



Consumer Assessment of Healthcare Providers and Systems (CAHPS)

2024 Community & State AZ Results Summary

Presented by: Brian Krost, Associate Director

Medicaid CAHPS Operations

United
Healthcare®

Agenda

1. Introductions
2. 2024 Overview of Survey
3. Adult Medicaid Results
4. Child Medicaid Results
5. Child CHIP Results
6. Appendix





2024 Overview of Survey



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 2023 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.

2024 NCQA CHANGES NCQA made changes to the survey or program for 2024.

One question was deleted from the 2024 Commercial Adult Survey and the 2024 Medicaid Adult Survey:

- Have you had either a flu shot or flu spray in the nose since July 1, 20XX?



Adult Medicaid Results



DATA COLLECTION

The MY 2023 Medicaid Adult version of the 5.1H CAHPS survey was administered via the following methodology:

First questionnaire
mailed
3/5/2024



Second questionnaire
mailed
4/9/2024



Initiate follow-up calls
to non-responders
4/30/2024 - 5/14/2024



Last day to accept
completed surveys
5/15/2024

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

2024 RESPONSE RATE CALCULATION

$$\frac{110 \text{ (Completed)}}{1620 \text{ (Sample)} - 16 \text{ (Ineligible)}} = \frac{110}{1604} = 6.9\%$$

COMPLETES - MODALITY BY LANGUAGE

Language	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	47	30	28	15	0	13	105
Spanish	0	3	2	1	0	1	5
Total	47	33	30	16	0	14	110

Total Number of Undeliverables: 284

Note: Respondents were given the option of completing the survey in Spanish. A telephone number was provided on the survey cover letter for members to call if they would like to complete the survey in Spanish.

RESPONSE RATE TRENDING

		2022	2023	2024
Completed	SUBTOTAL	141	130	110
	Does not Meet Eligibility Criteria (01)	14	9	3
Ineligible	Language Barrier (03)	4	5	10
	Mentally/Physically Incapacitated (04)	0	3	2
	Deceased (05)	1	3	1
	SUBTOTAL	19	20	16
Non-response	Break-off/Incomplete (02)	12	8	14
	Refusal (06)	46	32	41
	Maximum Attempts Made (07)	1402	1430	1439
	Added to DNC List (08)	0	0	0
	SUBTOTAL	1460	1470	1494
Total Sample		1620	1620	1620
Oversampling %		20.0%	20.0%	20.0%
Response Rate		8.8%	8.1%	6.9%
PG Response Rate		12.2%	11.5%	11.1%



SUMMARY RATE SCORES

MEDICAID ADULT

17730 - UHC CP (AZ)

	2024 Valid n	2022	2023	2024	2024 PG BoB	2023 QC
Rating Questions (% 9 or 10)						
★ Q28. Rating of Health Plan	106	59.8%	59.7%	51.9%	63.1% ▼	61.2%
★ Q8. Rating of Health Care	77^	66.3%	52.5%	45.5% ‡	57.3% ▼	55.7%
★ Q18. Rating of Personal Doctor	86^	73.3%	64.2%	59.3% ‡	70.3% ▼	67.9%
Q22. Rating of Specialist +	65^	66.7%	57.3%	58.5%	68.5%	66.2%
Rating Questions (% 8, 9 or 10)						
Q28. Rating of Health Plan	106	72.7%	83.9%	75.5%	78.7%	77.7%
Q8. Rating of Health Care	77^	76.2%	76.8%	67.5%	75.8%	74.6%
Q18. Rating of Personal Doctor	86^	82.5%	79.8%	77.9%	83.9%	82.4%
Q22. Rating of Specialist +	65^	81.0%	84.1%	73.8%	82.7%	81.4%
★ Getting Needed Care (% Usually or Always)	70^	76.2%	81.6%	77.0%	82.1%	81.0%
Q9. Getting care, tests, or treatment	76^	82.5%	84.7%	78.9%	85.1%	84.2%
Q20. Getting specialist appointment	64^	69.8%	78.6%	75.0%	79.1%	78.3%
★ Getting Care Quickly (% Usually or Always)	56^	76.9%	84.5%	81.4%	81.2%	80.4%
Q4. Getting urgent care	42^	78.7%	88.0%	88.1%	82.7%	82.0%
Q6. Getting routine care	71^	75.0%	81.1%	74.6%	79.7%	79.2%
Effectiveness of Care (% Sometimes, Usually, or Always)						
★ Q32. Advised to Quit Smoking: 2YR	36^	61.1%	58.7%	63.9%	73.7%	72.8%
Q33. Discussing Cessation Meds: 2YR +	35^	40.0%	37.8%	34.3%	53.4% ▼	51.2% ▼
Q34. Discussing Cessation Strategies: 2YR +	35^	31.0%	22.7%	22.9%	47.1% ▼	45.4% ▼

Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).

