



Consumer Assessment of Healthcare Providers and Systems (CAHPS)

2023 Community & State AZ Results Summary

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Government Programs

United
Healthcare®

Agenda

1. Introductions
2. 2023 Overview of Survey
3. Adult Medicaid Results
4. Child Medicaid Results
5. Appendix





2023 Overview of Survey



OVERVIEW

Press Ganey (PG), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by 17730 - UHC CP (AZ) to conduct its MY 2022 CAHPS® 5.1H Medicaid Adult Survey. NCQA requires health plans to submit CAHPS survey results in compliance with HEDIS® accreditation requirements.

SURVEY OBJECTIVE The overall objective of the CAHPS® study is to capture accurate and complete information about consumer-reported experiences with health care. Specifically, the survey aims to measure how well plans are meeting their members' expectations and goals; to determine which areas of service have the greatest effect on members' overall satisfaction; and to identify areas of opportunity for improvement, which can aid plans in increasing the quality of provided care.

2023 NCQA CHANGES NCQA made no substantial changes to the survey or program for 2023.



Adult Medicaid Results



DATA COLLECTION

The MY 2022 Medicaid Adult version of the 5.1H CAHPS survey was administered via the following methodology:

First questionnaire
mailed
3/3/2023



Second questionnaire
mailed
4/7/2023



Initiate follow-up calls
to non-responders
4/28/2023 - 5/12/2023



Last day to accept
completed surveys
5/15/2023

QUALIFIED RESPONDENTS

Included beneficiaries who were...

- 18 years and older (as of December 31st of the measurement year)
- Continuously enrolled in the plan for at least five of the last six months of the measurement year

2023 RESPONSE RATE CALCULATION

$$\frac{130 \text{ (Completed)}}{1620 \text{ (Sample)} - 20 \text{ (Ineligible)}} = \frac{130}{1600} = 8.1\%$$

COMPLETES - MODALITY BY LANGUAGE

Language	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	52	35	24	11	0	13	111
Spanish	17	1	1	1	0	0	19
Total	69	36	25	12	0	13	130

Number of Undeliverables: 441

Note: Respondents were given the option of completing the survey in Spanish. All members selected in the sample received both an English and a Spanish mail survey. Additionally, cover letters included a telephone number for members to call and complete the survey in Spanish.

RESPONSE RATE TRENDING

		2021	2022	2023
Completed	SUBTOTAL	193	141	130
	Does not Meet Eligibility Criteria (01)	10	14	9
Ineligible	Language Barrier (03)	2	4	5
	Mentally/Physically Incapacitated (04)	2	0	3
	Deceased (05)	4	1	3
	SUBTOTAL	18	19	20
Non-response	Break-off/Incomplete (02)	11	12	8
	Refusal (06)	44	46	32
	Maximum Attempts Made (07)	1354	1402	1430
	Added to DNC List (08)	0	0	0
	SUBTOTAL	1409	1460	1470
Total Sample		1620	1620	1620
Oversampling %		20.0%	20.0%	20.0%
Response Rate		12.0%	8.8%	8.1%
PG Response Rate		14.8%	12.2%	11.5%



