience</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>Additional measures</b>			
<b>How well doctor communicates (composite)</b>	+	-	-
• Doctor explains things	+	-	-
• Doctor listened carefully	+	-	-
• Doctor showed respect	-	-	-
• Doctor spent enough time	-	-	-
<b>Customer service</b>			
<b>Customer service (composite)</b>	+	-	-
• Customer service provided information/help	+	-	+
• Customer service was courteous/respectful			
<b>Coordination of care</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?”	+	-	-
<b>Driver of member experience</b>			
1. Access to providers			
2. Access to needed care, test and treatment			
3. Access to urgent care			
4. Access to specialty care			

## **UnitedHealthcare year-over-year improvement**

- Rating all health care
- Personal doctor
- Specialist seen most often
- 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
- How well doctor communicates (composite)
- Doctor explains things
- Doctor listened carefully
- Customer service (composite)
- Provided information/help
- Courteous/respectful
- Care coordination

## **UnitedHealthcare improvement compared to Quality Compass**

- Rating all health care
- Personal doctor
- Ease of getting care
- Ease of getting urgent care

## **UnitedHealthcare improvement compared to aggregate**

- Rating all health care
- Personal doctor
- Getting needed care (composite)
- Ease of seeing a specialist
- Getting care quickly (composite)
- Ease of getting urgent care
- Ease of getting checkup or routine care
- Customer service was courteous/respectful