



2018 CAHPS[®] 5.0H Member Survey

Adult Medicaid – HMO

Prepared for:

14030 - UnitedHealthcare Community Plan (NM)

June 2018

Prepared by:

DSS Research



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Background and objectives

Background. DSS has conducted the CAHPS® member survey since 1995. For participating plans (those who submit their data to NCQA) this information can be disclosed to the public and provides a direct comparison to other participating plans. The 2018 CAHPS 5.0H survey accurately captures customer feedback and expands the scope of information gathered relative to quality of care issues.

Objectives. Specific objectives of the 2018 CAHPS 5.0H member satisfaction survey include:

Determination of member ratings of:

- Health Plan Overall
- Health Care Overall
- Personal Doctor Overall
- Specialist Overall

Assessment of member perceptions related to:

- Customer Service (CS)
- Getting Needed Care (GNC)
- Getting Care Quickly (GCQ)
- How Well Doctors Communicate (HWDC)
- Shared Decision Making (SDM)
- Health Promotion and Education (HPE)
- Coordination of Care (CoC)

Measurement of the percent of members who receive flu shots or sprays.

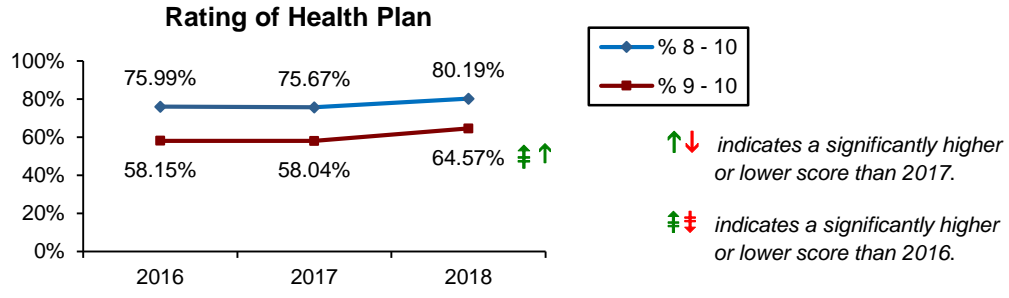
Evaluation of assistance with smoking and tobacco use cessation measures.

Standard measurement of all areas mentioned to facilitate meaningful comparisons among participating health plans.

Executive summary

14030 - UnitedHealthcare Community Plan (NM) performed similar to last year and performed similar to two years ago on the rating of the health plan.

- About eight in 10 (80.19%) gave their health plan a rating of 8, 9 or 10 on a 0 to 10 scale, which is not significantly different from last year and not significantly different from two years ago.
- About six in 10 (64.57%) gave a rating of 9 or 10, which is a significantly larger proportion than last year and a significantly larger proportion compared to two years ago.



No other significant improvements were seen on the overall ratings or composite scores compared to last year or two years ago.

Significant Changes	2017 vs. 2016	2018 vs. 2017	2018 vs. 2016
Overall ratings			
Rating of Health Plan (% 8, 9 or 10) (Q35)			
Rating of Health Care (% 8, 9 or 10) (Q13)			
Rating of Personal Doctor (% 8, 9 or 10) (Q23)			
Rating of Specialist (% 8, 9 or 10) (Q27)			
Composite global proportions			
Customer Service (% Always or Usually)			
Getting Needed Care (% Always or Usually)			
Getting Care Quickly (% Always or Usually)			
How Well Doctors Communicate (% Always or Usually)			
Shared Decision Making (% Yes)			
Health Promotion and Education (% Yes) (Q8)			
Coordination of Care (% Always or Usually) (Q22)			

Green shading indicates a significantly higher score than the corresponding previous year. Red shading indicates a significantly lower score than the corresponding previous year. No shading indicates no significant changes.



Executive summary

Resources for improvement

AHRQ best practices

At the time of this report, AHRQ provided several resources to support health plans in their improvement efforts at the following link: <https://cahps.ahrq.gov/surveys-guidance/hp/improve/index.html>

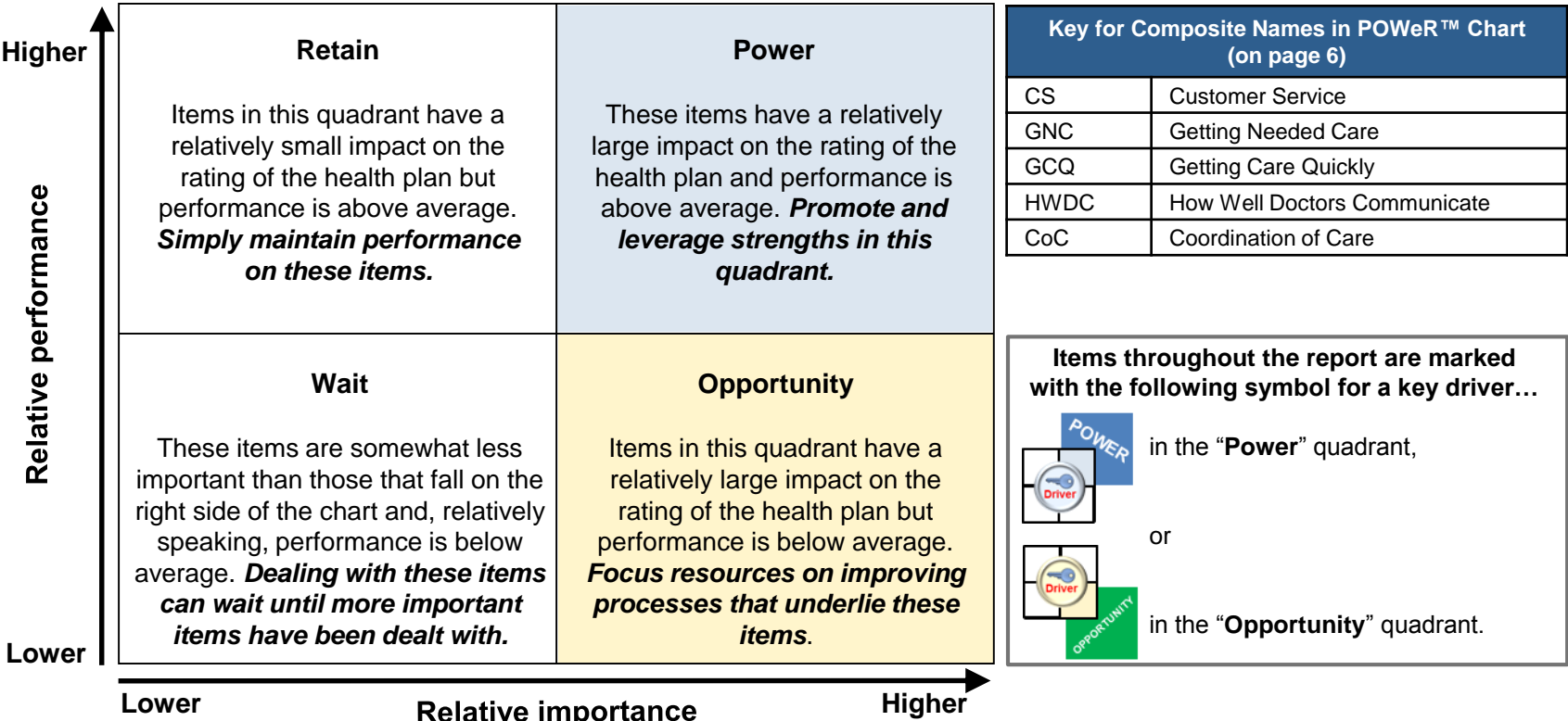
Voice of the Member

DSS also provides feedback from adult consumers across the country with Medicaid coverage. See [Appendix E](#).

Key drivers of the rating of the health plan

The SatisAction™ key driver statistical model was used to identify the key drivers of the rating of the health plan and the results are presented in the POWER™ Chart classification matrix on the following page.

POWER™ Chart classification matrix



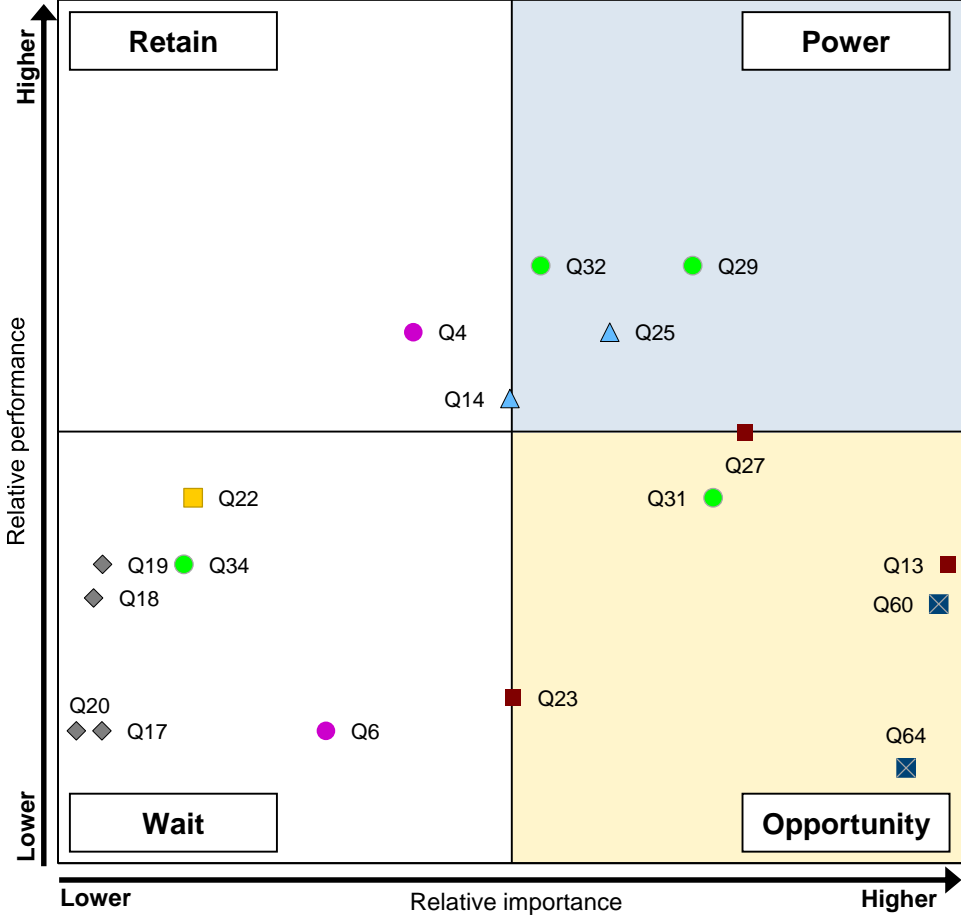
Executive summary

Key drivers, estimated percentiles and estimated ratings

The key drivers of the rating of health plan are presented in the POWER™ Chart classification matrix below. The table assesses the key drivers and each measure is ranked by importance within each quadrant. Focus resources on improving processes that underlie the most important items and look for a significant improvement in the rating of health plan (see [Appendix C](#) for more details).

POWER™ Chart classification matrix

14030 - UHC CP NM



Survey Measure	Score	Estimated Percentile	Estimated Rating	
Power				
Q29	Info. provided in materials	72.82%	75th	4
Q25	Got specialist appt.	82.45%	67th	4
Q32	CS courtesy/respect	95.58%	67th	4
Opportunity				
Q13	Health care overall*	74.69%	50th	3
Q60	Satisfaction with care coordination	76.40%	---	---
Q64	Help to stay healthy and remain in home	70.72%	---	---
Q27	Specialist overall*	82.78%	50th	3
Q31	CS provided info./help	82.78%	50th	3
Q23	Personal doctor overall*	80.43%	33rd	3
Wait				
Q6	Got routine care	76.95%	25th	2
Q22	Dr. informed about care	82.82%	33rd	3
Q34	Easy to fill out forms	95.09%	67th	4
Q19	Dr. showed respect	92.34%	33rd	3
Q17	Dr. explained things	89.45%	10th	2
Q18	Dr. listened carefully	90.44%	25th	2
Q20	Dr. spent enough time	87.23%	10th	2
Retain				
Q14	Got care/tests/treatment	86.12%	50th	3
Q4	Got urgent care	85.63%	50th	3

* Overall ratings are top 3 scores (% 8, 9 and 10).



Executive summary

Estimated accreditation score

The CAHPS 5.0H portion of the HEDIS® accreditation score is determined by comparing plan results to the *NCQA Benchmarks and Thresholds*. Points are assigned to the overall ratings and composite scores according to accreditation year and percentile range in which the score falls.

Survey Measure	Mean Score ¹	Estimated Percentile ²	Percentile Threshold ²	Points ³
				2018 Standards
<i>Overall mean ratings</i>				
Rating of Health Plan ⁴	2.5291	82.16%	75th	2.5422
Rating of Health Care	2.4031	56.55%	50th	0.9822
Rating of Personal Doctor	2.5199	66.58%	50th	0.9822
Rating of Specialist	2.5722	81.10%	75th	1.2711
<i>Composite mean scores</i>				
Customer Service	2.5785	74.06%	50th	0.9822
Getting Needed Care	2.3858	48.25%	25th	0.5778
Getting Care Quickly	2.4369	54.31%	50th	0.9822
Coordination of Care	2.4356	52.80%	50th	0.9822
Total points				9.3021

Points are assigned by percentile threshold as follows (if all measures are valid – denominator of at least 100)³:

Percentile Threshold	Percentile	Points ³
90 th	Greater than or equal to 90 th percentile	1.4444
75 th	Greater than or equal to 75 th percentile but less than 90 th percentile	1.2711
50 th	Greater than or equal to 50 th percentile but less than 75 th percentile	0.9822
25 th	Greater than or equal to 25 th percentile but less than 50 th percentile	0.5778
<25 th	Less than 25 th percentile	0.2889
Maximum number of points		13.0000

Notes:

- ¹ Overall ratings and composite measures are converted to a mean score using a 1 to 3 scale in the accreditation score calculation according to NCQA-defined guidelines.
- ² The percentiles and percentile thresholds shown here are estimates and may change when the mid-year update is released, usually in September.
- ³ NCQA will assign a measure result of NA and not assign accreditation points to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100. The measure is removed for scoring purposes and the points are redistributed among the remaining measures.
- ⁴ Rating of Health Plan is worth twice the points in each percentile band, i.e., 2.6000, 2.2880, 1.7680, 1.0400 and 0.5200, respectively.

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

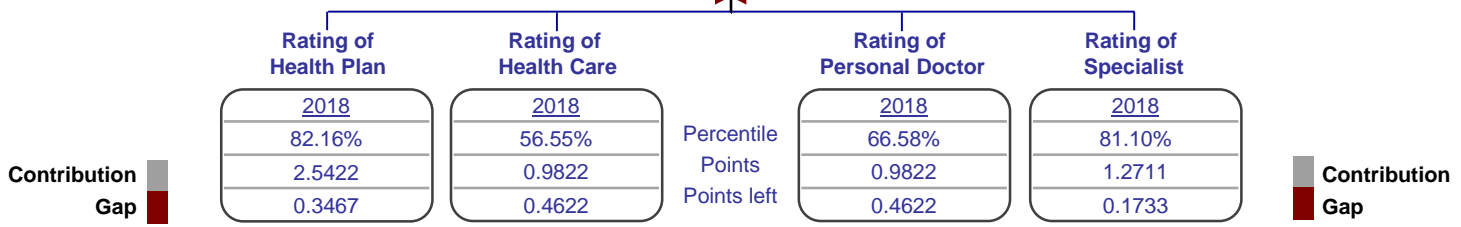
Executive summary

The flowchart below shows how the items used in the calculation of the plan's 2018 estimated accreditation score perform relative to each other. See Appendix D for more details.

Estimated percentile, points, and points to achieve maximum score are shown for each composite score.

Accreditation Score	
2018	Standards
13.0000	Max possible score
9.3021	Estimated 2018 total points
3.6979	Potential to improve

Estimated percentile, points, and points to achieve maximum score are shown for each composite score.

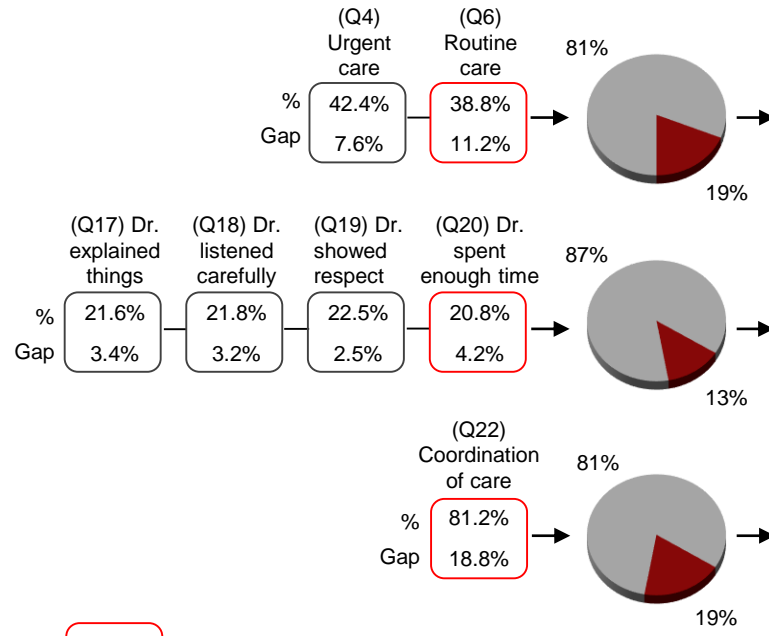
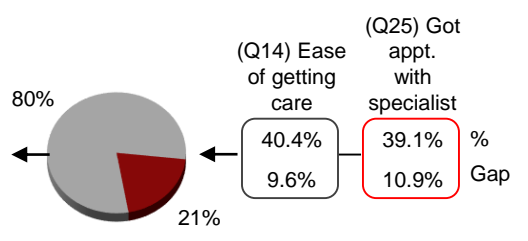
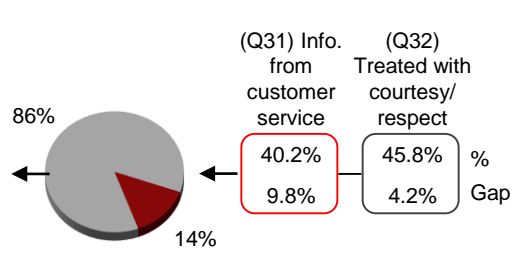


Customer Service

2018
74.06%
0.9822
0.4622

Getting Needed Care

2018
48.25%
0.5778
0.8667



Getting Care Quickly

2018
54.31%
0.9822
0.4622

How Well Doctors Communicate*

2018
80.25%

Coordination of Care

2018
52.80%
0.9822
0.4622

 Strength (at or above the 90th percentile)

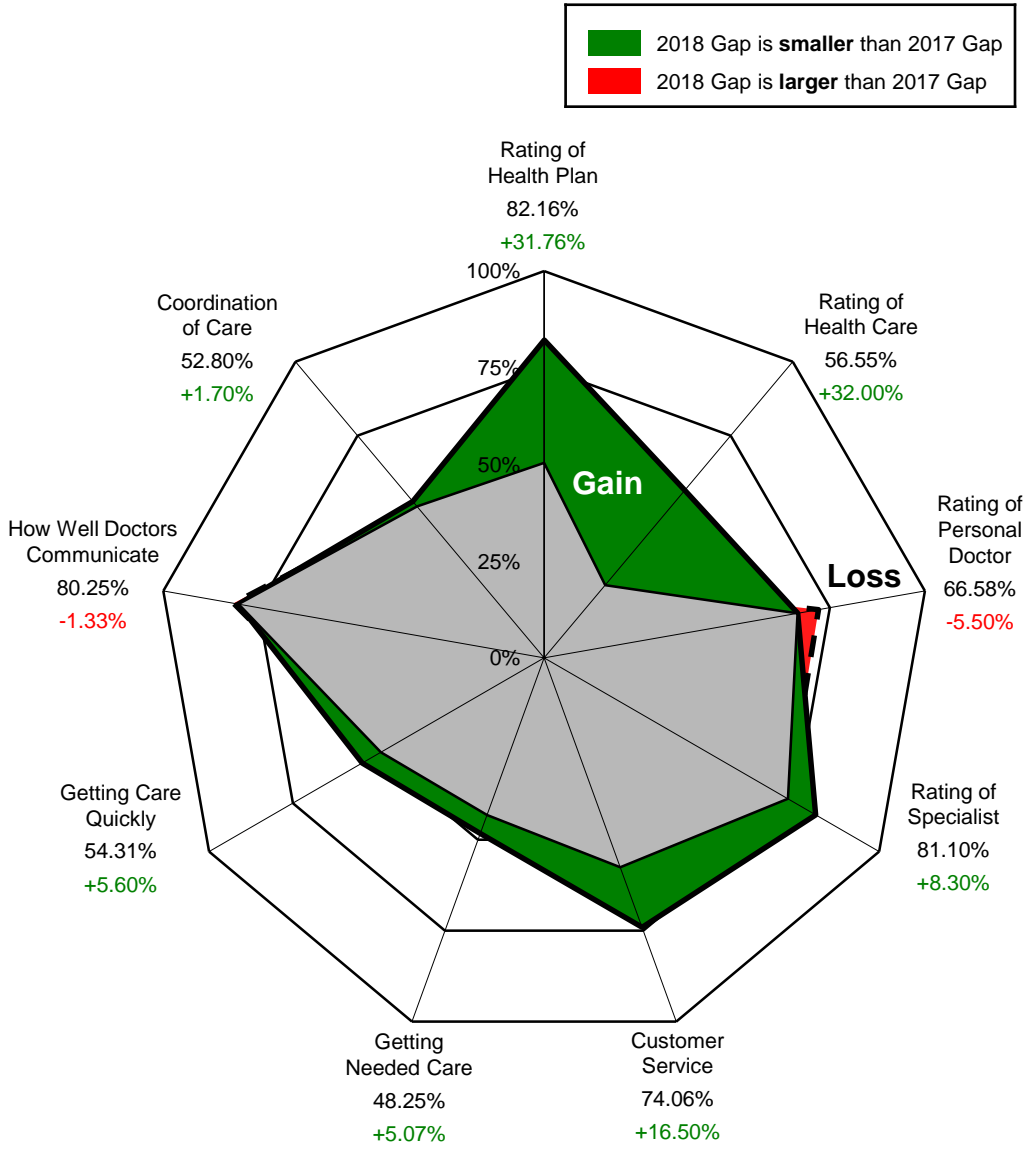
 Potential to improve (component with largest gap)

* The How Well Doctors Communicate composite was removed from accreditation scoring in 2015.