SUMMARY RATE SCORES

MEDICAID ADULT

	2023 Valid n	2021	2022	2023	2023 PG BoB	2022 QC
Rating Questions (% 9 or 10)						
★ Q28. Rating of Health Plan	124	71.0%	59.8%	59.7% ⬇	63.6%	62.0%
★ Q8. Rating of Health Care	99 [^]	63.6%	66.3%	52.5% ⬇	56.8%	56.5%
★ Q18. Rating of Personal Doctor	109	71.6%	73.3%	64.2%	69.2%	68.3%
Q22. Rating of Specialist +	82 [^]	74.2%	66.7%	57.3% ⬇	67.4%	68.3% ⬇
Rating Questions (% 8, 9 or 10)						
Q28. Rating of Health Plan	124	86.6%	72.7%	83.9% ⬆	79.3%	78.0%
Q8. Rating of Health Care	99 [^]	80.3%	76.2%	76.8%	75.4%	75.4%
Q18. Rating of Personal Doctor	109	83.2%	82.5%	79.8%	83.2%	82.4%
Q22. Rating of Specialist +	82 [^]	83.1%	81.0%	84.1%	82.3%	83.5%
★ Getting Needed Care (% Usually or Always)	91 [^]	84.1%	76.2%	81.6%	82.0%	81.9%
Q9. Getting care, tests, or treatment	98 [^]	89.6%	82.5%	84.7%	84.8%	84.7%
Q20. Getting specialist appointment	84 [^]	78.6%	69.8%	78.6%	79.1%	78.6%
★ Getting Care Quickly (% Usually or Always)	72 [^]	78.9%	76.9%	84.5%	81.5%	80.2%
Q4. Getting urgent care	50 [^]	78.3%	78.7%	88.0%	82.7%	80.9%
Q6. Getting routine care	95 [^]	79.5%	75.0%	81.1%	80.4%	79.8%
Effectiveness of Care (% Sometimes, Usually, or Always)						
★ Q31. Flu Vaccine: 18-64 (% Yes)	109	40.1%	54.5%	47.7%	41.1%	40.1%
★ Q33. Advised to Quit Smoking: 2YR	46 [^]	69.5%	61.1%	58.7%	74.3% ⬇	72.5%
Q34. Discussing Cessation Meds: 2YR +	45 [^]	52.2%	40.0%	37.8%	53.0% ⬇	50.8%
Q35. Discussing Cessation Strategies: 2YR +	44 [^]	48.4%	31.0%	22.7% ⬇	47.2% ⬇	45.3% ⬇

Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (↕/⬆) or benchmark score (▲/▼).

[^]Denominator less than 100. NCQA will assign an NA to this measure.



SUMMARY RATE SCORES

MEDICAID ADULT

	2023 Valid n	2021	2022	2023	2023 PG BoB	2022 QC
Customer Service + (% Usually or Always)	45[^]	85.0%	87.8%	92.2%	89.8%	88.9%
Q24. Provided information or help	45 [^]	74.3%	83.7%	88.9% [‡]	84.5%	83.4%
Q25. Treated with courtesy and respect	45 [^]	95.7%	92.0%	95.6%	95.0%	94.6%
How Well Doctors Communicate + (% Usually or Always)	95[^]	95.2%	92.8%	91.1%	92.8%	92.5%
Q12. Dr. explained things	95 [^]	96.0%	94.9%	92.6%	92.8%	92.6%
Q13. Dr. listened carefully	95 [^]	94.4%	91.7%	91.6%	92.9%	92.7%
Q14. Dr. showed respect	95 [^]	96.8%	95.9%	92.6%	94.6%	94.3%
Q15. Dr. spent enough time	95 [^]	93.5%	88.8%	87.4%	91.0%	90.4%
Q17. Coordination of Care +	78[^]	76.9%	79.0%	82.1%	85.6%	84.0%
Q27. Ease of Filling Out Forms + (% Usually or Always)	122	94.0%	92.6%	97.5%	95.3%	95.5%

Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (‡/‡) or benchmark score (▲/▼).

[^]Denominator less than 100. NCQA will assign an NA to this measure.



Child Medicaid Results



DATA COLLECTION

The MY 2022 Medicaid Child version of the 5.1H CAHPS survey was administered via the following methodology:

First questionnaire mailed
2/28/2023

Second questionnaire mailed
4/4/2023

Initiate follow-up calls to non-responders
4/25/2023 - 5/9/2023

Last day to accept completed surveys
5/15/2023

QUALIFIED RESPONDENTS

Included beneficiaries who were...

- Parents of those 17 years and younger (as of December 31st of the measurement year)
- Continuously enrolled in the plan for at least five of the last six months of the measurement year

2023 RESPONSE RATE CALCULATION

$$\frac{146 \text{ (Completed)}}{1980 \text{ (Sample)} - 24 \text{ (Ineligible)}} = \frac{146}{1956} = 7.5\%$$

COMPLETES - MODALITY BY LANGUAGE

Language	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	43	41	24	16	0	8	108
Spanish	24	3	11	11	0	0	38
Total	67	44	35	27	0	8	146

Number of Undeliverables: 541

Note: Respondents were given the option of completing the survey in Spanish. All members selected in the sample received both an English and a Spanish mail survey. Additionally, cover letters included a telephone number for members to call and complete the survey in Spanish.