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



SUMMARY RATE SCORES

MEDICAID ADULT

17730 - UHC CP (AZ)

	2024 Valid n	2022	2023	2024	2024 PG BoB	2023 QC
Customer Service + (% Usually or Always)	44^	87.8%	92.2%	88.6%	89.8%	89.2%
Q24. Provided information or help	44^	83.7%	88.9%	84.1%	84.7%	83.7%
Q25. Treated with courtesy and respect	44^	92.0%	95.6%	93.2%	94.8%	94.7%
How Well Doctors Communicate + (% Usually or Always)	67^	92.8%	91.1%	90.4%	93.2%	92.5%
Q12. Dr. explained things	67^	94.9%	92.6%	89.6%	93.2%	92.6%
Q13. Dr. listened carefully	68^	91.7%	91.6%	91.2%	93.3%	92.6%
Q14. Dr. showed respect	68^	95.9%	92.6%	94.1%	94.9%	94.4%
Q15. Dr. spent enough time	68^	88.8%	87.4%	86.8%	91.4%	90.3%
Q17. Coordination of Care +	44^	79.0%	82.1%	88.6%	86.0%	84.6%
Q27. Ease of Filling Out Forms + (% Usually or Always)	98^	92.6%	97.5%	93.9%	94.8%	95.4%

Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).

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



Child Medicaid Results



METHODOLOGY

DATA COLLECTION

The MY 2023 Medicaid Child version of the 5.1H CAHPS survey was administered via the following methodology:

First questionnaire
mailed
2/27/2024



Second questionnaire
mailed
4/2/2024



Initiate follow-up calls
to non-responders
4/23/2024 - 5/7/2024



Last day to accept
completed surveys
5/8/2024

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*

2024 RESPONSE RATE CALCULATION

$$\frac{164 \text{ (Completed)}}{2145 \text{ (Sample)} - 25 \text{ (Ineligible)}} = \frac{164}{2120} = 7.7\%$$

COMPLETES - MODALITY BY LANGUAGE

Language	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	35	67	25	21	0	4	127
Spanish	0	21	16	16	0	0	37
Total	35	88	41	37	0	4	164

Total Number of Undeliverables: 429

Note: Respondents were given the option of completing the survey in Spanish. A telephone number was provided on the survey cover letter for members to call if they would like to complete the survey in Spanish.

RESPONSE RATE TRENDING

		2022	2023	2024
Completed	SUBTOTAL	168	146	164
	Does not Meet Eligibility Criteria (01)	8	12	12
Ineligible	Language Barrier (03)	22	12	13
	Mentally/Physically Incapacitated (04)	0	0	0
	Deceased (05)	0	0	0
	SUBTOTAL	30	24	25
Non-response	Break-off/Incomplete (02)	17	18	21
	Refusal (06)	66	34	24
	Maximum Attempts Made (07)	1699	1758	1911
	Added to DNC List (08)	0	0	0
	SUBTOTAL	1782	1810	1956
Total Sample		1980	1980	2145
Oversampling %		20.0%	20.0%	30.0%
Response Rate		8.6%	7.5%	7.7%
PG Response Rate		10.2%	9.9%	9.4%



SUMMARY RATE SCORES

MEDICAID CHILD

17740 - UHC CP (AZ)

	2024 Valid n	2022	2023	2024	2024 PG BoB	2023 QC
Rating Questions (% 9 or 10)						
★ Q31. Rating of Health Plan	161	80.5%	78.9%	82.6%	72.0% ▲	70.9% ▲
★ Q8. Rating of Health Care	103	71.6%	74.4%	79.6%	70.5% ▲	68.3% ▲
★ Q21. Rating of Personal Doctor	150	81.4%	79.3%	77.3%	77.2%	75.6%
Q25. Rating of Specialist +	44^	82.9%	76.7%	77.3%	73.7%	71.1%
Rating Questions (% 8, 9 or 10)						
Q31. Rating of Health Plan	161	96.2%	88.0%	93.2%	86.5% ▲	86.2% ▲
Q8. Rating of Health Care	103	88.2%	91.9%	93.2%	87.2% ▲	86.2% ▲
Q21. Rating of Personal Doctor	150	92.4%	87.1%	88.0%	89.9%	89.3%
Q25. Rating of Specialist +	44^	94.3%	90.7%	84.1%	86.9%	85.6%
★ Getting Needed Care (% Usually or Always)	76^	82.4%	81.6%	85.5%	84.5%	82.7%
Q9. Getting care, tests, or treatment	103	87.3%	88.2%	89.3%	90.3%	88.2%
Q23. Getting specialist appointment	49^	77.5%	75.0%	81.6%	78.6%	78.1%
★ Getting Care Quickly (% Usually or Always)	78^	86.5%	89.3%	88.4%	87.0%	85.5%
Q4. Getting urgent care	46^	95.1%	95.2%	91.3%	90.7%	89.6%
Q6. Getting routine care	111	77.9%	83.3%	85.6%	83.3%	81.7%
Q20. Coordination of Care +	59^	82.7%	75.5%	88.1%	84.3%	83.8%
Customer Service + (% Usually or Always)	55^	94.1%	86.2%	91.9%	88.8%	87.6%
Q27. Provided information or help	56^	89.8%	78.7%	85.7%	83.2%	81.8%
Q28. Treated with courtesy and respect	55^	98.3%	93.6%	98.2%	94.4% ▲	93.5% ▲
How Well Doctors Communicate + (% Usually or Always)	113	94.6%	94.5%	95.2%	94.4%	93.6%
Q12. Dr. explained things	114	96.2%	95.6%	94.7%	94.6%	93.9%
Q13. Dr. listened carefully	114	94.3%	97.8%	95.6%	95.6%	95.1%
Q14. Dr. showed respect	114	96.3%	98.9%	97.4%	97.0%	96.5%
Q17. Dr. spent enough time	113	91.5%	85.6%	92.9%	90.2%	89.1%
Q30. Ease of Filling Out Forms + (% Usually or Always)	155	95.0%	96.4%	98.1%	94.9% ▲	95.8% ▲

Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).