Executive summary

Percentile gap analysis. The percentile gap is the difference between the maximum possible percentile (100) and the estimated percentile achieved.

- The percentile gap was closed compared to last year on the following measures:
 - Rating of Health Care
 - Rating of Health Plan
 - Customer Service
 - Rating of Specialist
 - Getting Care Quickly
 - Getting Needed Care
 - Coordination of Care
- However, the percentile gap increased on these measures:
 - Rating of Personal Doctor
 - How Well Doctors Communicate



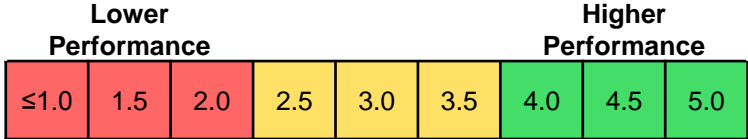
Executive summary

NCQA Health Insurance Plan Ratings

- Beginning in 2015, NCQA replaced its ranking methodology with a rating methodology.
- Health plans are now rated in three categories: clinical quality (includes prevention and treatment), consumer satisfaction and NCQA's review of health quality processes.
- Plans are classified based on their national percentile (10th, 33.33rd, 66.67th and 90th) into scores ranging from 1 to 5 (in increments of 0.5), where 5 is the highest score and 1 is the lowest.
- The consumer satisfaction category of the rating comes from the CAHPS survey and is summarized in the table below. Percentiles and ratings are **estimated** based on the 2017 Quality Compass® National All Lines of Business (LOB) data since the 2018 data were not available at the time of this report.

	Score*	Percentile	Rating
Consumer Satisfaction			3.5
Getting Care			3.5
Getting care easily	84.28%	67th	4.0
Getting care quickly	81.29%	33rd	3.0
Satisfaction with Plan Physicians			3.0
Rating of primary-care doctor	64.22%	10th	2.0
Rating of specialists	69.44%	67th	4.0
Rating of care	56.56%	33rd	3.0
Coordination of care	82.82%	33rd	3.0
Health promotion and education	75.47%	67th	4.0
Satisfaction with Plan Services			3.5
Rating of health plan	64.57%	67th	4.0
Customer service	89.18%	33rd	3.0
Prevention			
Flu shots for adults (ages 18-64)	43.16%	67th	4.0

Percentile	Rating
<10th	= 1
10th	= 2
33rd	= 3
67th	= 4
90th	= 5



- * Scores are top-two-box ratings (% Always or Usually or % 9 or 10) for the consumer satisfaction category and % "Yes" for the flu shot measure.
- NOTE: NCQA will assign a measure result of NA to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100.

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

Methodology

Questionnaire. The CAHPS 5.0H survey was used. DSS designed the survey instrument using health plan colors. An attractively formatted booklet with a cover letter explaining the importance of completing the survey was mailed to the sampled members using first class postage. A return business reply envelope addressed to DSS was included with each booklet. A copy of the survey is provided in [Appendix F](#).

Data collection. The methodology detailed in *HEDIS® 2018 Volume 3: Specifications for Survey Measures* was used. A synopsis is outlined below.

Survey Protocol	Timeframe	Date
First questionnaire mailing	0 days	1/30/2018
First reminder postcard	4 - 10 days	2/6/2018
Second questionnaire mailing	35 days	3/6/2018
Second reminder postcard	39 - 45 days	3/13/2018
Initiate telephone interviewing	56 days	3/27/2018
Complete telephone interviewing	70 days	4/10/2018
Last day to accept completed surveys	Minimum of 81 days	5/11/2018
Data submission to NCQA		5/30/2018

Staffing of the toll-free help line. DSS staffed a toll-free phone line for members to call if they had any questions.

Sample design.

- **Qualified respondents.** Members eligible for the survey were those 18 years and older (as of December 31 of the measurement year) who had been continuously enrolled in the plan for at least five of the last six months of the measurement year.
- **Sample type.** A simple random sample of the required sample size for the population was drawn. To reduce possible confusion and respondent burden, the sample was processed to remove duplicates so that only one adult per household was included in the sample.
- **Sample size and sampling error.** A sample of 443 members was obtained with an overall sampling error of +/- 4.7% at 95% confidence, using the most pessimistic assumption regarding variance ($p=0.5$).

Methodology

- **Response rate.** The return volume and response rate information is summarized below:

Item	2016	2017	2018
Total mailed	1,895	1,890	1,620
Required sample	1,350	1,350	1,350
Oversample	545	540	270
Undeliverable	363	408	426
Total ineligible	85	44	34
Total completed surveys	482	463	443
Mail completes	330	296	239
Wave 1	205	185	163
Wave 2	125	111	76
Phone completes	152	167	204
Adjusted response rate*	26.63%	25.08%	27.93%
Overall sampling error	+/- 4.5%	+/-4.6%	+/- 4.7%

Data processing and analysis. DSS processed all completed surveys and analyzed the results.

Comparison averages. Most measures are compared to the 2017 Quality Compass Average (2017 QC Avg.), which is displayed as a red line throughout the report, and the 2018 UHC Adult Medicaid Average (2018 UHC Avg.), which is displayed as a blue bar throughout the report.

Spanish surveys. 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. There were 30 surveys completed in Spanish.

* Adjusted response rate is calculated using the following formula: $\frac{\text{Total completed surveys}}{\text{Total mailed} - \text{Total ineligible}} \times 100$

Percentages lower than 5% are not labeled in charts where space does not permit.

Overall ratings

Compared to the 2017 plan result:

- None of the differences are significant.

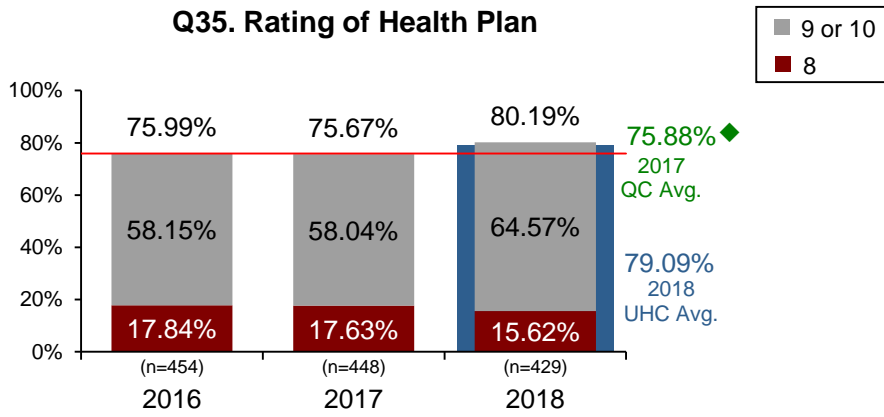
Compared to the 2017 QC Average:

- Health plan is significantly higher.

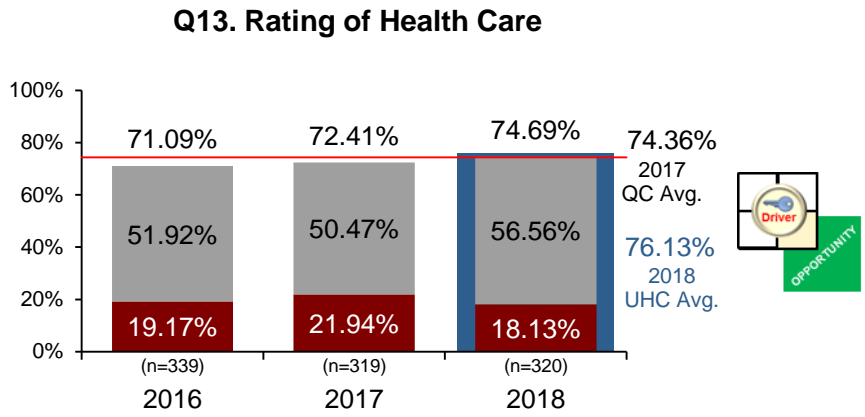
Compared to the 2018 UHC Average:

- None of the differences are significant.

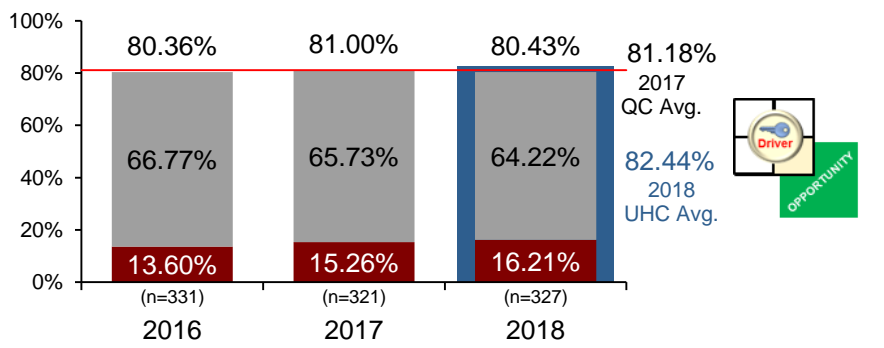
Q35. Rating of Health Plan



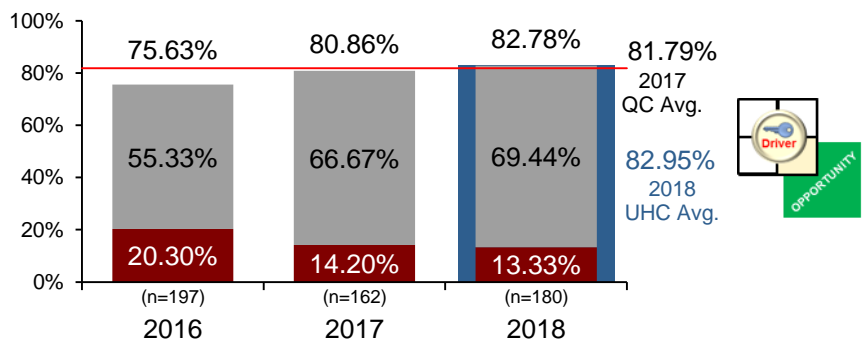
Q13. Rating of Health Care



Q23. Rating of Personal Doctor



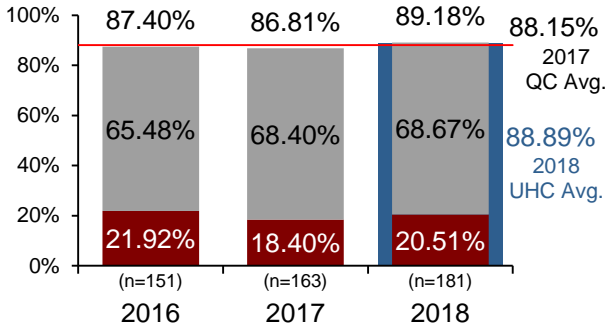
Q27. Rating of Specialist



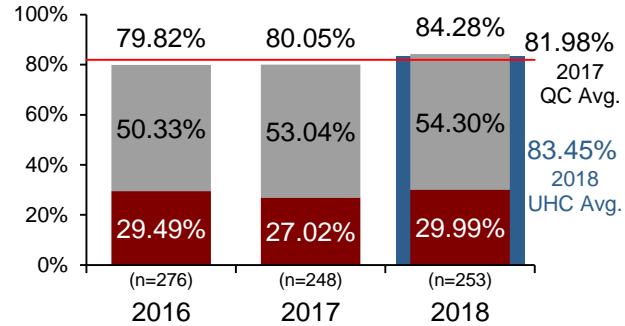
↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
 ◆ ◆ Indicates a significant difference between the 2018 plan result and the 2017 QC Average.
 * * Indicates a significant difference between the 2018 plan result and the 2018 UHC Average.

Composite global proportions

Customer Service



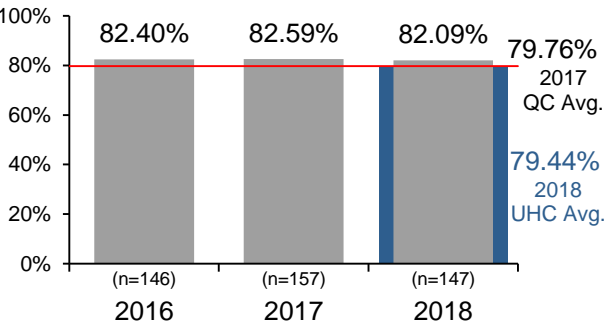
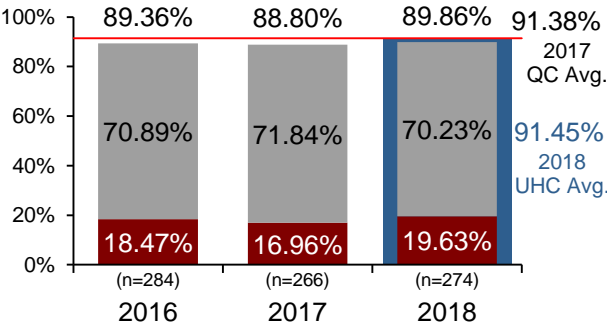
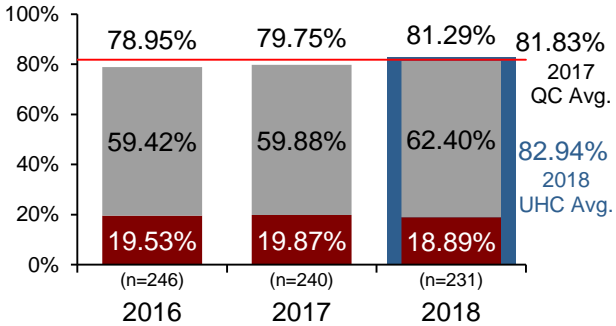
Getting Needed Care



Getting Care Quickly

How Well Doctors Communicate

Shared Decision Making

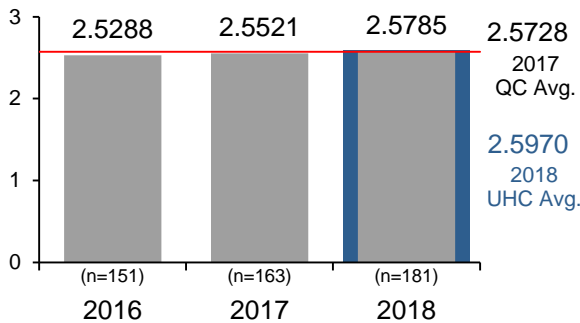


↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
 ◆ ◆ Indicates a significant difference between the 2018 plan result and the 2017 QC Average.
 ✱ ✱ Indicates a significant difference between the 2018 plan result and the 2018 UHC Average.

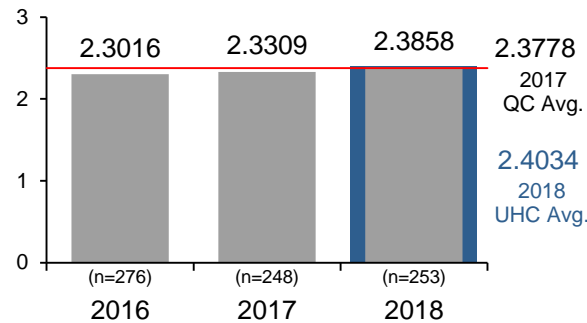


Composite mean scores

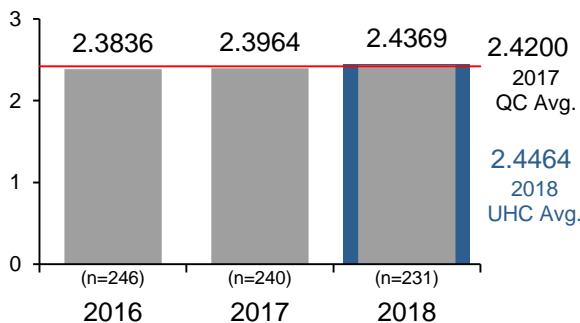
Customer Service



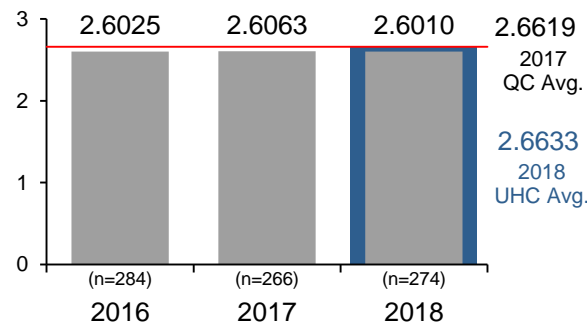
Getting Needed Care



Getting Care Quickly



How Well Doctors Communicate



↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
 ◆ ◆ Indicates a significant difference between the 2018 plan result and the 2017 QC Average.
 ✖ ✖ Indicates a significant difference between the 2018 plan result and the 2018 UHC Average.



Customer Service

Compared to the 2017 plan result:

- None of the differences are significant.

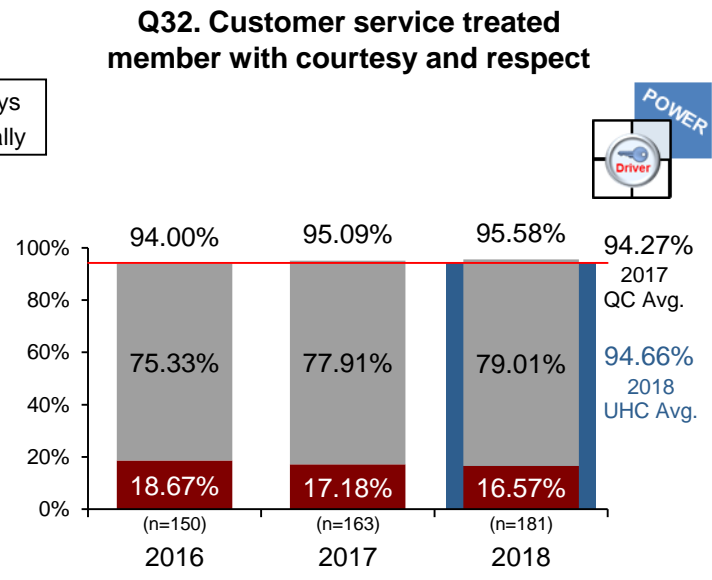
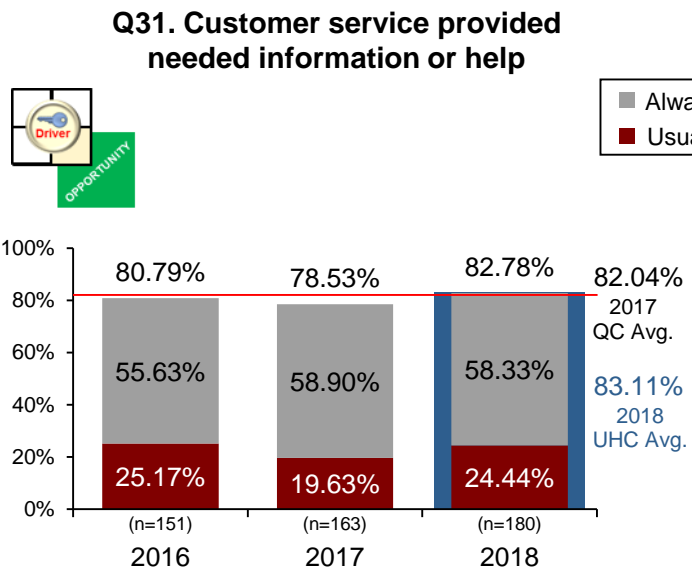
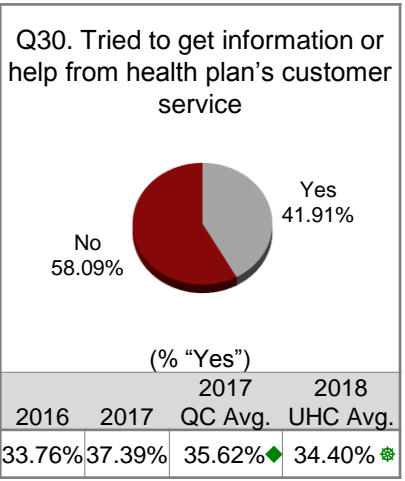
Compared to the 2017 QC Average:

- None of the differences are significant.

Compared to the 2018 UHC Average:

- None of the differences are significant.

Customer Service Composite					
	2016	2017	2018	2017 QC Avg.	2018 UHC Avg.
Global proportion	87.40%	86.81%	89.18%	88.15%	88.89%
Mean score	2.5288	2.5521	2.5785	2.5728	2.5970



↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
 ◆ ♦ Indicates a significant difference between the 2018 plan result and the 2017 QC Average.
 ✱ ✱ Indicates a significant difference between the 2018 plan result and the 2018 UHC Average.

