

# 2024 Consumer Assessment of Health Providers and Systems survey results

Annually, UnitedHealthcare Community Plan of Mississippi members are asked to take a survey to learn more about their level of satisfaction with services received from health care providers and us. We use the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) results to identify strengths and weaknesses. Member feedback helps us understand their overall health care experience. The survey results offer an opportunity to identify the key drivers of success and areas for improvement to increase member satisfaction.

We have compiled the 2024 CAHPS survey results for the MississippiCAN Adult and Child programs, as well as the CHIP Child program. We carefully review these results to learn how we can better collaborate with health care providers and partners. Our aim is to enhance the quality of services and improve the overall member experience.

MSCAN Adult	Getting needed care	Getting care quickly	How well doctors communicate	Customer service	Rating personal doctor	Rating of specialist	Rating all health care	Rating of health plan
2024	86.0	87.8	96.8	*91.3	81.5	71.0	63.8	69.1
2023	85.3	86.4	92.9	87.5	75.9	71.9	60.2	68.6
2022	86.6	89.2	95.6	*95.3	79.8	*76.1	57.9	67.9

MSCAN Child	Getting needed care	Getting care quickly	How well doctors communicate	Customer service	Rating personal doctor	Rating of specialist	Rating all health care	Rating of health plan
2024	*90.4	*85.3	93.7	*92.5	86.5	*84.9	80.2	78.7
2023	*88.7	85.8	94.6	*82.5	81.8	*73.1	73.1	69.9
2022	*89.2	*85.9	95.5	*86.0	83.5	*73.3	78.5	74.4

CHIP Child	Getting needed care	Getting care quickly	How well doctors communicate	Customer service	Rating personal doctor	Rating of specialist	Rating all health care	Rating of health plan
2024	95.3	90.3	97.9	*92.9	80.0	*81.5	80.1	70.3
2023	92.6	91.2	96.5	*88.8	83.8	*84.7	77.4	74.7
2022	91.4	90.8	98.3	*96.2	84.3	*75.5	75.8	74.6

\*NA = National Committee for Quality Assurance (NCQA) will assign a measure result of NA because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.

## Examples of the survey questions

Here are some of the CAHPS questions specifically tied to a patient’s experience with their health care provider:

	<p><b>Annual flu vaccine</b></p> <ul style="list-style-type: none"> <li>• Have you had a flu shot?</li> </ul>
	<p><b>Getting needed care</b></p> <p>How would you rate your ease and timeliness of:</p> <ul style="list-style-type: none"> <li>• Getting appointments with specialists</li> <li>• Getting the care, tests or treatment you needed</li> </ul>
	<p><b>Getting appointments and care quickly</b></p> <p>How often have you:</p> <ul style="list-style-type: none"> <li>• Gotten urgent care as soon as needed</li> <li>• Gotten appointments at your doctor’s office</li> </ul>
	<p><b>Care coordination</b></p> <p>Has your personal doctor or doctor’s office:</p> <ul style="list-style-type: none"> <li>• Managed your care among different providers and services to your satisfaction</li> <li>• Followed up promptly on test results</li> <li>• Talked to you about all the medications you take</li> </ul>
	<p><b>Overall ratings</b></p> <p>On a scale from 0 to 10, how would you rate your:</p> <ul style="list-style-type: none"> <li>• Health plan</li> <li>• Overall health care</li> <li>• Personal doctor</li> <li>• Specialist seen most often</li> </ul>

We will continue to work with our health care provider partners to meet members’ needs.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).