RESPONSE RATE TRENDING

		2021	2022	2023
Completed	SUBTOTAL	246	168	146
	Does not Meet Eligibility Criteria (01)	11	8	12
Ineligible	Language Barrier (03)	16	22	12
	Mentally/Physically Incapacitated (04)	0	0	0
	Deceased (05)	0	0	0
	SUBTOTAL	27	30	24
Non-response	Break-off/Incomplete (02)	22	17	18
	Refusal (06)	72	66	34
	Maximum Attempts Made (07)	1613	1699	1758
	Added to DNC List (08)	0	0	0
	SUBTOTAL	1707	1782	1810
Total Sample		1980	1980	1980
Oversampling %		20.0%	20.0%	20.0%
Response Rate		12.6%	8.6%	7.5%
PG Response Rate		12.8%	10.2%	9.9%



SUMMARY RATE SCORES

MEDICAID CHILD

	2023 Valid n	2021	2022	2023	2023 PG BoB	2022 QC
Rating Questions (% 9 or 10)						
★ Q31. Rating of Health Plan	142	79.5%	80.5%	78.9%	72.0% ▲	72.0% ▲
★ Q8. Rating of Health Care	86^	83.8%	71.6%	74.4%	69.6%	70.8%
★ Q21. Rating of Personal Doctor	116	81.2%	81.4%	79.3%	76.5%	77.2%
Q25. Rating of Specialist +	43^	77.8%	82.9%	76.7%	72.3%	73.0%
Rating Questions (% 8, 9 or 10)						
Q31. Rating of Health Plan	142	91.6%	96.2%	88.0% ↓	86.8%	86.5%
Q8. Rating of Health Care	86^	93.9%	88.2%	91.9%	86.8%	87.3%
Q21. Rating of Personal Doctor	116	92.0%	92.4%	87.1%	89.8%	90.2%
Q25. Rating of Specialist +	43^	86.7%	94.3%	90.7%	86.7%	86.5%
★ Getting Needed Care (% Usually or Always)	68^	84.2%	82.4%	81.6%	83.1%	84.2%
Q9. Getting care, tests, or treatment	85^	91.8%	87.3%	88.2%	88.7%	89.0%
Q23. Getting specialist appointment	52^	76.5%	77.5%	75.0%	77.5%	79.5%
★ Getting Care Quickly (% Usually or Always)	69^	87.0%	86.5%	89.3%	85.8%	86.7%
Q4. Getting urgent care	42^	89.5%	95.1%	95.2%	89.8%	91.6%
Q6. Getting routine care	96^	84.6%	77.9%	83.3%	81.8%	82.8%
Q20. Coordination of Care +	49^	81.4%	82.7%	75.5%	84.2%	84.7%
Customer Service + (% Usually or Always)	47^	91.5%	94.1%	86.2%	88.7%	88.1%
Q27. Provided information or help	47^	87.8%	89.8%	78.7%	83.2%	82.8%
Q28. Treated with courtesy and respect	47^	95.1%	98.3%	93.6%	94.1%	93.4%
How Well Doctors Communicate + (% Usually or Always)	90^	95.8%	94.6%	94.5%	94.0%	94.2%
Q12. Dr. explained things	91^	96.7%	96.2%	95.6%	94.3%	94.5%
Q13. Dr. listened carefully	91^	97.4%	94.3%	97.8%	95.3%	95.5%
Q14. Dr. showed respect	90^	98.7%	96.3%	98.9%	96.7% ▲	96.8%
Q17. Dr. spent enough time	90^	90.5%	91.5%	85.6%	89.6%	89.9%
Q30. Ease of Filling Out Forms + (% Usually or Always)	139	96.6%	95.0%	96.4%	95.8%	95.9%

Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (↕/↕) or benchmark score (▲/▼).

^Denominator less than 100. NCQA will assign an NA to this measure.



Appendix

2023 CAHPS Reports

- CAHPS Team Sharepoint Site

[CAHPS Team SharePoint - Plan Level Reports - All Documents](#)