Customer Service

Compared to the 2017 plan result:

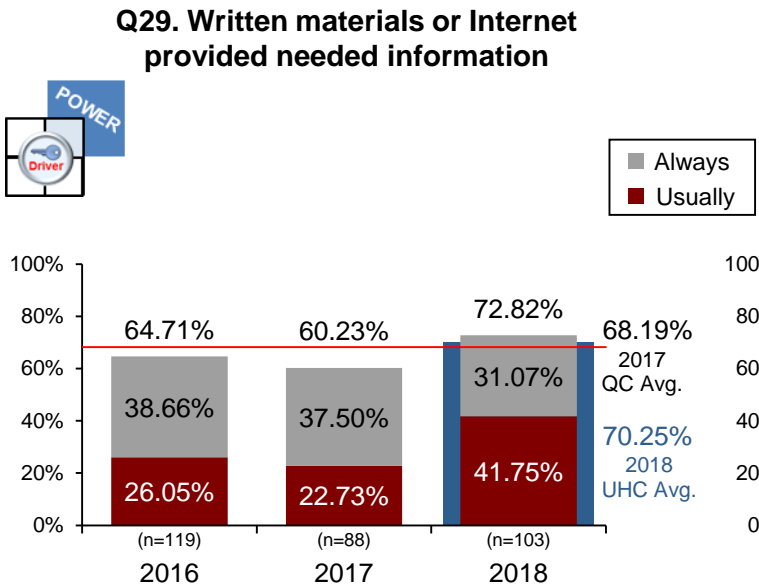
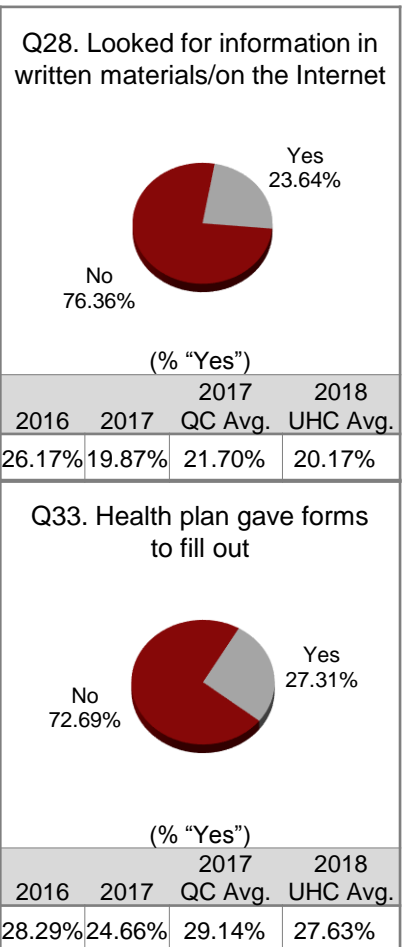
- None of the differences are significant.

Compared to the 2017 QC Average:

- None of the differences are significant.

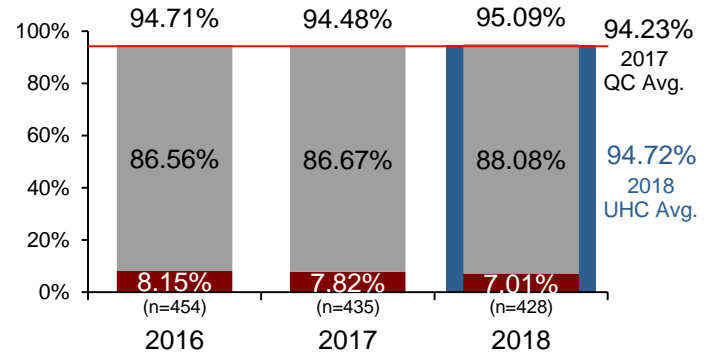
Compared to the 2018 UHC Average:

- None of the differences are significant.



Q34. Health plan forms were easy to fill out

Note: The rate for this question is calculated using the responses to this question and "No" responses to Q33.



↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
 ◆ ◆ Indicates a significant difference between the 2018 plan result and the 2017 QC Average.
 ✱ ✱ Indicates a significant difference between the 2018 plan result and the 2018 UHC Average.

Getting Needed Care

Compared to the 2017 plan result:

- None of the differences are significant.

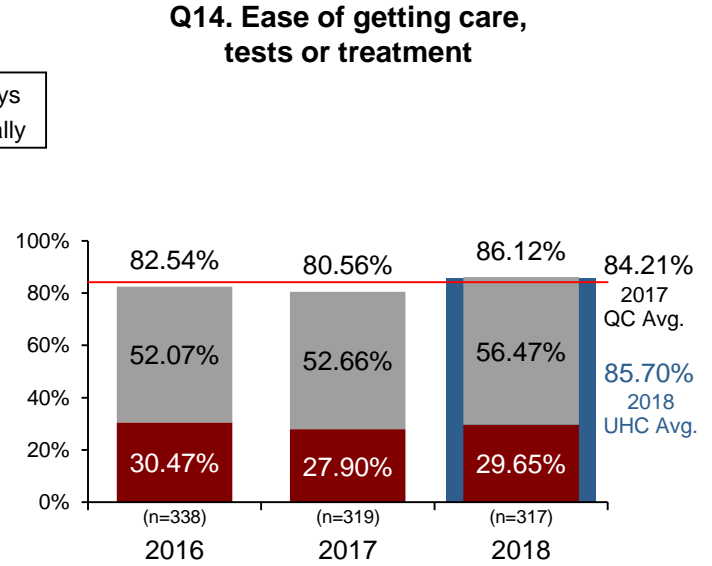
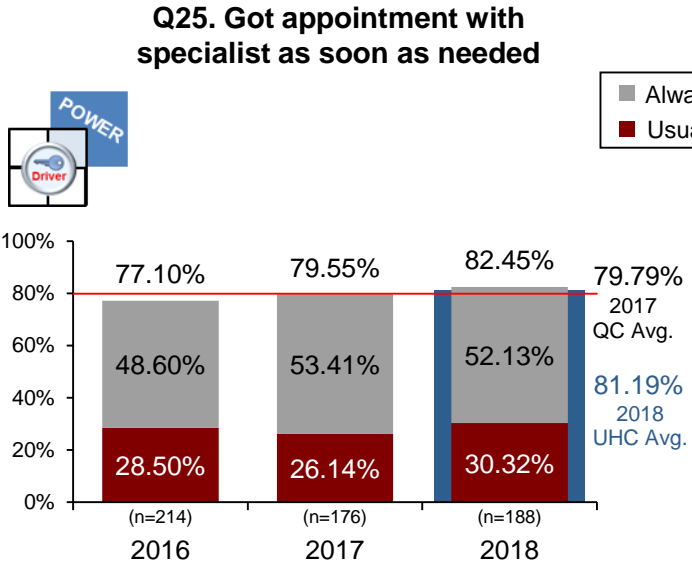
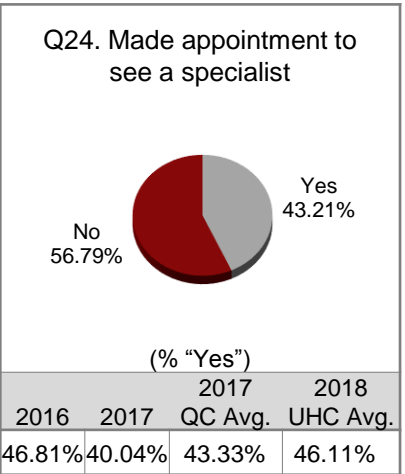
Compared to the 2017 QC Average:

- None of the differences are significant.

Compared to the 2018 UHC Average:

- None of the differences are significant.

Getting Needed Care Composite					
	2016	2017	2018	2017 QC Avg.	2018 UHC Avg.
Global proportion	79.82%	80.05%	84.28%	81.98%	83.45%
Mean score	2.3016	2.3309	2.3858	2.3778	2.4034



↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
 ◆ ◆ Indicates a significant difference between the 2018 plan result and the 2017 QC Average.
 ✱ ✱ Indicates a significant difference between the 2018 plan result and the 2018 UHC Average.

Getting Care Quickly

Compared to the 2017 plan result:

- None of the differences are significant.

Compared to the 2017 QC Average:

- None of the differences are significant.

Compared to the 2018 UHC Average:

- None of the differences are significant.

Q3. Had illness/injury/condition that needed care right away

(% "Yes")

2017		2018	
2016	2017	QC Avg.	UHC Avg.
42.89%	39.87%	42.39%	43.57%

Q5. Made appointments for health care at doctor's office or clinic

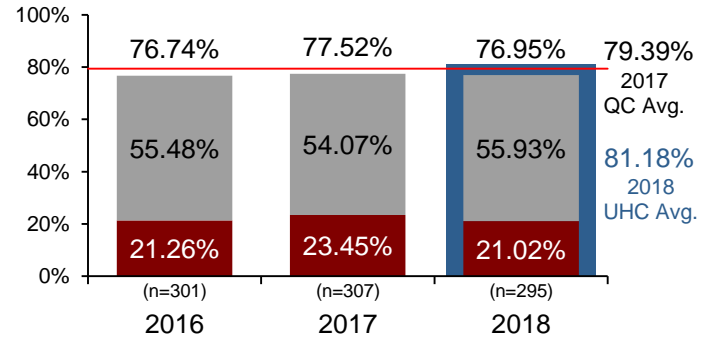
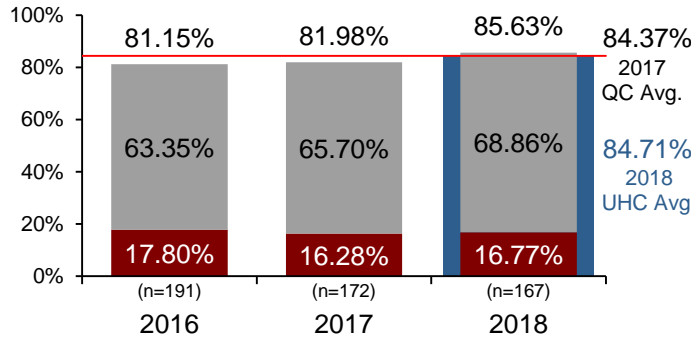
(% "Yes")

2017		2018	
2016	2017	QC Avg.	UHC Avg.
68.00%	69.57%	72.97%	74.11%

Getting Care Quickly Composite					
	2016	2017	2018	2017 QC Avg.	2018 UHC Avg.
Global proportion	78.95%	79.75%	81.29%	81.83%	82.94%
Mean score	2.3836	2.3964	2.4369	2.4200	2.4464

Q4. Got urgent care as soon as needed

Q6. Got check-up or routine appointment as soon as needed



↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
 ◆ ◆ Indicates a significant difference between the 2018 plan result and the 2017 QC Average.
 ✱ ✱ Indicates a significant difference between the 2018 plan result and the 2018 UHC Average.

Doctor or specialist visits

Compared to the 2017 plan result:

- Average number of personal doctor visits is significantly lower.

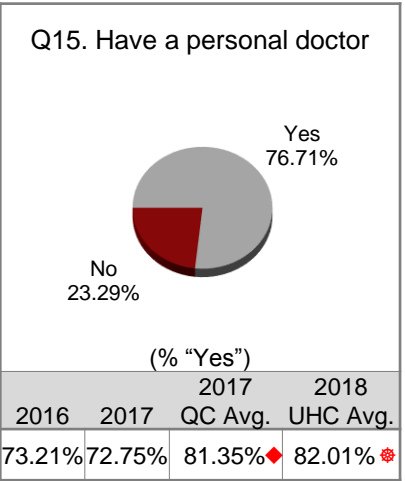
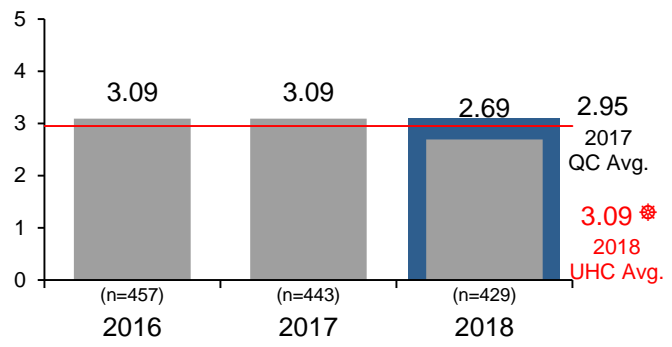
Compared to the 2017 QC Average:

- None of the differences are significant.

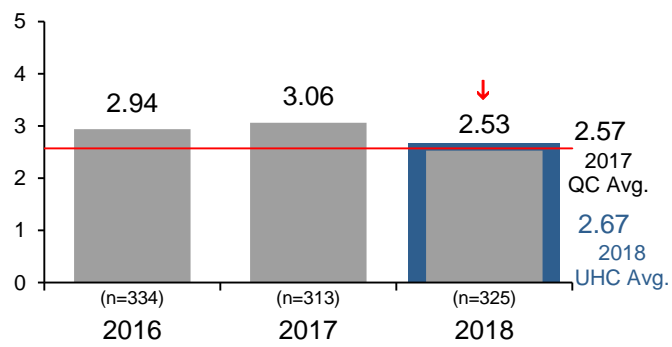
Compared to the 2018 UHC Average:

- Average number of office visits is significantly lower.

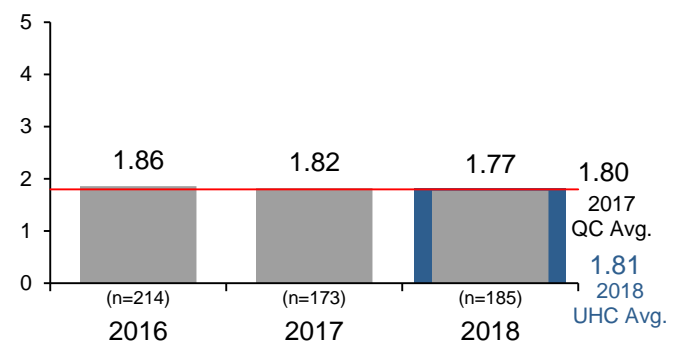
Q7. Average number of visits to doctor's office or clinic



Q16. Average number of visits to personal doctor



Q26. Average number of specialists seen



↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
 ◆ ◆ Indicates a significant difference between the 2018 plan result and the 2017 QC Average.
 ✱ ✱ Indicates a significant difference between the 2018 plan result and the 2018 UHC Average.

How Well Doctors Communicate

Compared to the 2017 plan result:

- None of the differences are significant.

Compared to the 2017 QC Average:

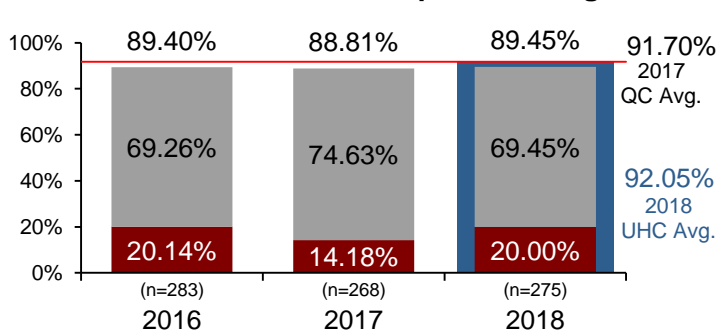
- None of the differences are significant.

Compared to the 2018 UHC Average:

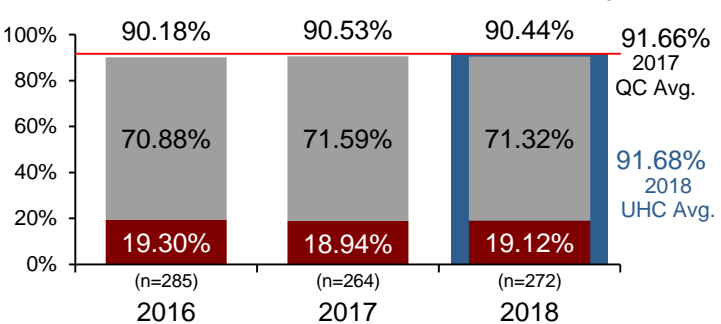
- None of the differences are significant.

How Well Doctors Communicate Composite					
	2016	2017	2018	2017 QC Avg.	2018 UHC Avg.
Global proportion	89.36%	88.80%	89.86%	91.38%	91.45%
Mean score	2.6025	2.6063	2.6010	2.6619	2.6633

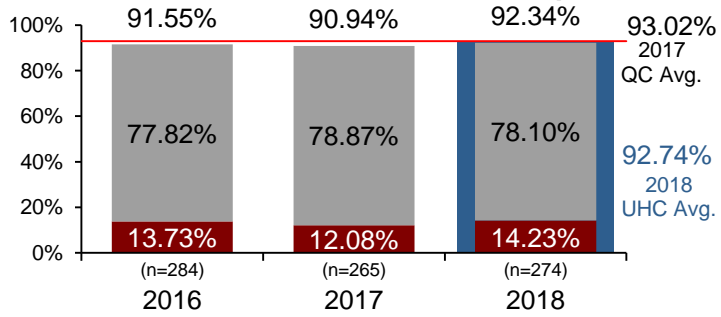
Q17. Personal doctor explained things



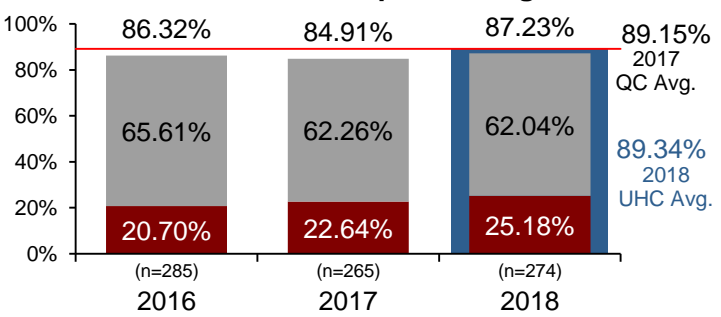
Q18. Personal doctor listened carefully



Q19. Personal doctor showed respect



Q20. Personal doctor spent enough time



↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
◆ ◆ Indicates a significant difference between the 2018 plan result and the 2017 QC Average.
✱ ✱ Indicates a significant difference between the 2018 plan result and the 2018 UHC Average.



Shared Decision Making

Compared to the 2017 plan result:

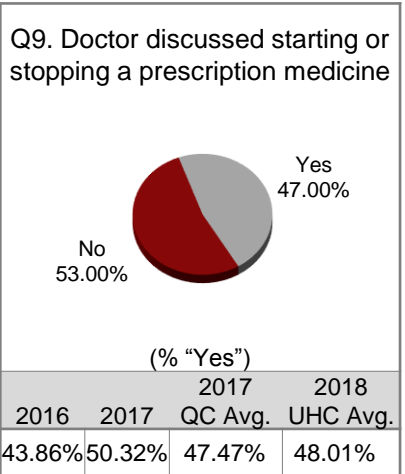
- None of the differences are significant.

Compared to the 2017 QC Average:

- None of the differences are significant.

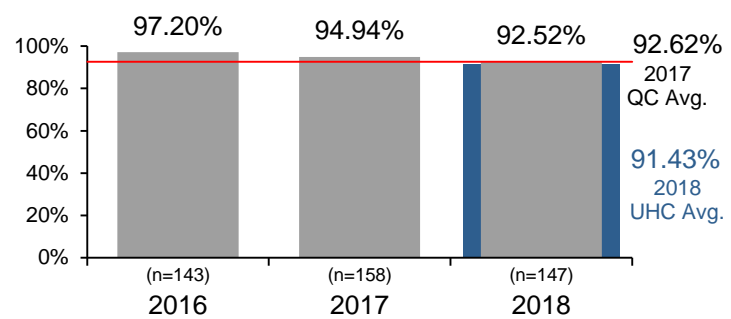
Compared to the 2018 UHC Average:

- None of the differences are significant.

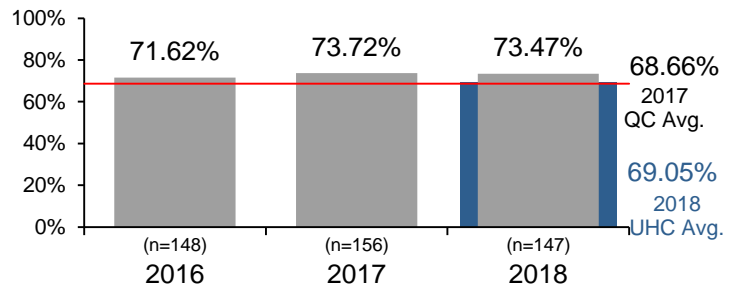


Shared Decision Making Composite*					
	2016	2017	2018	2017 QC Avg.	2018 UHC Avg.
Global proportion	82.40%	82.59%	82.09%	79.76%	79.44%

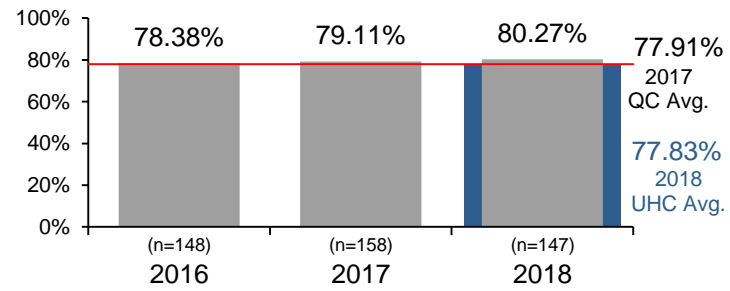
Q10. Doctor discussed reasons to take a medicine
(% "Yes")



Q11. Doctor discussed reasons not to take a medicine
(% "Yes")



Q12. Doctor asked what you thought was best
(% "Yes")



↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
◆ ◆ Indicates a significant difference between the 2018 plan result and the 2017 QC Average.
✱ ✱ Indicates a significant difference between the 2018 plan result and the 2018 UHC Average.