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



Child CHIP Results



METHODOLOGY

DATA COLLECTION

The MY 2023 Medicaid Child version of the 5.1H CAHPS survey was administered via the following methodology:

First questionnaire
mailed
2/27/2024



Second questionnaire
mailed
4/2/2024



Initiate follow-up calls
to non-responders
4/23/2024 - 5/7/2024



Last day to accept
completed surveys
5/8/2024

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*

2024 RESPONSE RATE CALCULATION

$$\frac{167 \text{ (Completed)}}{2145 \text{ (Sample)} - 22 \text{ (Ineligible)}} = \frac{167}{2123} = 7.9\%$$

COMPLETES - MODALITY BY LANGUAGE

Language	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	42	61	37	29	0	8	140
Spanish	0	9	18	15	0	3	27
Total	42	70	55	44	0	11	167

Total Number of Undeliverables: 319

Note: Respondents were given the option of completing the survey in Spanish. A telephone number was provided on the survey cover letter for members to call if they would like to complete the survey in Spanish.

RESPONSE RATE TRENDING

		2022	2023	2024
Completed	SUBTOTAL	---	---	167
	Does not Meet Eligibility Criteria (01)	---	---	13
Ineligible	Language Barrier (03)	---	---	9
	Mentally/Physically Incapacitated (04)	---	---	0
	Deceased (05)	---	---	0
	SUBTOTAL	---	---	22
Non-response	Break-off/Incomplete (02)	---	---	19
	Refusal (06)	---	---	20
	Maximum Attempts Made (07)	---	---	1917
	Added to DNC List (08)	---	---	0
	SUBTOTAL	---	---	1956
Total Sample		---	---	2145
Oversampling %		---	---	30.0%
Response Rate		---	---	7.9%
PG Response Rate		---	---	9.4%



SUMMARY RATE SCORES

MEDICAID CHILD

10344 - UHC CP (AZ CHIP)

	2024 Valid n	2022	2023	2024	2024 PG BoB	2023 QC
Rating Questions (% 9 or 10)						
★ Q31. Rating of Health Plan	162	---	---	81.5%	72.0% ▲	70.9% ▲
★ Q8. Rating of Health Care	94^	---	---	75.5%	70.5%	68.3%
★ Q21. Rating of Personal Doctor	148	---	---	75.7%	77.2%	75.6%
Q25. Rating of Specialist +	45^	---	---	64.4%	73.7%	71.1%
Rating Questions (% 8, 9 or 10)						
Q31. Rating of Health Plan	162	---	---	92.6%	86.5% ▲	86.2% ▲
Q8. Rating of Health Care	94^	---	---	85.1%	87.2%	86.2%
Q21. Rating of Personal Doctor	148	---	---	86.5%	89.9%	89.3%
Q25. Rating of Specialist +	45^	---	---	77.8%	86.9%	85.6%
★ Getting Needed Care (% Usually or Always)	72^	---	---	86.9%	84.5%	82.7%
Q9. Getting care, tests, or treatment	93^	---	---	89.2%	90.3%	88.2%
Q23. Getting specialist appointment	52^	---	---	84.6%	78.6%	78.1%
★ Getting Care Quickly (% Usually or Always)	73^	---	---	86.7%	87.0%	85.5%
Q4. Getting urgent care	50^	---	---	90.0%	90.7%	89.6%
Q6. Getting routine care	96^	---	---	83.3%	83.3%	81.7%
Q20. Coordination of Care +	61^	---	---	82.0%	84.3%	83.8%
Customer Service + (% Usually or Always)	56^	---	---	88.3%	88.8%	87.6%
Q27. Provided information or help	55^	---	---	81.8%	83.2%	81.8%
Q28. Treated with courtesy and respect	57^	---	---	94.7%	94.4%	93.5%
How Well Doctors Communicate + (% Usually or Always)	101	---	---	93.4%	94.4%	93.6%
Q12. Dr. explained things	102	---	---	96.1%	94.6%	93.9%
Q13. Dr. listened carefully	101	---	---	95.0%	95.6%	95.1%
Q14. Dr. showed respect	102	---	---	94.1%	97.0%	96.5%
Q17. Dr. spent enough time	102	---	---	88.2%	90.2%	89.1%
Q30. Ease of Filling Out Forms + (% Usually or Always)	157	---	---	94.3%	94.9%	95.8%

Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).

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



Appendix

2024 CAHPS Reports

- CAHPS Team Sharepoint Site

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