*Composite mean scores are not calculated for Yes/No composites.

Health Promotion and Education

Compared to the 2017 plan result:

- The difference is not significant.

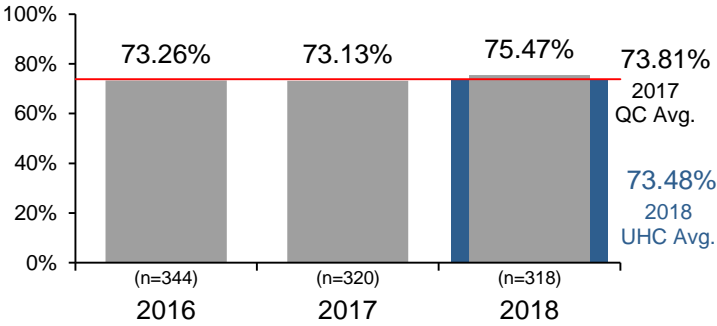
Compared to the 2017 QC Average:

- The difference is not significant.

Compared to the 2018 UHC Average:

- The difference is not significant.

Q8. Doctor discussed ways to prevent illness (% "Yes")



↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
 ◆ ◆ Indicates a significant difference between the 2018 plan result and the 2017 QC Average.
 ⚙ ⚙ Indicates a significant difference between the 2018 plan result and the 2018 UHC Average.

Coordination of Care

Compared to the 2017 plan result:

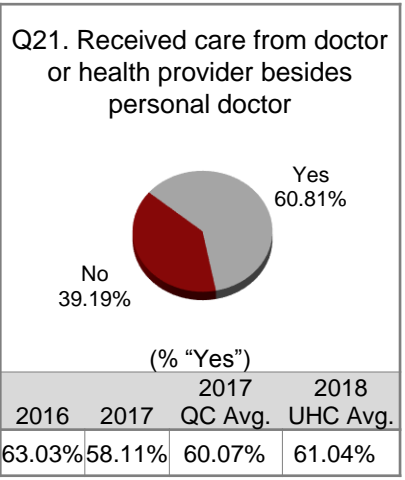
- The difference is not significant.

Compared to the 2017 QC Average:

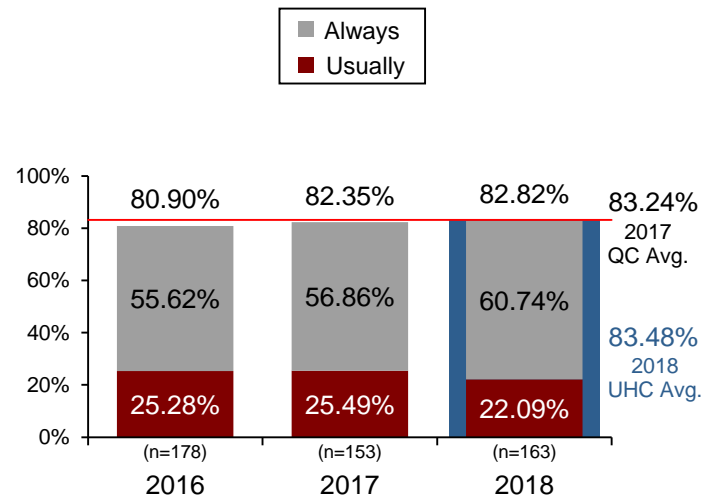
- The difference is not significant.

Compared to the 2018 UHC Average:

- The difference is not significant.



Q22. Personal doctor seemed informed about care from other providers



↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
 ◆ ◆ Indicates a significant difference between the 2018 plan result and the 2017 QC Average.
 ⚙ ⚙ Indicates a significant difference between the 2018 plan result and the 2018 UHC Average.

Flu Vaccinations for Adults Ages 18-64

Compared to the 2017 plan result:

- The difference is not significant.

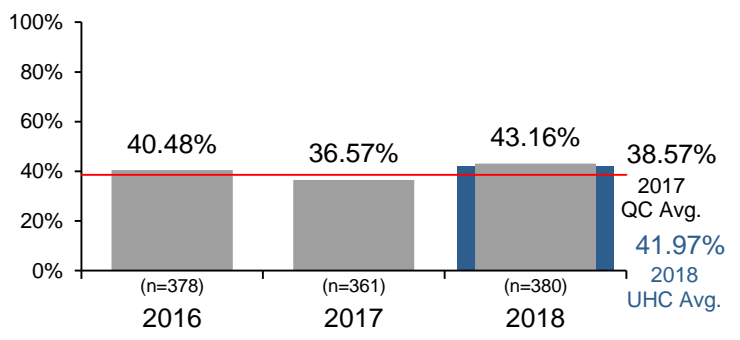
Compared to the 2017 QC Average:

- The difference is not significant.

Compared to the 2018 UHC Average:

- The difference is not significant.

Q38. Received a flu shot or spray since July 1 (of previous year) (% "Yes")



↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
 ◆ ◆ Indicates a significant difference between the 2018 plan result and the 2017 QC Average.
 ⚙ ⚙ Indicates a significant difference between the 2018 plan result and the 2018 UHC Average.

Medical Assistance with Smoking and Tobacco Use Cessation

2017/2018 compared to 2016/2017 plan result:

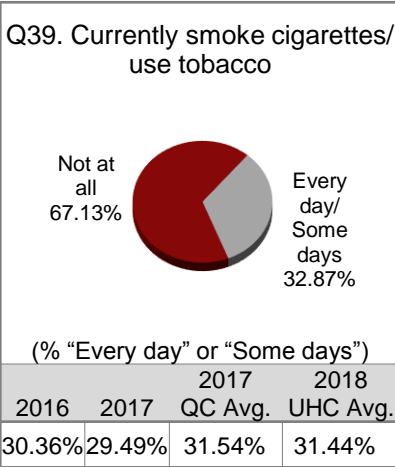
- None of the differences are significant.

2017/2018 compared to the 2017 QC Average:

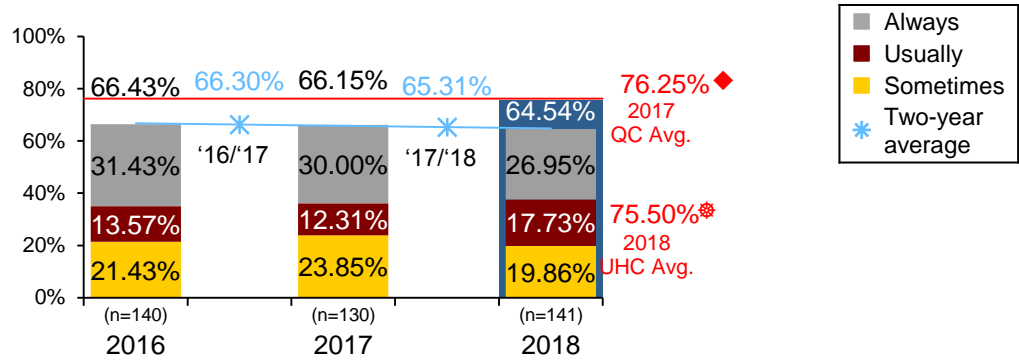
- Advising smokers and tobacco users to quit, discussing cessation medications and discussing cessation strategies are significantly lower.

2017/2018 compared to the 2018 UHC Average:

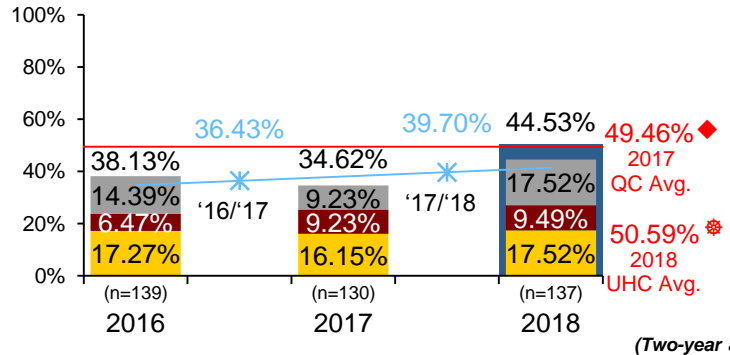
- Advising smokers and tobacco users to quit, discussing cessation medications and discussing cessation strategies are significantly lower.



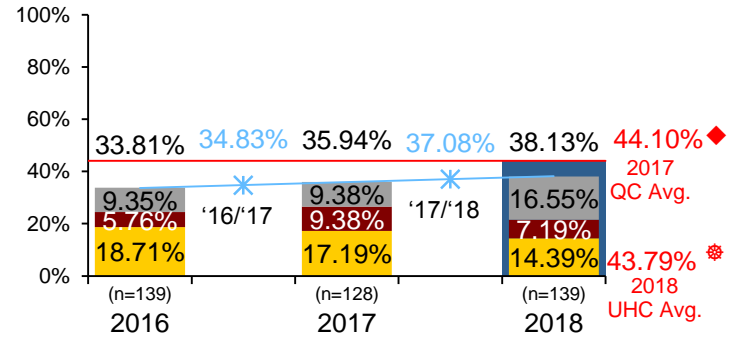
Q40. Advising Smokers and Tobacco Users to Quit*



Q41. Discussing Cessation Medications*



Q42. Discussing Cessation Strategies*



↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
 ♦ Indicates a significant difference between the 2018 plan result and the 2017 QC Average.
 ❁ Indicates a significant difference between the 2018 plan result and the 2018 UHC Average.

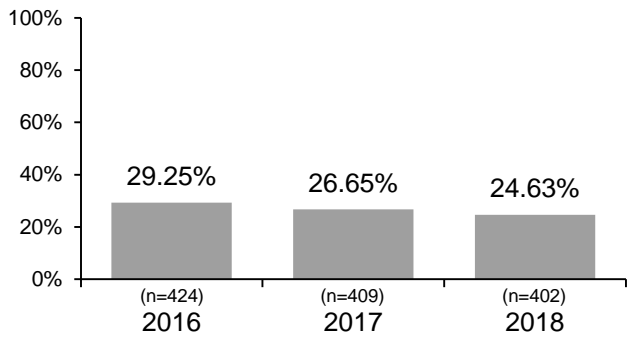
(Two-year average)
 (2017/2018 vs. 2016/2017)
 (2017/2018 vs. 2017 QC)
 (2017/2018 vs. 2018 UHC)

* Only the results from significance tests to the two-year averages are shown.

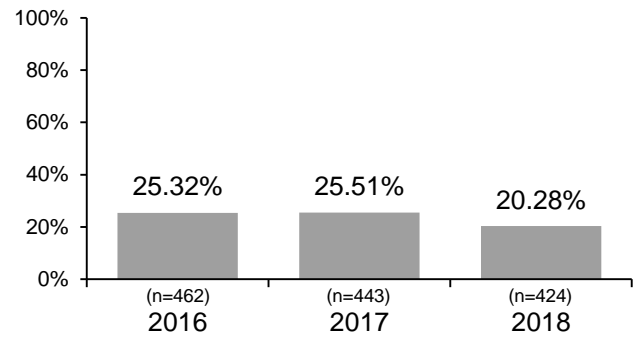
Additional questions

Fall Risk Management (FRM)

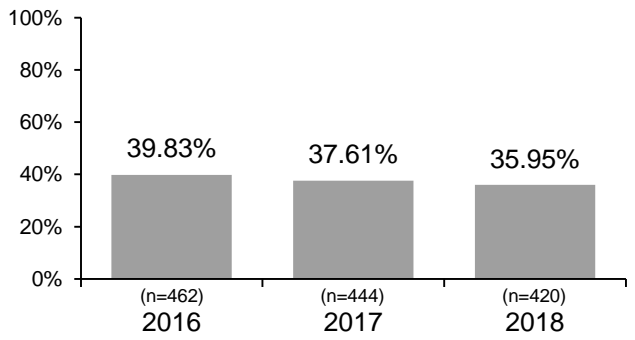
Q54. Discussed falling or balance problems with health provider
(% "Yes")



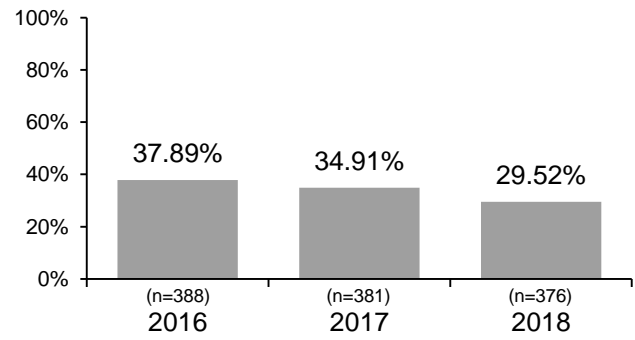
Q55. Fell in the past 6 months
(% "Yes")



Q56. Problem with balance or walking in past 6 months
(% "Yes")



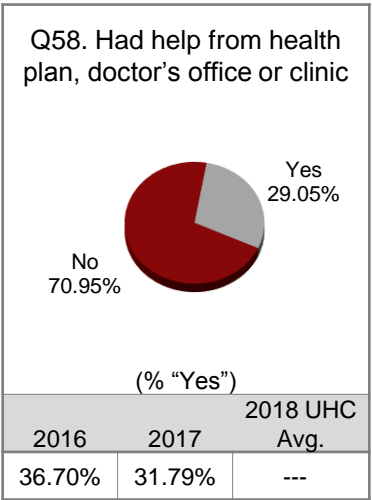
Q57. Health provider has been proactive in helping to prevent falls or treat problems
(% "Yes")



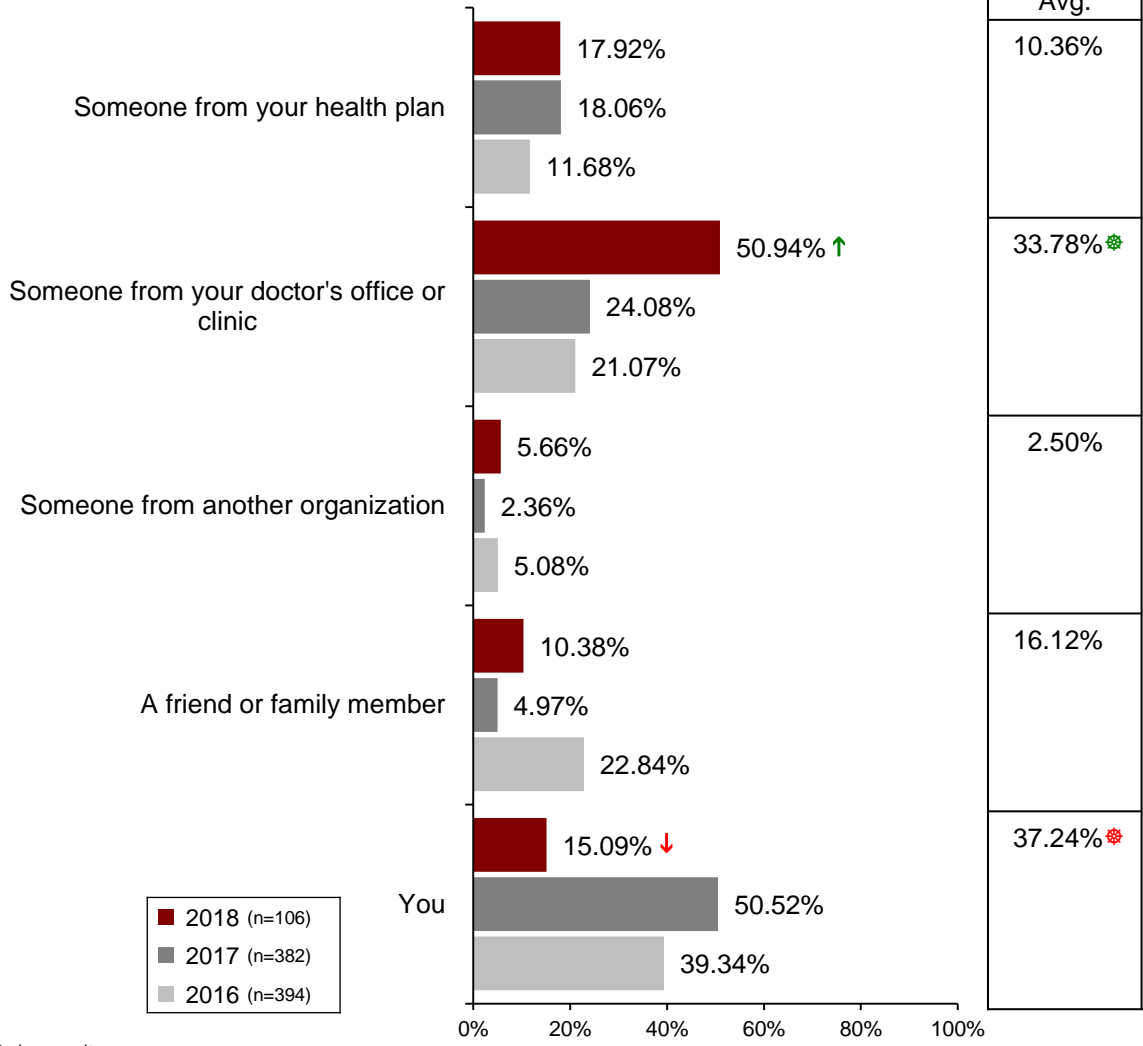
↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.



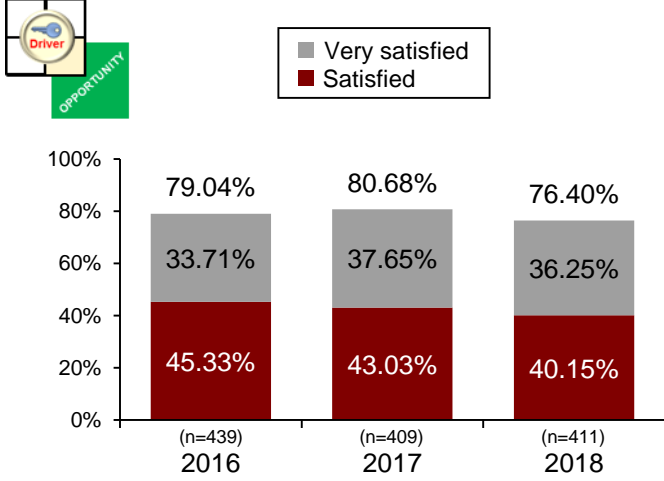
Care coordination



Q59. Person who helped
(% responding...)



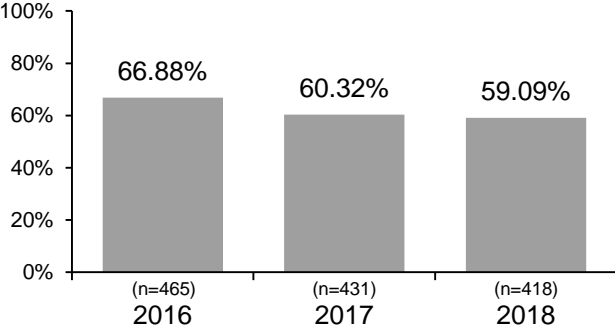
Q60. Satisfaction with help received



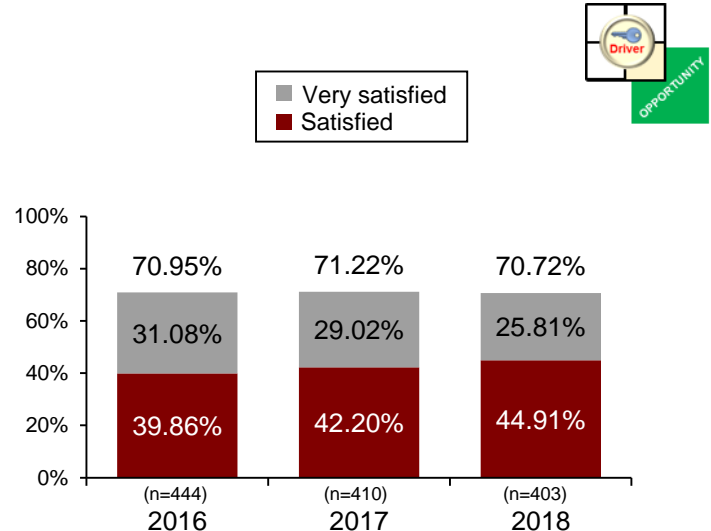
↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
 🌿 🌿 Indicates a significant difference between the 2018 plan result and the 2018 UHC Average.

Staying healthy

Q61. Received material from plan
(% "Yes")



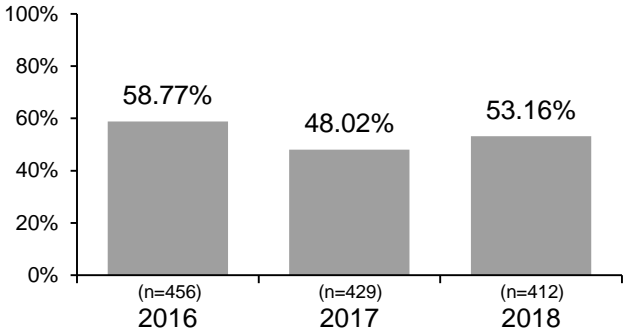
Q64. Satisfaction that care plan talks about help needed



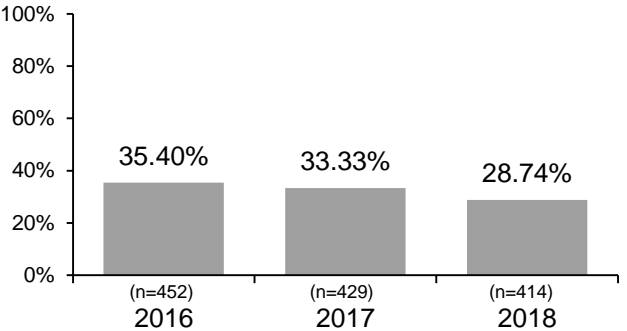
↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.

Care coordination

Q62. Received material from plan
(% "Yes")



Q63. Care coordinator created a Plan
of Care
(% "Yes")

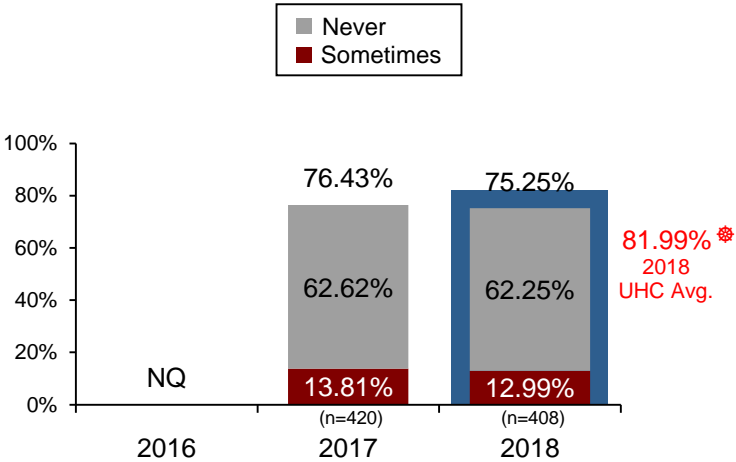


↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.



Cultural barriers

Q65. Hard to find a doctor who understands your culture



↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
* Indicates a significant difference between the 2018 plan result and the 2018 UHC Average.

NQ = New question in 2017.

Appendix A

Member profile

Member profile

	2016	2017	2018	2017 QC Avg.	2018 UHC Avg.
Member health					
Overall health (Q36)					
Excellent/Very good	26.33%	32.08%	32.95%	32.58%	30.46%
Good	27.81%	29.20%	26.73%	32.98% ◆	31.38% ⊗
Fair/Poor	45.86%	38.72%	40.32%	34.44% ◆	38.15%
Overall mental/emotional health (Q37)					
Excellent/Very good	35.81%	36.67%	39.77%	42.47%	39.51%
Good	27.12%	29.33%	29.89%	28.79%	29.40%
Fair/Poor	37.08%	34.00%	30.34%	28.74%	31.08%
Got health care three or more times for the same condition or problem in the last six months (Q43)	36.62%	29.82%	38.11% ↑	34.00%	39.08%
Condition or problem has lasted for at least three months (not including pregnancy or menopause) (Q44)	80.37%	80.77%	89.38% ↑	83.93% ◆	83.32% ⊗
Now need or take medicine prescribed by a doctor (not including birth control) (Q45)	64.53%	65.85%	66.82%	65.56%	69.86%
Medicine is to treat a condition that has lasted for at least three months (not including pregnancy or menopause) (Q46)	89.66%	91.67%	93.99%	91.65%	92.81%

↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
◆ ◆ Indicates a significant difference between the 2018 plan result and the 2017 QC Average.
⊗ ⊗ Indicates a significant difference between the 2018 plan result and the 2018 UHC Average.



Member profile

	2016	2017	2018	2017 QC Avg.	2018 UHC Avg.
Member demographics					
Age (Q47)					
18-34	20.38%	19.82%	17.97%	28.84% ◆	24.55% ⊗
35-44	10.19%	12.78%	9.68%	14.59% ◆	13.63% ⊗
45-54	19.75%	20.04%	25.12%	20.59% ◆	19.71% ⊗
55 or older	49.68%	47.36%	47.24%	35.98% ◆	42.11% ⊗
Gender (Q48)					
Male	44.15%	40.57%	44.04%	38.93% ◆	37.86% ⊗
Female	55.85%	59.43%	55.96%	61.07% ◆	62.14% ⊗
Education (Q49)					
High school or less	63.62%	60.32%	63.59%	62.48%	63.56%
Some college	24.18%	28.21%	27.42%	27.25%	26.92%
College graduate or more	12.20%	11.47%	8.98%	10.27%	9.53%
Race/ethnicity (Q50/Q51)					
White	58.88%	58.73%	58.52%	54.39%	65.18% ⊗
Hispanic or Latino	54.00%	55.45%	61.10%	18.49% ◆	15.94% ⊗
Black or African-American	4.67%	5.82%	5.09%	25.25% ◆	21.80% ⊗
Asian	2.34%	2.28%	2.54%	4.76% ◆	6.36% ⊗
Native Hawaiian or other Pacific Islander	0.70%	0.76%	0.76%	1.51%	2.15% ⊗
American Indian or Alaska Native	14.49%	15.70%	13.49%	3.99% ◆	4.64% ⊗
Other	31.54%	28.61%	37.15% ↑	10.10% ◆	10.71% ⊗

↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
◆ ◆ Indicates a significant difference between the 2018 plan result and the 2017 QC Average.
⊗ ⊗ Indicates a significant difference between the 2018 plan result and the 2018 UHC Average.



Appendix B

Overall ratings and composite score summary tables

Key measures – global proportions and summary rates

	2016	2017	2018	2018 Num.	2018 Den.	2017 QC Avg.	2018 UHC Avg.
Rating of Health Plan (Q35) (% 8, 9 or 10)	75.99%	75.67%	80.19%	344	429	75.88% ◆	79.09%
Rating of Health Care (Q13) (% 8, 9 or 10)	71.09%	72.41%	74.69%	239	320	74.36%	76.13%
Rating of Personal Doctor (Q23) (% 8, 9 or 10)	80.36%	81.00%	80.43%	263	327	81.18%	82.44%
Rating of Specialist (Q27) (% 8, 9 or 10)	75.63%	80.86%	82.78%	149	180	81.79%	82.95%
Customer Service (% Always or Usually)	87.40%	86.81%	89.18%	---	181	88.15%	88.89%
Q31. CS provided needed information or help	80.79%	78.53%	82.78%	149	180	82.04%	83.11%
Q32. CS treated member with courtesy and respect	94.00%	95.09%	95.58%	173	181	94.27%	94.66%
Getting Needed Care (% Always or Usually)	79.82%	80.05%	84.28%	---	253	81.98%	83.45%
Q25. Got appointment with specialist as soon as needed	77.10%	79.55%	82.45%	155	188	79.79%	81.19%
Q14. Ease of getting care, tests or treatment	82.54%	80.56%	86.12%	273	317	84.21%	85.70%
Getting Care Quickly (% Always or Usually)	78.95%	79.75%	81.29%	---	231	81.83%	82.94%
Q4. Got urgent care as soon as needed	81.15%	81.98%	85.63%	143	167	84.37%	84.71%
Q6. Got check-up or routine appointment as soon as needed	76.74%	77.52%	76.95%	227	295	79.39%	81.18%
How Well Doctors Communicate (% Always or Usually)	89.36%	88.80%	89.86%	---	274	91.38%	91.45%
Q17. Personal doctor explained things	89.40%	88.81%	89.45%	246	275	91.70%	92.05%
Q18. Personal doctor listened carefully	90.18%	90.53%	90.44%	246	272	91.66%	91.68%
Q19. Personal doctor showed respect	91.55%	90.94%	92.34%	253	274	93.02%	92.74%
Q20. Personal doctor spent enough time	86.32%	84.91%	87.23%	239	274	89.15%	89.34%
Shared Decision Making (% Yes)	82.40%	82.59%	82.09%	---	147	79.76%	79.44%
Q10. Doctor discussed reasons to take a medicine	97.20%	94.94%	92.52%	136	147	92.62%	91.43%
Q11. Doctor discussed reasons not to take a medicine	71.62%	73.72%	73.47%	108	147	68.66%	69.05%
Q12. Doctor asked what you thought was best	78.38%	79.11%	80.27%	118	147	77.91%	77.83%
Health Promotion and Education (Q8) (% Yes)	73.26%	73.13%	75.47%	240	318	73.81%	73.48%
Coordination of Care (Q22) (% Always or Usually)	80.90%	82.35%	82.82%	135	163	83.24%	83.48%
Flu Vaccinations for Adults Ages 18-64 (Q38) (% Yes)	40.48%	36.57%	43.16%	164	380	38.57%	41.97%
Medical Assistance with Smoking and Tobacco Use Cessation							
(% Always, Usually or Sometimes) (Two-year average)							
		2016/2017	2017/2018				
Q40. Advising Smokers and Tobacco Users to Quit	---	66.30%	65.31%	177	271	76.25% ◆	75.50% ⚡
Q41. Discussing Cessation Medications	---	36.43%	39.70%	106	267	49.46% ◆	50.59% ⚡
Q42. Discussing Cessation Strategies	---	34.83%	37.08%	99	267	44.10% ◆	43.79% ⚡

↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
◆ ◆ Indicates a significant difference between the 2018 plan result and the 2017 QC Average.
⚡ ⚡ Indicates a significant difference between the 2018 plan result and the 2018 UHC Average.

(Two-year average)
 (2017/2018 vs. 2016/2017)
 (2017/2018 vs. 2017 QC)
 (2017/2018 vs. 2018 UHC)



Overall ratings and composites – global proportions and summary rates

	2016	2017	2018	2017 QC Avg.	2018 UHC Avg.
Overall ratings					
Rating of Health Plan (Q35) (% 8, 9 or 10)	75.99%	75.67%	80.19%	75.88% ◆	79.09%
Rating of Health Care (Q13) (% 8, 9 or 10)	71.09%	72.41%	74.69%	74.36%	76.13%
Rating of Personal Doctor (Q23) (% 8, 9 or 10)	80.36%	81.00%	80.43%	81.18%	82.44%
Rating of Specialist (Q27) (% 8, 9 or 10)	75.63%	80.86%	82.78%	81.79%	82.95%
Overall ratings and composite scores					
Rating of Health Plan (Q35) (% 9 or 10)	58.15%	58.04%	64.57% ↑	58.99% ◆	62.85%
Rating of Health Care (Q13) (% 9 or 10)	51.92%	50.47%	56.56%	54.69%	58.09%
Rating of Personal Doctor (Q23) (% 9 or 10)	66.77%	65.73%	64.22%	66.42%	68.44%
Rating of Specialist (Q27) (% 9 or 10)	55.33%	66.67%	69.44%	67.14%	69.04%
Customer Service (% Always or Usually)	87.40%	86.81%	89.18%	88.15%	88.89%
Getting Needed Care (% Always or Usually)	79.82%	80.05%	84.28%	81.98%	83.45%
Getting Care Quickly (% Always or Usually)	78.95%	79.75%	81.29%	81.83%	82.94%
How Well Doctors Communicate (% Always or Usually)	89.36%	88.80%	89.86%	91.38%	91.45%
Shared Decision Making (% Yes)	82.40%	82.59%	82.09%	79.76%	79.44%
Health Promotion and Education (Q8) (% Yes)	73.26%	73.13%	75.47%	73.81%	73.48%
Coordination of Care (Q22) (% Always or Usually)	80.90%	82.35%	82.82%	83.24%	83.48%

- ↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
- ◆ ◆ Indicates a significant difference between the 2018 plan result and the 2017 QC Average.
- ◆ ◆ Indicates a significant difference between the 2018 plan result and the 2018 UHC Average.

Overall ratings and composites – mean scores

	2016	2017	2018	2017 QC Avg.	2018 UHC Avg.
Overall mean ratings: 0 - 10 scale					
Rating of Health Plan (Q35)	8.3921	8.4063	8.6317	8.4043 ◆	8.5594
Rating of Health Care (Q13)	8.1150	8.0846	8.2656	8.3040	8.4066
Rating of Personal Doctor (Q23)	8.7100	8.5545	8.5627	8.6614	8.7308
Rating of Specialist (Q27)	8.3299	8.6420	8.7222	8.6813	8.7165
Overall ratings and composite scores: Three-point mean scores					
Rating of Health Plan (Q35)	2.4229	2.4308	2.5291 ↑	2.4403 ◆	2.4981
Rating of Health Care (Q13)	2.3186	2.3103	2.4031	2.3926	2.4340
Rating of Personal Doctor (Q23)	2.5468	2.5265	2.5199	2.5446	2.5706
Rating of Specialist (Q27)	2.4112	2.5556	2.5722	2.5595	2.5774
Customer Service	2.5288	2.5521	2.5785	2.5728	2.5970
Getting Needed Care	2.3016	2.3309	2.3858	2.3778	2.4034
Getting Care Quickly	2.3836	2.3964	2.4369	2.4200	2.4464
How Well Doctors Communicate	2.6025	2.6063	2.6010	2.6619	2.6633
Health Promotion and Education (Q8)	2.4651	2.4625	2.5094	2.4762	2.4696
Coordination of Care (Q22)	2.3652	2.3922	2.4356	2.4187	2.4227

- ↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
- ◆ ◆ Indicates a significant difference between the 2018 plan result and the 2017 QC Average.
- ◆ ◆ Indicates a significant difference between the 2018 plan result and the 2018 UHC Average.

Overall ratings and composites – percentiles

	2018 Plan		National Percentiles from 2017 Quality Compass (Adult Medicaid)								
	Score	Percentile	5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th
Rating of Health Plan (Q35) (% 8, 9 or 10)	80.19%	75th	67.00	68.86	72.88	74.88	76.40	78.57	79.49	81.35	82.62
Rating of Health Care (Q13) (% 8, 9 or 10)	74.69%	50th	66.67	68.92	71.71	73.10	74.49	76.15	77.17	79.44	81.10
Rating of Personal Doctor (Q23) (% 8, 9 or 10)	80.43%	33rd	73.97	75.29	79.32	80.08	81.59	83.09	83.65	85.48	86.83
Rating of Specialist (Q27) (% 8, 9 or 10)	82.78%	50th	75.90	77.42	79.53	80.48	81.88	82.99	84.09	86.14	87.69
Customer Service (% Always or Usually)	89.18%	50th	83.64	84.64	86.64	87.33	88.38	89.58	90.07	91.23	91.73
Q31. CS provided needed information or help	82.78%	50th	74.14	77.10	79.73	80.75	82.35	84.31	84.75	86.64	87.62
Q32. CS treated member with courtesy and respect	95.58%	67th	90.69	91.62	92.92	93.50	94.15	95.33	96.00	96.90	97.27
Getting Needed Care (% Always or Usually)	84.28%	67th	74.84	76.08	79.65	80.76	82.67	84.07	84.74	86.56	87.07
Q25. Got appointment with specialist as soon as needed	82.45%	67th	71.36	72.89	77.25	78.41	80.33	82.42	83.13	85.26	86.67
Q14. Ease of getting needed care, tests or treatment	86.12%	50th	77.49	79.61	81.43	82.54	84.79	86.26	87.03	88.71	90.10
Getting Care Quickly (% Always or Usually)	81.29%	33rd	74.92	76.72	79.64	80.70	82.22	83.80	84.51	86.64	87.97
Q4. Got urgent care as soon as needed	85.63%	50th	77.00	79.38	81.76	82.61	83.96	86.05	87.27	89.66	91.43
Q6. Got check-up or routine appointment as soon as needed	76.95%	25th	68.79	72.73	76.60	78.54	79.91	81.60	82.98	85.17	87.26
How Well Doctors Communicate (% Always or Usually)	89.86%	10th	87.54	88.80	90.07	90.74	91.53	92.36	92.75	93.90	94.46
Q17. Personal doctor explained things	89.45%	10th	87.86	88.59	90.04	90.53	91.57	92.98	93.59	94.87	95.95
Q18. Personal doctor listened carefully	90.44%	25th	87.05	88.68	90.14	90.70	91.72	92.96	93.44	94.30	95.63
Q19. Personal doctor showed respect	92.34%	33rd	89.06	90.60	91.77	92.21	93.14	93.99	94.22	95.31	96.28
Q20. Personal doctor spent enough time	87.23%	10th	83.79	86.19	87.32	88.16	89.43	90.41	90.99	92.54	93.10
Shared Decision Making (% Yes)	82.09%	75th	75.02	76.12	78.04	79.15	79.69	80.86	81.55	83.40	84.17
Q10. Doctor discussed reasons to take a medicine	92.52%	33rd	88.20	89.86	91.34	91.89	92.93	93.75	94.37	95.63	96.30
Q11. Doctor discussed reasons not to take a medicine	73.47%	75th	58.64	61.90	65.53	66.67	68.64	71.19	72.26	74.49	77.06
Q12. Doctor asked what you thought was best	80.27%	75th	70.69	72.78	75.83	76.27	78.00	79.59	80.26	82.55	84.11
Health Promotion and Education (Q8) (% Yes)	75.47%	67th	67.27	69.23	71.29	72.53	73.92	75.13	75.85	78.89	79.92
Coordination of Care (Q22) (% Always or Usually)	82.82%	33rd	76.00	77.40	80.77	82.02	83.79	85.32	85.96	88.46	89.64
Flu Vaccinations for Adults Ages 18-64 (Q38) (% Yes)	43.16%	75th	25.20	29.57	34.28	35.59	39.20	41.49	43.00	47.46	51.31
Medical Assistance with Smoking and Tobacco Use Cessation (% Always, Usually or Sometimes) (Two-year average)											
Q40. Advising Smokers and Tobacco Users to Quit	65.31%	5th	64.56	68.75	72.56	74.53	77.05	79.45	80.23	82.34	84.54
Q41. Discussing Cessation Medications	39.70%	10th	32.56	38.94	44.11	46.33	49.71	53.13	55.17	60.34	65.06
Q42. Discussing Cessation Strategies	37.08%	10th	30.22	34.00	39.62	41.27	43.90	47.12	48.94	54.11	56.30
Other reported measures (% Always or Usually)											
Q29. Written materials or Internet provided needed information	72.82%	75th	61.67	61.98	64.76	65.84	68.75	70.00	70.23	73.87	77.04
Q34. Health plan forms were easy to fill out	95.09%	67th	91.28	92.16	93.08	93.38	94.26	95.01	95.69	96.45	96.80

Shading indicates that the plan has achieved the percentile level in the column header.



Overall ratings and composites – demographic analysis

	Health Status		Age				Gender		Education		Survey Type	
	Excellent or Very good (A)	Good, Fair or Poor (B)	18-34 (C)	35-44 (D)	45-54 (E)	55+ (F)	Male (G)	Female (H)	High school or less (I)	Some college or more (J)	Mail (K)	Phone (L)
<i>Total respondents</i>	143	291	78	42	109	205	192	244	269	154	239	204
Rating of Health Plan (Q35) (% 8, 9 or 10)	82.27%	78.65%	76.62%	66.67%	84.11% D	82.74% D	79.68%	81.01%	82.38%	76.00%	78.35%	82.32%
Rating of Health Care (Q13) (% 8, 9 or 10)	85.11% B	70.05%	72.92%	61.76%	79.27%	76.51%	75.78%	74.73%	72.49%	78.07%	74.58%	74.83%
Rating of Personal Doctor (Q23) (% 8, 9 or 10)	86.32%	78.22%	82.50%	73.53%	76.92%	83.87%	81.10%	80.51%	80.00%	81.13%	83.43%	76.71%
Rating of Specialist (Q27) (% 8, 9 or 10)	86.36%	81.34%	87.50%	73.33%	76.79%	87.80%	80.88%	84.55%	85.86%	78.08%	86.92%	76.71%
Customer Service (% Always or Usually)	91.84%	87.91%	95.16%	89.29%	90.18%	86.22%	90.91%	88.15%	88.41%	90.98%	91.59%	87.38%
Q31. CS provided needed information or help	87.76%	80.47%	93.55% F	85.71%	83.93%	77.63%	84.42%	82.18%	81.25%	86.89%	88.31%	78.64%
Q32. CS treated member with courtesy and respect	95.92%	95.35%	96.77%	92.86%	96.43%	94.81%	97.40%	94.12%	95.58%	95.08%	94.87%	96.12%
Getting Needed Care (% Always or Usually)	87.15%	83.29%	85.42%	80.10%	85.71%	85.01%	85.69%	84.20%	85.96%	82.98%	87.05%	80.59%
Q25. Got appointment with specialist as soon as needed	81.82%	82.39%	83.33%	86.67%	85.00%	80.23%	83.10%	82.61%	84.76%	80.00%	85.45%	78.21%
Q14. Ease of getting care, tests or treatment	92.47% B	84.19%	87.50%	73.53%	86.42%	89.80% D	88.28%	85.79%	87.17%	85.96%	88.64%	82.98%
Getting Care Quickly (% Always or Usually)	85.35%	80.45%	83.21%	78.33%	82.64%	82.03%	78.01%	84.71%	81.46%	82.59%	81.88%	80.54%
Q4. Got urgent care as soon as needed	89.74%	84.80%	95.00%	80.00%	86.79%	84.51%	83.08%	87.88%	84.95%	87.50%	85.23%	86.08%
Q6. Got check-up or routine appointment as soon as needed	80.95%	76.10%	71.43%	76.67%	78.48%	79.56%	72.95%	81.55%	77.98%	77.68%	78.53%	75.00%
How Well Doctors Communicate (% Always or Usually)	92.43%	89.57%	98.44% E	75.00%	90.51%	92.11%	91.69%	89.38%	90.26%	91.57%	92.69%	86.57%
Q17. Personal doctor explained things	94.74%	88.08%	100% EF	82.14%	91.14%	89.31%	92.66%	88.34%	87.86%	95.51% I	93.24% L	85.04%
Q18. Personal doctor listened carefully	94.74%	89.47%	100% EF	71.43%	91.14%	93.75%	91.59%	90.74%	92.35%	89.89%	91.78%	88.89%
Q19. Personal doctor showed respect	96.05%	91.67%	100% EF	75.00%	94.94%	93.85%	93.52%	92.02%	92.44%	93.26%	93.92%	90.48%
Q20. Personal doctor spent enough time	84.21%	89.06%	93.75%	71.43%	84.81%	91.54%	88.99%	86.42%	88.37%	87.64%	91.84% L	81.89%
Shared Decision Making (% Yes)	83.81%	82.73%	86.36%	80.39%	88.41%	76.27%	76.73%	85.51%	81.48%	82.22%	81.07%	83.33%
Q10. Doctor discussed reasons to take a medicine	94.29%	92.73%	95.45%	100%	91.30%	89.83%	90.57%	93.48%	92.59%	91.67%	93.83%	90.91%
Q11. Doctor discussed reasons not to take a medicine	74.29%	74.55%	81.82%	58.82%	89.13% F	62.71%	66.04%	78.26%	72.84%	73.33%	67.90%	80.30%
Q12. Doctor asked what you thought was best	82.86%	80.91%	81.82%	82.35%	84.78%	76.27%	73.58%	84.78%	79.01%	81.67%	81.48%	78.79%
Health Promotion and Education (Q8) (% Yes)	79.57%	75.12%	77.08%	82.35%	74.39%	76.19%	75.40%	76.88%	76.60%	76.99%	80.11% L	69.72%
Coordination of Care (Q22) (% Always or Usually)	79.07%	83.76%	94.12%	82.35%	76.92%	85.33%	82.46%	83.65%	82.83%	85.96%	88.04%	76.06%
Flu Vaccinations for Adults Ages 18-64 (Q38) (% Yes)	39.37%	45.16%	30.67%	43.90%	44.23%	48.41% C	35.84%	49.76% G	44.20%	41.67%	48.24% L	37.57%
Medical Assistance with Smoking and Tobacco Use Cessation (% Always, Usually or Sometimes) (Two-year average)												
Q40. Advising Smokers and Tobacco Users to Quit	61.90%	66.34%	45.24%	58.33%	67.57% C	74.14% C	57.81%	77.05% G	65.45%	63.44%	66.88%	63.25%
Q41. Discussing Cessation Medications	31.67%	42.29%	16.28%	30.56%	44.44% C	49.12% CD	30.40%	53.28% G	40.85%	38.46%	38.56%	41.23%
Q42. Discussing Cessation Strategies	36.07%	37.50%	20.93%	41.67% C	35.62%	43.36% C	30.95%	45.45% G	36.59%	38.46%	35.29%	39.47%

A capital letter and green font indicates that result is significantly higher than the corresponding column.



Appendix C

SatisAction™ key driver statistical model

POWeR™ Chart shown in the executive summary on page 6.

Instructions to access trAction™ Decision (Impact Analysis) Tool:

1. Log on to <https://client.dssresearch.com> using your current User Name and Password.
2. Contact DSS Research at 1-800-989-5150 if you do not have a User Name and Password.
3. Once on the portal, select Reporting and then Tools.
4. Select the trAction™ Decision Tool for access to the Impact Analysis Tool and to run “what if” scenarios.

Background

Overview. The SatisAction™ key driver statistical model is a powerful, proprietary statistical methodology used to identify the key drivers of the health plan rating and provide actionable direction for satisfaction improvement programs. This methodology is the result of a number of years of development and testing using health care satisfaction data. DSS Research has been successfully using this approach since 1997.

The model provides the following:

- Identification of the elements that are important in driving the rating of the health plan.
- Measurement of the relative importance of each of these elements.
- Measurement of how well members think the plan performed on those important elements.
- Presentation of the importance/performance results in a matrix that provides clear direction for member satisfaction improvement efforts by the plan.

Methodology

Importance analysis. The importance analysis involves a multi-step process:

- Factor analysis is used to summarize the predictor set into a more manageable number of composite variables.
- Regression Model I is used to make preliminary estimates and identify leverage points and outliers.
- Leverage points and outliers are eliminated.
- Regression Model II is run on the remaining data to derive final estimates of the importance of the various satisfaction elements.

Factor Analysis. Factor analysis is used to reduce the number of items in the predictor set to a smaller set of underlying constructs or factors. It is necessary to go through this process because of the high degree of collinearity in the original data. This is a problem for the regression analysis to follow because regression assumes non-collinearity between predictor variables.

Regression Analysis. Regression analysis is then used to predict the rating of the health plan on the factors created in the previous step. As noted above, regression analysis is run in two steps. The first step is used to derive preliminary estimates of the importance of the various satisfaction elements and to identify outliers and leverage points. Those outliers and leverage points are eliminated before running the second regression model which produces final estimates of the importance of each satisfaction element.

Derived Importance. The relative importance of each survey item is derived from the combined results of the factor and regression analyses. The correlations of each question with each factor are squared and then multiplied by the standardized (beta) regression coefficients associated with each of those factors. This sum is then rescaled so that the largest value (most important item) is 100 points, the smallest value is 0 points and the median value is 50 points.

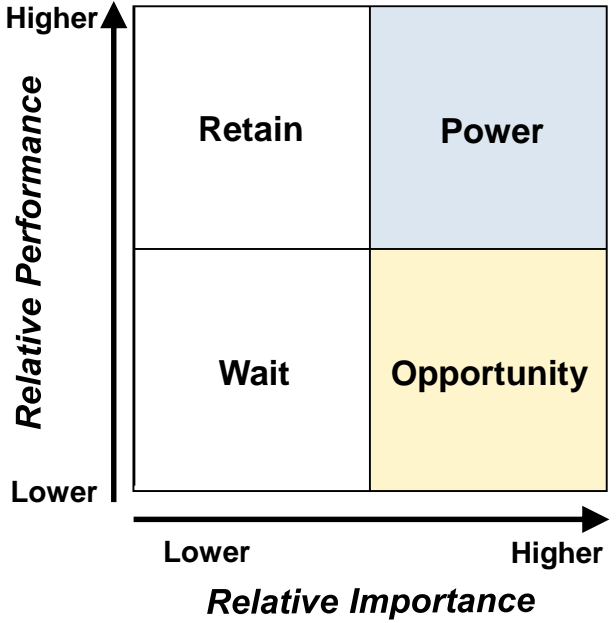
Performance analysis. To develop the performance scores, raw performance ratings for the plan are compared to the UHC Adult Medicaid average and a relative percentile for each item in the model is computed for the plan.

Methodology

Classification matrix. Results of the modeling are presented in a classification matrix. The importance and performance results for each item in the model are plotted in a matrix like the one shown below. This matrix provides a quick summary of what is most important to your members and how your plan is doing on those items. The matrix is divided into four quadrants. The quadrants are defined by the point where the medians of the importance and performance scales intersect. The four quadrants can be interpreted as follows:

- *Power.* These items have a relatively large impact on the rating of the health plan and your performance levels on these items are high. Promote and leverage strengths in this quadrant.
- *Opportunity.* Items in this quadrant also have a relatively large impact on the rating of the health plan but your performance is below average. Focus resources on improving processes that underlie these items and look for a significant improvement in the health plan rating.
- *Wait.* Though these items still impact the rating of the health plan, they are somewhat less important than those that fall on the right hand side of the chart. Relatively speaking, your performance is low on these items. Dealing with these items can wait until more important items have been dealt with.
- *Retain.* Items in this quadrant also have a relatively small impact on the rating of the health plan but your performance is above average. Simply maintain performance on these items.

POWER™ Chart classification matrix



Variables in the model

Variables from the CAHPS 5.0H survey that are important in determining member satisfaction are summarized below. This table also identifies the dependent variable (Q35 – Rating of health plan) and the independent or predictor variables. Finally, it shows how the variables are coded for the importance and the performance analyses.

Variables Used in the Model		Coding for Regression (Importance)
Dependent Variable		
Q35	Rating of health plan	0 through 10, All other = missing
Independent Variables		
Q4	Got urgent care	Always = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing
Q6	Got routine care	
Q13	Health care overall	0 through 10, All other = missing
Q14	Got care/tests/treatment	Always = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing
Q17	Dr. explained things	
Q18	Dr. listened carefully	
Q19	Dr. showed respect	
Q20	Dr. spent enough time	
Q22	Dr. informed about care	
Q23	Personal doctor overall	0 through 10, All other = missing
Q25	Got specialist appt.	Always = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing
Q27	Specialist overall	0 through 10, All other = missing
Q29	Info. provided in materials	Always = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing
Q31	CS provided info./help	
Q32	CS courtesy/respect	
Q34	Easy to fill out forms	
Q60	Satisfaction with care coordination	Very Satisfied = 5, Satisfied = 4, Neither satisfied nor dissatisfied = 3, Dissatisfied = 2, Very dissatisfied = 1, All other = missing
Q64	Help to stay healthy and remain in home	

Results

Factor analysis. Factor analysis reduced the 18 highly-correlated model variables to 7 orthogonal (uncorrelated) factors that explain 74.8% of the variation in the original variables. This is necessary due to the strong relationships or correlation between certain variables. The table below shows the factor correlations or loadings. For readability, only those variables with correlations greater than 0.250 are displayed.

Factor Correlations with Survey Variables

Question	Survey Items	Factors						
		1	2	3	4	5	6	7
Q18	Dr. listened carefully	0.871						
Q19	Dr. showed respect	0.850						
Q17	Dr. explained things	0.820						
Q20	Dr. spent enough time	0.774						
Q22	Dr. informed about care	0.733					0.338	
Q64	Help to stay healthy and remain in home		0.855					
Q60	Satisfaction with care coordination		0.850					
Q4	Got urgent care		0.258	0.808				
Q6	Got routine care			0.796				
Q31	CS provided info./help				0.813			
Q32	CS courtesy/respect				0.683			
Q29	Info. provided in materials		0.489		0.608			
Q13	Health care overall		0.313			0.789		
Q23	Personal doctor overall	0.589				0.602		
Q14	Got care/tests/treatment			0.453		0.477		
Q25	Got specialist appt.			0.426			0.788	
Q27	Specialist overall					0.444	0.759	
Q34	Easy to fill out forms							0.960

Results

Regression analysis. The 7 factors identified in the previous step were used as predictors in a regression model with Q35, rating of the health plan, as the dependent variable. Regression was first run to test the model and identify any observations that have a high degree of leverage on the regression coefficients (disproportionately high degree of influence relative to others) as well as observations that can be considered outliers because of inconsistent responses.

The high leverage cases and outliers were removed and the regression model was rerun. The regression coefficients for each factor provide the second set of inputs necessary to determine the key drivers of the rating of the health plan. These coefficients provide estimates of the relative importance of each factor in determining the rating of the health plan. The table below shows the raw regression coefficients, beta coefficients (standardized regression coefficients) and the statistical significance of those coefficients. This model explains 46.1% of the variation in the dependent variable ($R^2 = 0.461$).

Regression Coefficients

Variable	Unstandardized Coefficients	Standardized (Beta) Coefficients	Significance Level
Constant	8.8184	0.0000	0.0000
Factor 1 -- Q18, Q19, Q17, Q20, Q22	-0.0180	-0.0108	0.7714
Factor 2 -- Q64, Q60	0.6401	0.3668	0.0000
Factor 3 -- Q4, Q6	0.2047	0.1243	0.0009
Factor 4 -- Q31, Q32, Q29	0.4698	0.2904	0.0000
Factor 5 -- Q13, Q23, Q14	0.6444	0.3779	0.0000
Factor 6 -- Q25, Q27	0.3855	0.2403	0.0000
Factor 7 -- Q34	-0.0903	-0.0537	0.1496

Results

Derived importance. The relative importance of each survey item is derived from the combined results of the factor and regression analyses. The correlations of each question with each factor were squared and then multiplied by the standardized (beta) regression coefficients associated with each of those factors. This sum was then rescaled so that the largest value (most important item) is 100 points, the smallest value is 0 points and the median value is 50 points.

Plan performance. To develop the performance scores, raw performance ratings for the plan are compared to the UHC Adult Medicaid average and a relative percentile for each item in the model is computed for the plan.

Question	Survey Items	Importance	Performance
Q13	Health care overall	100	35
Q60	Satisfaction with care coordination	97	30
Q64	Help to stay healthy and remain in home	93	11
Q27	Specialist overall	76	50
Q31	CS provided info./help	72	42
Q29	Info. provided in materials	70	69
Q25	Got specialist appt.	61	62
Q32	CS courtesy/respect	53	69
Q23	Personal doctor overall	50	19
Q14	Got care/tests/treatment	50	54
Q4	Got urgent care	39	62
Q6	Got routine care	30	15
Q22	Dr. informed about care	15	42
Q34	Easy to fill out forms	14	35
Q19	Dr. showed respect	5	35
Q17	Dr. explained things	5	15
Q18	Dr. listened carefully	4	31
Q20	Dr. spent enough time	0	15

Appendix D

Gap analysis

Gap analysis

The flowchart on [page 8](#) shows how the items used in the calculation of the plan's 2018 estimated accreditation score perform relative to each other. When considering the flowchart, the following points should be noted:

- Overall ratings are shown in **blue text**.
- Composite scores are shown in **red text**.
- Estimated percentiles are shown first.
- Estimated accreditation points are shown in the middle.
- Potential points remaining to receive the maximum accreditation points for each measure are shown third.
- A **green box** around an overall rating or composite indicates performance at or above the 90th percentile, receiving all accreditation points.
- Composite score components are shown in the black and red flowchart boxes.
- For each flowchart box:
 - The actual percent contributing is shown first. This is the percentage that a given question is actually contributing to the composite mean score. Each question in composite scores with two component questions can contribute a maximum of 50.0% to the composite mean score. Similarly, each question in composite scores with four component questions can contribute a maximum of 25.0% to the composite mean score.
 - The gap between the percent actually contributing and the maximum possible contribution percentage is shown second.
- A **red box** is around the component with the largest gap indicating the most potential to improve that composite. This displays what to focus on to increase a given composite mean score and, in turn, increase the plan's accreditation score.

Appendix E

Voice of the Member

(DSS National Sample)

Voice of the Member (DSS National Sample)

Voice of the Member feedback is based on qualitative findings from DSS-funded online research communities consisting of adult consumers from across the country with Medicaid coverage. Please note that these Voice of the Member comments are not from your specific plan member population. This general qualitative feedback was collected to provide deeper insight about how to give members what they feel may be lacking.

We offer the following actions to focus improvement efforts on items in the area(s) listed below.

Q4. Got urgent care as soon as needed	
Member poll	Response summary
PRIMARY CARE DOCTOR VISIT	
How long do members expect to wait for an URGENT CARE appointment to see a primary care doctor?	Most expect to see a primary care doctor within three days for an urgent care issue.
SPECIALIST VISIT	
How long do members expect to wait for an URGENT CARE appointment to see a specialist?	Most expect to see a specialist within one to two days for an urgent care issue, but would wait up to a week for an appointment.
Q6. Got check-up or routine appointment as soon as needed	
Member poll	Response summary
PRIMARY CARE DOCTOR VISIT	
How long do members expect to wait for a ROUTINE CARE appointment to see a primary care doctor?	Most expect to wait two to four weeks for a routine care appointment with a primary care doctor.
SPECIALIST VISIT	
How long do members expect to wait for a ROUTINE CARE appointment to see a specialist?	Most expect to see a specialist within six to eight weeks for a routine care appointment, but would wait up to six months for an appointment.

Voice of the Member (DSS National Sample)

Q10. Doctor discussed reasons to take a medicine	
Q11. Doctor discussed reasons <u>not</u> to take a medicine	
Improvement action	Member comments
Discuss potential side effects.	<p>The doctor could discuss the side effects, the cost and how long I would have to take it.</p> <p>I need to know what will happen if I do or don't take the medicine. I need my doctor to sit down with me to tell me about the pros and cons of my medication. My doctor always tells me to do what makes me feel comfortable. She never makes me take something if I did not feel right about it, and that is what helps me feel comfortable.</p> <p>It is extremely important to me that they discuss it with me. It not only makes me aware of what may help, but also the possible reactions and side effects.</p>
Involve the patient in the treatment plan.	<p>My doctor suggests treatment plans to me and we decide together what we think is best. I love that she includes me in the discussion and that it is a decision made together.</p> <p>It's important to collaborate on what's best for the patient. After weighing the pros and cons, you and your doctor can come to a reasonable solution.</p>
Discuss alternatives to medications with the patient.	<p>I like that my PCP is very familiar with the medications he prescribes and does explain the pros and cons. This familiarity with the drugs and the alternative options is a sign of deep knowledge about them and makes me comfortable that I'm not being over medicated.</p> <p>Discussion could lead to an interest in an alternate medication or the possibilities of none at all.</p>
Q12. Doctor asked what you thought was best	
Improvement action	Member comments
Invite the patient's input on prescriptions.	<p>My doctors seem interested in my input and discuss my options. I like this routine.</p> <p>I would love if my doctor asked me for my opinion before he prescribed me medication. I never had a doctor ask me what I thought was best.</p> <p>I talked to my doctor about a medicine that was making me sick. She always asks me if I think it is best to stop taking it. She says it's up to me and she will do whatever I want. I feel like she really cares and only wants what is best for me. She lets me make my own decision.</p> <p>My doctor has asked me every time for my opinion on medication, especially considering allergies and reactions that I have had to others. It is great that they pay attention to the needs of patients.</p>
Engage the patient in a discussion about medications.	<p>She does not want to just prescribe a medication and send me on my way, but rather would speak with me about it first.</p> <p>I'd love to have a provider include me in decisions about my own pharmaceutical health, rather than dictate to me what it will/will not be. Fosters relationship of trust and partnership, which is essential to feeling safe.</p>

Voice of the Member (DSS National Sample)

Q13. Rating of Health Care	
Improvement action	Member comments
Ensure that the formulary includes needed medications.	<p>They do not cover a lot of medications, especially brand names. I am in pain 24 hours a day and need medication. Now I started a generic but it is giving me too many side effects.</p> <p>In the past couple of years, I have probably had over 20 medications denied by my insurance, so it makes it hard for my doctors to figure out a new plan for me when what they had in mind won't get approved.</p>
Ensure that the network includes an adequate selection of doctors.	<p>The insurer that I have chosen doesn't have as large of a selection of doctors as I'd like them to have. Just as an example, where I live, they allow me to see basically any doctors at a local hospital by me, but if you haven't had the greatest experiences with that place, there really aren't any other choices for me. Just the other day, I was told to go see a Pain Management doctor, and the receptionist told me that they literally take every insurance plan through Medicaid except mine.</p> <p>It's Medicaid, so it's free and prescription costs are minimal, but they have very few doctors that take the insurance. The optometrist before last didn't give me the right glasses prescription. I hate my dentist; it took over 10 years to get my second wisdom tooth out.</p>
Maintain an up-to-date list of in-network providers.	<p>There are inconsistencies with in-network provider listings not being accurate as compared to when calling the doctor directly.</p>
Offer dental and vision coverage.	<p>My plan originally included limited optical and dental coverage. After discovering that they were not required to offer it by Obamacare, the provider cut it from my plan.</p> <p>This health plan covers a lot of expenses. It covers routine doctor visits, my medication, yearly eye exams and glasses or contacts. However, there is no coverage for dental exams or cleanings.</p> <p>The plan is great and covers many necessities, such as prescriptions and eye exams, and cuts costs on other visits and expenses. However, there is no coverage for adult dental, etc., which is not fully necessary but would still be helpful.</p>
Show personal concern for the patient.	<p>I received medical treatment. I have yet to receive care.</p> <p>My doctors are doing a good job keeping me healthy by reminding me to have routine check-ups.</p> <p>I have not had anyone outside of friends and family care so much about my well-being. I am glad I have found them!</p>
Provide effective treatments.	<p>I have had a good six months with my primary doctor. I have been able to lower my blood pressure and lose some weight.</p>

Voice of the Member (DSS National Sample)

Q14. Ease of getting care, tests or treatment	
Improvement action	Member comments
Conduct a thorough assessment of the patient's needs.	<p>I recently changed my primary doctor and she seemed to genuinely care about my health issues. She added a pain medication and talked to me about my two medical conditions for a while, which surprised me, as my previous primary talked very little and was not thorough at all.</p> <p>This office has also sent me for multiple MRI's and recently a sleep study. Unlike other offices who send you on your way to get approval for these types of things on your own, the people who work here advocate for me and get everything approved, which is a tremendous help for anyone who is sickly.</p>
Treat patients with urgent issues promptly.	<p>When I wasn't feeling well, I called my primary care physician's office. The receptionist was not there and the doctor answered the phone. I told him my problem and he told me to come in right away.</p> <p>I had a terrible sinus infection and my primary care physician referred me to an ENT. Every ENT in my town had a waiting list of several months. I called my PCP and they were able to schedule an appointment for me with an ENT the next day.</p> <p>She said I needed to have surgery right away. I was scared and asked her how long I would have to wait for an appointment. She told me we could do it right then. I had been in pain for years and I never knew why. This woman did everything she could to save me.</p>
Provide care and services quickly.	I had a throat problem one time and I was able to get right in and get the tests I needed. The doctors and nurses were very kind.
Minimize wait times and communicate reasons for delays.	I've had a couple of experiences in an ER, where I had to wait a long time just to get seen. I wish at those times, I would have seen someone who told me what was going on and assured me I would be seen soon.
Q17. Personal doctor explained things	
Improvement action	Member comments
Explain concepts in simple terms.	<p>My doctor always communicates to me in a way I understand. If he uses medical terms, he explains the meaning.</p> <p>My doctor tries to use words that I understand. Even if she uses the medical terms for things, I ask when I don't understand. I like to know exactly what is going on with myself or my child's health.</p> <p>My doctor made it easy for me to understand. She showed me a picture of my ultrasound to let me know everything was okay. When she broke it down for me and showed me everything was okay, it made me feel better.</p>
Educate patients about relevant health issues.	<p>My eye doctor, on my annual exam, told me all about the risk to your vision, caused by diabetes. This is the importance of an annual visit.</p> <p>He told me what I needed to do in order to reach my health care goals, and answered my questions, so that I understood what was happening to me and what steps I needed to take.</p>

Voice of the Member (DSS National Sample)

Q17. Personal doctor explained things	
Improvement action	Member comments
Ensure that all questions and concerns are addressed.	<p>They communicate with me like I am a relative of theirs that they really care about. They speak plainly about my conditions and explain what may come down the road or what side effects I may have on certain medications. The first time I met with her for a good hour. She just listened to my whole story so she could get a grasp on my illnesses and how she could help me.</p> <p>My doctor explained that she was checking for cancer, told me when the results would be in and explained what our next option would be for surgery. We also discussed recovery time. My doctor was very thorough and answered any questions that I had.</p>
Address language barriers.	My doctor doesn't exactly have a mastery of the English language.
Q18. Personal doctor listened carefully	
Improvement action	Member comments
Make eye contact and use non-verbal cues to indicate attention.	<p>They can look you in the eyes and respond to your questions. If you have a question, they need to clarify it.</p> <p>They should stop everything they are doing and make eye contact.</p> <p>I can always tell if a doctor is listening to what I say if they are looking directly at me and nod whenever they hear something I've said.</p> <p>Nod and use verbal cues such as "okay" or "uh-huh" in a genuine tone. Doctors should avoid silences and long pauses. Don't be unresponsive or disengaging with patients.</p> <p>Doctors can make good eye contact while interacting to help me to know they are actively listening to me. Make some facial expressions while I am talking. That is another form of non-verbal communication that would show me that they are actively listening to me.</p>
Avoid multitasking.	<p>They need to avoid doing other things while you are talking to them, such as talking to the nurse in the room with you.</p> <p>They should avoid writing something down or talking to someone else.</p> <p>Doctors should avoid looking at their computers and typing while I am talking to them. And should never just leave the room and expect the nurses to explain the course of treatment or whatever needs to be done.</p> <p>Sometimes they are so busy on their tablets or laptops, taking notes, that I wonder if they hear what I am really saying/asking.</p>
Ensure that all questions and concerns are addressed.	<p>They should respond with an answer to your question.</p> <p>They can answer all your questions with clear and complete answers.</p> <p>They can show active listening by actually answering the questions I ask.</p>

Voice of the Member (DSS National Sample)

Q18. Personal doctor listened carefully	
Improvement action	Member comments
Take thorough notes.	My doctor types in my chart as I am talking. I like that she types as I talk because it seems like she is taking notes. I want her to be able to look back into her notes to see when and if things are reoccurring with me.
Address the patient by name.	Call me by name so they know that they have the correct patient.
Repeat the patient's concerns to ensure understanding.	Rephrase and repeat what I've just said in your own words to confirm we are on the same page of understanding. They can ask questions or maybe repeat what I have said, so we know that they understand perfectly.
Q19. Personal doctor showed respect	
Improvement action	Member comments
Show empathy and interest in the patient's opinion.	They should listen to you and answer your questions without making you feel that you are stupid or ignorant. My doctor shows me respect by asking my opinion. I like knowing that my opinion matters to her and her decision on what we need to do. Show genuine interest in the patient's complaints or symptoms. Explain that you are understanding and sympathizing with them. Let them know you want to help and ask for their opinions during an exam.
Q20. Personal doctor spent enough time	
Improvement action	Member comments
Avoid rushing the visit.	When I had my yearly physical last year with the nurse practitioner, she spent five minutes with me, which was terrible, as a yearly physical should take 20-25 minutes at least and cover a lot more than she did. My doctor has always been good with sitting down and talking through everything with me.
Schedule appointments with sufficient time.	There shouldn't be a limit to how much time doctors can spend with you. It should just be however long you need. Unfortunately, these days, doctors are booked every 15 minutes. I think a lot of the Medicaid doctors have taken on too many patients and just don't have the time to spend what they want with every patient.
Q22. Personal doctor seemed informed about care from other providers	
Improvement action	Member comments
Use technology to transfer/share medical records.	I had to make a trip the ER one night. I was having breathing problems and didn't want to mess around with that. I thought that the hospital would add the visit to my chart, since they are associated. I was mistaken. At my next appointment, I thought we were going to discuss the hospital visit. I asked her about it and she had no record of me going to the ER.

Voice of the Member (DSS National Sample)

Q22. Personal doctor seemed informed about care from other providers	
Improvement action	Member comments
Encourage communication between specialists and PCPs.	<p>I am part of a hospital health care network. Everything is coordinated and in the system. My specialists (eye doctor, Oncologist, Plastic surgeon, etc.) are all keeping my PCP on top of things. When we meet he tells me of my specialist visits.</p> <p>My doctor always seems to have gotten the correct information about any tests/labs he's ordered in a timely manner. He is prepared to discuss the results with me during our follow-up visits. Even though his preferred physician's network affiliates are not usually in my plan, he is still able to work with any of the providers in my area that are included in my coverage.</p>
Q23. Rating of Personal Doctor	
Improvement action	Member comments
Ensure that providers are informed about the patient's relevant medical and personal background.	<p>My new doctor knew of my medical conditions and asked me if my current medications were working.</p> <p>It always impresses me when they are already familiar with why I am there and not have to ask me each time. My PCP reviews my charts in advance, so I don't have to watch him read it in front of me.</p> <p>My nurse practitioner has been so thorough and listens to me so well, that when I come in, she barely has to read over my information to remember things. She'll ask me how certain medications are working out for me, if I am still attempting yoga at home, if my conditions have improved, etc. So it makes me feel good when she can remember all of this offhand and take her time with me.</p> <p>A new doctor began working at our clinic. When I entered her office, she had already learned what she could about me, including allergies, conditions, reactions, and when my last visit was. She was kind and inquisitive as to how I was doing and whether the previous doctor's care helped me. She knew all she could find out and it made her better able to understand and help me. It made me feel like she really cared.</p>
Remain up-to-date on medical advancements.	<p>When I asked him about taking fish oil supplements, he said I should take them for my triglycerides. He also stated that the latest findings show that fish oil helps with inflammation and arthritis. This indicated to me that he was up-to-date with the latest findings.</p>
Connect with the patient on a personal level.	<p>It would be nice if the doctor's office would call me if my medications need authorization or if she changes my medications, which she recently did.</p> <p>He takes an absolute interest in my health and all I have to say. He genuinely cares and I mean it.</p> <p>He knows me very well. He calls me by phone to follow up on procedures, makes sure I get recommended tests, and will perform minor surgeries in his office. He is an old-fashioned doctor who truly cares for his patients.</p> <p>My primary doctor is a really sweet doctor who truly cares for her patients. She is dedicated and keeps up to date on all new procedures and everything else.</p>

Voice of the Member (DSS National Sample)

Q23. Rating of Personal Doctor	
Improvement action	Member comments
Use technology to provide efficient care.	They have a health portal site where I can send the doctors messages and they can send me messages back regarding my problems. If I need a quick referral or need to ask a quick question, they answer me back that way and I don't always have to get an appointment just to ask something.
Reduce wait times in the office.	The wait times are horrible at every doctor I ever go to, current PCP included. I basically have to blow a half day every appointment. Most of the time is spent in the exam room, alone, waiting. It's like they are quick to take you back, but then let you linger forever.
Offer alternate treatment options and consider all symptoms.	If I feel the need to spend extra time talking to them about my care, I am able to. My doctor gives me information on health issues I should be aware of, so that I can think about what steps I might want to take, and then follows through with me on what I want to do.
Q27. Rating of Specialist	
Improvement action	Member comments
Listen to the patient's concerns and spend adequate time with them.	<p>She didn't take the time to sit down and talk to me. I wasn't having any problems, though, and didn't have any questions, but I felt she was rushed and in a hurry to leave. Also, she didn't examine me.</p> <p>When I went to the orthodontist's office, the doctor spent a total of five minutes with me. It was a horrible experience, and I will never go back there.</p> <p>I wish they would sit down and really hear and listen. They seem to just want to be in and out quickly. They don't take the time to really listen and seem to be more worried about the numbers of people that they see. Just moving them in and back out.</p>
Engage the patient in a discussion about medications.	Sometimes, I wish my rheumatologist would ask me if there were any medications that I had heard about that I might want more information about, but it doesn't happen.
Avoid using medical jargon and technical language.	My rheumatologist, although great at his job, does sometimes speak to me as if I went to medical school. I know he does not do it on purpose, but at times it can be hard to interpret what my results were or why he wants to put me on a certain medication.
Q29. Written materials or Internet provided needed information	
Improvement action	Member comments
Provide information about the network.	<p>I really have not received very much about network size and what is covered or not covered. They assigned me a doctor (who I never saw) and at first I ended up with a geriatric nurse practitioner.</p> <p>I expect to find a list, broken down by category, showing what providers are in my health care network. Also, participating hospitals and drugstores.</p>
Provide formulary information.	I also expected more information about prescriptions, but I was only able to find that some are partially covered, giving me limited information.

Voice of the Member (DSS National Sample)

Q29. Written materials or Internet provided needed information	
Improvement action	Member comments
Provide information about the coverage guidelines.	<p>I expect to find what is covered. Are prescriptions covered and are there any copays? What hospitals and doctors are covered? Are preventive exams paid for (mammograms and pap smears)?</p> <p>It is incredibly important for me to know which services require a referral and which services require a prior authorization. The same thing goes for medications.</p>
Leverage multiple channels to provide information.	<p>I did not find anything in the booklet but when I went online I found out all the information. It was very easy to find online.</p> <p>The booklet I received in the mail was super helpful to me, but I have found that going online to the insurer's website gives me the additional information that the book doesn't provide.</p> <p>The written materials were just a starting place for me; they pointed me to online information that went into the specifics I needed to know, in order to get started with my new health plan.</p>
Explain concepts in layman's terms.	Information written in accessible language so that an individual with a high school diploma could easily read and understand, no hidden loopholes, no legal or medical terms, no gray areas, no confusing or vague statements, no conflicting statements.
Include provider ratings on the website.	<p>I think not only should everything in my provider's health book be available, but also ratings of the individual doctors or health care providers, as I think these would be up for constant updating.</p> <p>I search for each doctor on Google and look to see their ratings on Healthgrades.com or something similar. It would be a lot easier if the website just gave you reviews/ratings of the doctors.</p>
Ensure that claims information is accurate.	<p>One of the biggest things for me is that I hope to be able to see my claims and make sure they are being processed.</p> <p>Seeing your claims is an excellent benefit for a provider's website. My provider has that function on their website and it comes in very handy.</p>
Ensure that information on the website is current.	<p>The only negative I have found is that sometimes the doctors they have listed are no longer at said practice or actually do not accept my insurance when I call up to inquire about making an appointment.</p> <p>The same info that I would expect to find in a written handbook and expanded to include the most up-to-date information.</p>
Provide detailed cost information.	On the Internet, I would expect to find how much this plan's premiums are and out-of-pocket costs are.

Voice of the Member (DSS National Sample)

Q31. Customer service provided needed information or help.	
Improvement action	Member comments
Ensure that representatives are friendly and polite.	<p>I needed a new doctor and they told me which doctors accept Medicaid. Now I have a much better doctor. They were polite and friendly on the phone. One man I spoke to had the same medical problem I have and we discussed this.</p> <p>The person I got was friendly and easy to understand. I just had one question before I took myself and my kids to a clinic, to double-check if they were covered as well. I was assured that we were covered and it eased my mind a lot.</p>
Resolve issues completely and follow up with members.	<p>When I went for my annual gynecological exam, the receptionist told me that my insurance was no longer accepted there. I went home and called the insurance company and they helped me find another gynecologist nearby that participated. They were very helpful.</p> <p>Although it was a simple question, they answered it thoroughly and helped me in finding other discount plans or providers with a sliding-scale payment method in order to meet my need. They were kind and courteous, and I felt as though I did matter as a customer, even though I am young and new to health plans.</p>
Ensure that callers can reach a representative quickly.	The agent was nice and courteous, but all she did was give me the number to an exchange that has you on hold for over an hour and makes you give up.
Q32. Customer service treated member with courtesy and respect	
Improvement action	Member comments
Ensure that representatives are courteous and empathetic.	<p>I just feel that they don't understand how big of an issue small things can turn into when you are on Medicaid and fear not having enough money to pay for things if you screw up and go out of network or get notices saying they won't pay your doctors. To them, you are just another caller, but to us, it feels like the end of the world. I just think they need some training on empathy and how to see things from a customer's viewpoint.</p> <p>Every customer service representative I have spoken with was very knowledgeable and courteous. I feel they went beyond what I expected. I felt very comfortable asking my questions and also answering their questions when they called me.</p> <p>I contacted them regarding a prescription, and they were would not prescribe it to me at first. They made me wait about one month to get it, even though I was in extreme pain.</p>
Ensure that representatives listen carefully and avoid interrupting.	A lot of the time, they hurry you through your call, as if they don't have the time for you. You can hear them sigh in annoyance when you ask them questions. Or they interrupt you.
Call back when requested or promised.	I've called repeatedly, trying to find a provider for my diabetic supplies. I've been told that I'll get a call back but I never do.

Voice of the Member (DSS National Sample)

Q34. Health plan forms were easy to fill out	
Improvement action	Member comments
Make forms short, simple and straightforward.	<p>I would suggest making the forms shorter. I think there are too many pages that you don't even need to fill out.</p> <p>I just think it is such a pain when they list so many possible ailments that you might have, and you have to go through them all.</p>
Avoid redundancies.	<p>Because I have Medicaid, they want to know information about me and anyone else that lives with me, even though they do not have anything to do with me and my insurance. It seems that the information they want never changes, and I'm answering the same questions over and over again.</p>
Provide an online option for paperwork and forms.	<p>I would prefer to be able to complete everything and track the process online. Basically, I want a "dashboard" or similar view that shows what needs to be completed, when it needs to be done by, any items that may require more info, items that have been reviewed/received correctly and are complete, and specifically what it is about any of the items that is incomplete and needs to be addressed.</p> <p>I can't really see how they can improve these experiences unless if they could allow people to complete all the paperwork online.</p> <p>I like the idea of having an online form available, but they shouldn't do away with paper forms. Having both options would be great.</p>
Use simple language.	<p>Write the forms and the information related to it in plain, accessible language. What that means is that someone who has the equivalent of a high school education or reads Twitter can pick it up, read it and have a reasonable expectation of understanding the material. That is NOT how they are set up now.</p>

Appendix F

Questionnaire

SURVEY INSTRUCTIONS

- ◆ Answer each question by marking the box to the left of your answer.
- ◆ You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

Yes → **If Yes, Go to Question 1**

No

Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the back of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-888-797-3605, ext. 4190.

1. Our records show that you are now in UnitedHealthcare Community Plan. Is that right?

Yes → **If Yes, Go to Question 3**

No

2. What is the name of your health plan?
(Please print)

YOUR HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your own health care. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

Yes

No → **If No, Go to Question 5**

4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

Never

Sometimes

Usually

Always

5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?

Yes

No → **If No, Go to Question 7**

6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?

Never

Sometimes

Usually

Always

7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

None → **If None, Go to Question 15**

1 time

2

3

4

5 to 9

10 or more times

8. In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?

Yes

No

9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?

Yes

No → **If No, Go to Question 13**

10. Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?

- Yes
- No

11. Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?

- Yes
- No

12. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?

- Yes
- No

13. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

- 0 Worst health care possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best health care possible

14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

- Never
- Sometimes
- Usually
- Always

YOUR PERSONAL DOCTOR

15. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

- Yes
- No → *If No, Go to Question 24*

16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

- None → *If None, Go to Question 23*
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

- Never
- Sometimes
- Usually
- Always

18. In the last 6 months, how often did your personal doctor listen carefully to you?

- Never
- Sometimes
- Usually
- Always

19. In the last 6 months, how often did your personal doctor show respect for what you had to say?

- Never
- Sometimes
- Usually
- Always

20. In the last 6 months, how often did your personal doctor spend enough time with you?

- Never
- Sometimes
- Usually
- Always

21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

- Yes
- No → *If No, Go to Question 23*

22. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

- Never
- Sometimes
- Usually
- Always

23. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

- 0 Worst personal doctor possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best personal doctor possible

GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, do *not* include dental visits or care you got when you stayed overnight in a hospital.

24. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.

In the last 6 months, did you make any appointments to see a specialist?

- Yes
- No → *If No, Go to Question 28*

25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

- Never
- Sometimes
- Usually
- Always

26. How many specialists have you seen in the last 6 months?

- None → *If None, Go to Question 28*
- 1 specialist
- 2
- 3
- 4
- 5 or more specialists

27. We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

- 0 Worst specialist possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best specialist possible

YOUR HEALTH PLAN

The next questions ask about your experience with your health plan.

28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

- Yes
- No → *If No, Go to Question 30*

29. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

- Never
- Sometimes
- Usually
- Always

30. In the last 6 months, did you get information or help from your health plan's customer service?

- Yes
- No → *If No, Go to Question 33*

31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

- Never
- Sometimes
- Usually
- Always

32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

- Never
- Sometimes
- Usually
- Always

33. In the last 6 months, did your health plan give you any forms to fill out?

- Yes
- No → *If No, Go to Question 35*

34. In the last 6 months, how often were the forms from your health plan easy to fill out?

- Never
- Sometimes
- Usually
- Always

35. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

- 0 Worst health plan possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best health plan possible

ABOUT YOU

36. In general, how would you rate your overall health?

- Excellent
- Very good
- Good
- Fair
- Poor

37. In general, how would you rate your overall mental or emotional health?

- Excellent
- Very good
- Good
- Fair
- Poor

38. Have you had either a flu shot or flu spray in the nose since July 1, 2017?

- Yes
- No
- Don't know

39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

- Every day
- Some days
- Not at all → *If Not at all, Go to Question 43*
- Don't know → *If Don't know, Go to Question 43*

40. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

- Never
- Sometimes
- Usually
- Always

41. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? *Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.*

- Never
- Sometimes
- Usually
- Always

42. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? *Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.*

- Never
- Sometimes
- Usually
- Always

43. In the last 6 months, did you get health care 3 or more times for the same condition or problem?

- Yes
- No → *If No, Go to Question 45*

44. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

- Yes
- No

45. Do you now need or take medicine prescribed by a doctor? Do not include birth control.

- Yes
- No → *If No, Go to Question 47*

46. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

- Yes
- No

47. What is your age?

- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

48. Are you male or female?

- Male
- Female

49. What is the highest grade or level of school that you have completed?

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree

50. Are you of Hispanic or Latino origin or descent?

- Yes, Hispanic or Latino
- No, Not Hispanic or Latino

51. What is your race? *Mark one or more*

- White
- Black or African-American
- Asian
- Native Hawaiian or other Pacific Islander
- American Indian or Alaska Native
- Other

52. Did someone help you complete this survey?

- Yes → *If Yes, Go to Question 53*
- No → *If No, Go to Question 54*

53. How did that person help you? *Mark one or more*

- Read the questions to me
- Wrote down the answers I gave
- Answered the questions for me
- Translated the questions into my language
- Helped in some other way

ADDITIONAL QUESTIONS

Now we would like to ask a few more questions about the services your health plan provides.

54. A fall is when your body goes to the ground without being pushed. In the past 6 months, did you talk with your doctor or other health provider about falling or problems with balance or walking?

- Yes
- No
- I had no visits in the past 6 months

55. Did you fall in the past 6 months?

- Yes
- No

56. In the past 6 months, have you had a problem with balance or walking?

- Yes
- No

57. Has your doctor or other health provider done anything to help prevent falls or treat problems with balance or walking? Some thing they might do include:

- Suggest that you use a cane or walker
- Check your blood pressure lying or standing
- Suggest that you do an exercise or physical therapy program
- Suggest a vision or hearing testing

- Yes
- No
- I had no visits in the past 6 months

58. In the last 6 months, did anyone from your health plan, doctor's office, or clinic help coordinate your care among these doctors or other health providers?

- Yes
- No → *If No, Go to Question 60*

59. In the last 6 months, who helped to coordinate your care?

- Someone from your health plan
- Someone from your doctor's office or clinic
- Someone from another organization
- A friend or family member
- You

60. How satisfied are you with the help you received to coordinate your care in the last 6 months?

- Very dissatisfied
- Dissatisfied
- Neither dissatisfied nor satisfied
- Satisfied
- Very satisfied

61. In the last 6 months, have you received any material from your health plan about good health and how to stay healthy?

- Yes
- No

62. In the last 6 months, have you received any material from your health plan about care coordination and how to contact the care coordination unit?

- Yes
- No

63. Did your Care Coordinator sit down with you and create a Plan of Care?

- Yes
- No

64. Are you satisfied that your care plan talks about the help you need to stay healthy and remain in your home?

- Very dissatisfied
- Dissatisfied
- Neither dissatisfied nor satisfied
- Satisfied
- Very satisfied

65. In the last 6 months, how often was it hard to find a personal doctor who understands your culture?

- Never
- Sometimes
- Usually
- Always

Thank You

**Please return the completed survey
in the postage-paid envelope or send to:
DSS Research • P.O. Box 985009
Ft. Worth, TX 76185-5009**

**If you have any questions,
please call 1-888-797-3605, ext. 4190.**



Appendix G

Crosstabulations

Crosstabulations explanation

The following tables show detailed results for each question in your survey. Crosstabulations or “crosstabs” let you compare the results across different groups (i.e., males versus females). The following instructions are provided to aid you in analyzing the data in these tables:

Across the top of the table are column headers indicating the different categories by which the data are being compared. The first group of columns are the health plan’s total results for the current year and up to two prior years. This allows you to see how you are performing over time. The Quality Compass Average and the DSS Average are also provided in the first group of columns. These averages give you national benchmarks for comparison to your results. Following the plan total columns are other demographic categories such as years with the plan, current health status, age, gender and education level.

Listed down the left side of the table are row labels. First, there is a “Total” row which represents the total number of respondents who are eligible to answer that question. Next, there are labels for “Multiple Mark” and “No response.” Respondents who give multiple answers or no answer are removed from the base. Then, the “Base” row gives the number of respondents who responded appropriately to that question. Finally, there are labels for the relevant responses to that question. For example, “Always”, “Usually”, “Sometimes” and “Never” are possible responses to the question, “In the last 6 months, how often did your personal doctor listen carefully to you?”

Among the possible responses down the left side may be items such as “Top Two Box” and “Top Three Box.” These are summary scores of either the top two responses or top three responses. For example, on a 0 to 10 scale, the “Top Two Box” indicates how many respondents gave a “9” or “10” on the question. In addition, there are some tables with the row label “CAHPS Rate.” This designates which response or group of responses are reported by NCQA for that question. For example, “CAHPS Rate (% Always + % Usually)” indicates that this is a question where NCQA reports the percentage of respondents who gave either “Always” or “Usually” as the response to that question.

Significance between groups is indicated by an upper-case letter beneath a column percentage. If a letter is present under a percentage, that percentage is significantly higher than the percentage (on the same row) in the corresponding column. In calculating significance, a Z-test is conducted at the 95% confidence level.

An example is provided on the following page.

Crosstabulations explanation – example

- ¹ For this example, results for males versus females are being compared.
- ² The total number of respondents eligible for this question is 159 -- 51 are males and 106 are females. You will notice the sum of the number of males and females does not add up to the total (159). This indicates that two respondents did not report their gender on the survey.
- ³ The total number of respondents that gave valid answers to this question is 139 (8 males and 12 females either did not answer this question or replied that they don't know).
- ⁴ NCQA reports the percent responding “Always” or “Usually” to this question.
- ⁵ Significantly more females than males gave the response “Always” or “Usually” to this question. The letter “B” below the percentage indicates 97.9% is significantly higher than the percentage in column B (74.4%) at the 95% confidence level.

	2018 Plan Total (A)	===== GENDER ¹ =====	
		Male (B)	Female (C)
	-----	-----	-----
Total	159 ² 100%	51 100%	106 100%
Multiple Mark	*	*	*
No response	2 0.6%	0 0.0%	2 0.9%
Don't know	18 11.3%	8 15.7%	10 9.4%
BASE = Those who responded	139 ³ 87.4%	43 84.3%	94 88.7%
Never	6 4.3%	5 11.6% C	1 1.1%
Sometimes	7 5.0%	6 14.0% C	1 1.1%
Usually	53 38.1%	23 53.5% C	30 31.9%
Always	73 52.5%	9 20.9%	62 66.0% B
CAHPS Rate (%Always + %Usually) ⁴	126 90.6%	32 74.4%	92 97.9% B ⁵



14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
 2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

1. Our records show that you are now in UnitedHealthcare Community Plan. Is that right?

	2018 Plan Results																							
	2018			2017			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2018	2018	2018	2018	2017	2016	0-7	8-10	0-7	8-10	Excel./ Very Good	Good/ Fair/ Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet	
	Quality Compass (A)	DSS Book of Bus. (B)	UHC National Average (C)	Regional West (D)	Plan Total (E)	Plan Total (F)	Plan Total (G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
Total	70824	26854	8818	2174	443	463	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
BASE = Those who responded	70824	26854	8818	2174	443	463	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Yes	70824	26854	8818	2174	443	463	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
No	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Sigma	70824	26854	8818	2174	443	463	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
 2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

	2018 Plan Results																									
	2018			2017			2016			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2018 DSS Quality Compass (A)	2018 UHC National Average (B)	2018 Regional West (C)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./Very Good (L)	Good/Fair/Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)			
Total	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%		
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%		
No response	0 0.0%	420 1.56% A	170 1.93% ABG	43 1.98% AG	11 2.48% A	9 1.94% A	4 0.83% A	0 0.0%	10 2.91% H	3 3.70%	6 2.51%	3 2.10%	7 2.41%	1 1.28%	1 2.38%	3 2.75%	5 2.44%	5 2.60%	5 2.05%	7 2.60%	3 1.95%	9 3.77% W	2 0.98%	0 0.0%		
BASE = Those who responded	70824 100.00% BCDEFG	26434 98.44% C	8648 98.07%	2131 98.02%	432 97.52%	454 98.06%	478 99.17% CD	85 100.00% I	334 97.09%	78 96.30%	233 97.49%	140 97.90%	284 97.59%	77 98.72%	41 97.62%	106 97.25%	200 97.56%	187 97.40%	239 97.95%	262 97.40%	151 98.05%	230 96.23%	202 99.02% V	0 0.0%		
Yes	30022 42.39% D	11014 41.67% D	3768 43.57% BD	854 40.08%	177 40.97%	181 39.87%	205 42.89%	33 38.82%	141 42.22%	38 48.72%	117 50.21%	41 29.29%	132 46.48% L	21 27.27%	20 48.78% N	57 53.77% NQ	76 38.00%	68 36.36%	106 44.35%	101 38.55%	66 43.71%	95 41.30%	82 40.59%	0 0.0%		
No	40802 57.61%	15420 58.33% C	4880 56.43%	1277 59.92% AC	255 59.03%	273 60.13%	273 57.11%	52 61.18%	193 57.78%	40 51.28%	116 49.79%	99 70.71% M	152 53.52%	56 72.73% OP	21 51.22%	49 46.23%	124 62.00% P	119 63.64%	133 55.65%	161 61.45%	85 56.29%	135 58.70%	120 59.41%	0 0.0%		
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%		

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

	2018 Plan Results																									
	2018			2017			2016			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)		
Total	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%		
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.41%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%		
No response	21 0.03%	960 3.57%	342 3.88%	79 3.63%	21 4.74%	18 3.89%	16 3.32%	1 1.18%	19 5.52%	4 4.94%	14 5.86%	5 3.50%	14 4.81%	2 2.56%	1 2.38%	7 6.42%	10 4.88%	8 4.17%	12 4.92%	15 5.58%	5 3.25%	16 6.69%	5 2.45%	0 0.0%		
Appropriately skipped	40802 57.61%	15420 57.42%	4880 55.34%	1277 58.74%	255 57.56%	273 58.96%	273 56.64%	52 61.18%	193 56.10%	40 49.38%	116 48.54%	99 69.23%	152 52.23%	56 71.79%	21 50.00%	49 44.95%	124 60.49%	119 61.98%	133 54.51%	161 59.85%	85 55.19%	135 56.49%	120 58.82%	0 0.0%		
BASE = Those who responded	30001 42.36%	10474 39.00%	3596 40.78%	818 37.63%	167 37.70%	172 37.15%	191 39.63%	32 37.65%	132 38.37%	37 45.68%	109 45.61%	39 27.27%	125 42.96%	20 25.64%	47.62% N	53 48.62% NQ	71 34.63%	65 33.85%	99 40.57%	93 34.57%	64 41.56%	88 36.82%	79 38.73%	0 0.0%		
Never	652 2.17%	220 2.10%	76 2.11%	23 2.81%	7 4.19%	6 3.49%	4 2.09%	3 9.38%	4 3.03%	4 10.81%	2 1.83%	1 2.56%	5 4.00%	1 5.00%	1 5.00%	2 3.77%	2 2.82%	4 6.15%	2 2.02%	3 3.23%	3 4.69%	3 3.41%	4 5.06%	0 0.0%		
Sometimes	4037 13.46%	1354 12.93%	474 13.18%	113 13.81%	17 10.18%	25 14.53%	32 16.75%	4 12.50%	12 9.09%	5 13.51%	9 8.26%	3 7.69%	14 11.20%	0 0.0%	3 15.00%	5 9.43%	9 12.68%	7 10.77%	10 10.10%	11 11.83%	5 7.81%	10 11.36%	7 8.86%	0 0.0%		
Bottom Two Box (%Never + %Sometimes)	4689 15.63%	1574 15.03%	550 15.29%	136 16.63%	24 14.37%	31 18.02%	36 18.85%	7 21.88%	16 12.12%	9 24.32%	11 10.09%	4 10.26%	19 15.20%	1 5.00%	4 20.00%	7 13.21%	11 15.49%	11 16.92%	12 12.12%	14 15.05%	8 12.50%	13 14.77%	11 13.92%	0 0.0%		
Usually	6126 20.42%	2119 20.23%	703 19.55%	157 19.19%	28 16.77%	28 16.28%	34 17.80%	7 21.88%	19 14.39%	8 21.62%	17 15.60%	5 12.82%	23 18.40%	8 40.00%	2 10.00%	8 15.09%	10 14.08%	7 10.77%	21 21.21%	12 12.90%	16 25.00%	19 21.59%	9 11.39%	0 0.0%		
Always	19186 63.95%	6781 64.74%	2343 65.16%	525 64.18%	115 68.86%	113 65.70%	121 63.35%	18 56.25%	97 73.48%	20 54.05%	81 74.31%	30 76.92%	83 66.40%	11 55.00%	14 70.00%	38 71.70%	50 70.42%	47 72.31%	66 66.67%	67 72.04%	40 62.50%	56 63.64%	59 74.68%	0 0.0%		
CAHPS Rate (%Always + %Usually)	25312 84.37%	8900 84.97%	3046 84.71%	682 83.37%	143 85.63%	141 81.98%	155 81.15%	25 78.13%	116 87.88%	28 75.68%	98 89.91%	35 89.74%	106 84.80%	19 95.00%	16 80.00%	46 86.79%	60 84.51%	54 83.08%	87 87.88%	79 84.95%	56 87.50%	75 85.23%	68 86.08%	0 0.0%		
3-point composite mean	2.4832	2.4971	2.4986	2.4756	2.5449	2.4767	2.4450	2.3438	2.6136	2.2973	2.6422	2.6667	2.5120	2.5000	2.5000	2.5849	2.5493	2.5538	2.5455	2.5699	2.5000	2.4886	2.6076	0		
4-point composite mean	3.4615	3.4761	3.4775	3.4474	3.5030	3.4419	3.4241	3.2500	3.5833	3.1892	3.6239	3.6410	3.4720	3.4500	3.4500	3.5472	3.5211	3.4923	3.5253	3.5376	3.4531	3.4545	3.5570	0		
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%		

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2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?

	2018 Plan Results																								
	2017 Quality Compass (A)	2018 DSS of Bus. (B)	2018 UHC National Average (C)	2018 Regional West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
								0-7	8-10	0-7	8-10	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)	
								(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	
Total	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	430 1.60% AEF	118 1.34% A	32 1.47% A	3 0.68%	3 0.65%	7 1.45% A	1 1.18%	2 0.58%	0 0.0%	2 0.84%	1 0.70%	2 0.69%	0 0.0%	0 0.0%	1 0.92%	2 0.98%	1 0.52%	2 0.82%	3 1.12%	0 0.0%	2 0.84%	1 0.49%	0 0.0%	
BASE = Those who responded	70824 100.00% BCDG	26424 98.40%	8700 98.66%	2142 98.53%	440 99.32% B	460 99.35% B	475 98.55%	84 98.82%	342 99.42%	81 100.00%	237 99.16%	142 99.30%	289 99.31%	78 100.00%	42 100.00%	108 99.08%	203 99.02%	191 99.48%	242 99.18%	266 98.88%	154 100.00%	237 99.16%	203 99.51%	0 0.0%	
Yes	51680 72.97% G	19308 73.07% G	6448 74.11% DFG	1541 71.94%	310 70.45%	320 69.57%	323 68.00%	47 55.95%	258 75.44% H	70 86.42%	211 89.03%	87 61.27%	216 74.74% L	43 55.13%	30 71.43%	83 76.85% N	147 72.41% N	132 69.11%	173 71.49%	180 67.67%	114 74.03%	174 73.42%	136 67.00%	0 0.0%	
No	19144 27.03%	7116 26.93%	2252 25.89%	601 28.06% C	130 29.55%	140 30.43% C	152 32.00% ABC	37 44.05% I	84 24.56%	11 13.58%	26 10.97%	55 38.73% M	73 25.26%	35 44.87% PQ	12 28.57%	25 23.15%	56 27.59%	59 30.89%	69 28.51%	86 32.33%	40 25.97%	63 26.58%	67 33.00%	0 0.0%	
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%	

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6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?

	2018 Plan Results																							
	2018			2018			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./Very Good (L)	Good/Fair/Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	1403 5.22%	428 4.85%	109 5.01%	18 4.06%	16 3.46%	29 6.02%	6 7.06%	12 3.49%	3 3.70%	13 5.44%	4 2.80%	13 4.47%	1 1.28%	0 0.0%	5 4.59%	12 5.85%	11 5.73%	7 2.87%	15 5.58%	2 1.30%	13 5.44%	5 2.45%	0 0.0%
Appropriately skipped	19144 27.03%	7116 26.50%	2252 25.54%	601 27.64%	130 29.35%	140 30.24%	152 31.54%	37 43.53%	84 24.42%	11 13.58%	26 10.88%	55 38.46%	73 25.09%	35 44.87%	12 28.57%	25 22.94%	56 27.32%	59 30.73%	69 28.28%	86 31.97%	40 25.97%	63 26.36%	67 32.84%	0 0.0%
BASE = Those who responded	51680 72.97%	18335 68.28%	6138 69.61%	1464 67.34%	295 66.59%	307 66.31%	301 62.45%	42 49.41%	248 72.09%	67 82.72%	200 83.68%	84 58.74%	205 70.45%	42 53.85%	30 71.43%	79 72.48%	137 66.83%	122 63.54%	168 68.85%	168 62.45%	112 72.73%	163 68.20%	132 64.71%	0 0.0%
Never	1232 2.38%	369 2.01%	108 1.76%	41 2.80%	11 3.73%	16 5.21%	6 1.99%	4 9.52%	7 2.82%	4 5.97%	4 2.00%	1 1.19%	9 4.39%	2 4.76%	0 0.0%	4 5.06%	5 3.65%	7 5.74%	4 2.38%	7 4.17%	4 3.57%	5 3.07%	6 4.55%	0 0.0%
Sometimes	9420 18.23%	3248 17.71%	1047 17.06%	284 19.40%	57 19.32%	53 17.26%	64 21.26%	8 19.05%	49 19.76%	18 26.87%	35 17.50%	15 17.86%	40 19.51%	10 23.81%	7 23.33%	13 16.46%	23 16.79%	26 21.31%	27 16.07%	30 17.86%	21 18.75%	30 18.40%	27 20.45%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	10652 20.61%	3617 19.73%	1155 18.82%	325 22.20%	68 23.05%	69 22.48%	70 23.26%	12 28.57%	56 22.58%	22 32.84%	39 19.50%	16 19.05%	49 23.90%	12 28.57%	7 23.33%	17 21.52%	28 20.44%	33 27.05%	31 18.45%	37 22.02%	25 22.32%	35 21.47%	33 25.00%	0 0.0%
Usually	11693 22.63%	4314 23.53%	1408 22.94%	377 25.75%	62 21.02%	72 23.45%	64 21.26%	12 28.57%	50 20.16%	20 29.85%	37 18.50%	21 25.00%	41 20.00%	13 30.95%	7 23.33%	15 18.99%	27 19.71%	18 14.75%	44 26.19%	37 22.02%	25 22.32%	42 25.77%	20 15.15%	0 0.0%
Always	29335 56.76%	10404 56.74%	3575 58.24%	762 52.05%	165 55.93%	166 54.07%	167 55.48%	18 42.86%	142 57.26%	25 37.31%	124 62.00%	47 55.95%	115 56.10%	17 40.48%	16 53.33%	47 59.49%	82 59.85%	71 58.20%	93 55.36%	94 55.95%	62 55.36%	86 52.76%	79 59.85%	0 0.0%
CAHPS Rate (%Always + %Usually)	41028 79.39%	14718 80.27%	4983 81.18%	1139 77.80%	227 76.95%	238 77.52%	231 76.74%	30 71.43%	192 77.42%	45 67.16%	161 80.50%	68 80.95%	156 76.10%	30 71.43%	23 76.67%	62 78.48%	109 79.56%	89 72.95%	137 81.55%	131 77.98%	87 77.68%	128 78.53%	99 75.00%	0 0.0%
3-point composite mean	2.3615 D	2.3702 D	2.3943 ABD	2.2985	2.3288	2.3160	2.3223	2.1429	2.3468	2.0448	2.4250 J	2.3690	2.3220	2.1190	2.3000	2.3797	2.3942	2.3115	2.3690	2.3393	2.3304	2.3129	2.3485	0
4-point composite mean	3.3377 D	3.3500 D	3.3767 ABDF	3.2705	3.2915	3.2638	3.3023	3.0476	3.3185	2.9851	3.4050 J	3.3571	3.2780	3.0714	3.3000	3.3291	3.3577	3.2541	3.3452	3.2976	3.2946	3.2822	3.3030	0
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%

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7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

	2018 Plan Results																									
	2018			2017			2016			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2017 Quality Compass (A)	DSS Book of Bus. (B)	UHC National Average (C)	Regional West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)		
Total	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%		
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 0.62%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%		
No response	0 0.0%	1025 3.82%	280 3.18%	67 3.08%	14 3.16%	20 4.32%	22 4.56%	4 4.71%	8 2.33%	0 0.0%	0 0.0%	1 0.70%	13 4.47%	1 1.28%	0 0.0%	4 3.67%	9 4.39%	5 2.60%	9 3.69%	7 2.60%	5 3.25%	0 0.0%	14 6.86%	0 0.0%		
BASE = Those who responded	70824 100.00%	25829 96.18%	8538 96.82%	2107 96.92%	429 96.84%	443 95.68%	457 94.81%	81 95.29%	336 97.67%	81 100.00%	239 100.00%	142 99.30%	278 95.53%	77 98.72%	42 100.00%	105 96.33%	196 95.61%	187 97.40%	235 96.31%	262 97.40%	149 96.75%	239 100.00%	190 93.14%	0 0.0%		
None (v 0)	16197 22.87%	5715 22.13%	1800 21.08%	516 24.49%	109 25.41%	118 26.64%	109 23.85%	30 37.04%	71 21.13%	0 0.0%	0 0.0%	48 33.80%	61 21.94%	29 37.66%	8 19.05%	23 21.90%	47 23.98%	59 31.55%	49 20.85%	73 27.86%	35 23.49%	62 25.94%	47 24.74%	0 0.0%		
1 time (v 1)	11983 16.92%	4428 17.14%	1417 16.60%	362 17.18%	66 15.38%	69 15.58%	66 14.44%	9 11.11%	56 16.67%	17 20.99%	49 20.50%	24 16.90%	38 13.67%	11 14.29%	5 11.90%	13 12.38%	34 17.35%	30 16.04%	33 14.04%	43 16.41%	19 12.75%	30 12.55%	36 18.95%	0 0.0%		
2 (v 2)	13563 19.15%	4878 18.89%	1572 18.41%	416 19.74%	87 20.28%	68 15.35%	83 18.16%	8 9.88%	79 23.51%	15 18.52%	72 30.13%	30 21.13%	56 20.14%	11 14.29%	10 23.81%	20 19.05%	45 22.96%	33 17.65%	53 22.55%	48 18.32%	33 22.15%	48 20.08%	39 20.53%	0 0.0%		
3 (v 3)	9413 13.29%	3518 13.62%	1241 14.54%	277 13.15%	53 12.35%	62 14.00%	65 14.22%	21 25.93%	32 9.52%	22 27.16%	31 12.97%	10 7.04%	41 14.75%	7 9.09%	5 11.90%	18 17.14%	22 11.22%	23 12.30%	29 12.34%	34 12.98%	17 11.41%	31 12.97%	22 11.58%	0 0.0%		
4 (v 4)	6176 8.72%	2316 8.97%	774 9.07%	178 8.45%	43 10.02%	31 7.00%	40 8.75%	3 3.70%	39 11.61%	11 13.58%	32 13.39%	12 8.45%	31 11.15%	7 9.09%	5 11.90%	9 8.57%	21 10.71%	14 7.49%	29 12.34%	30 11.45%	11 7.38%	27 11.30%	16 8.42%	0 0.0%		
5 to 9 (v 7)	9405 13.28%	3452 13.36%	1208 14.15%	251 11.91%	55 12.82%	61 13.77%	64 14.00%	6 7.41%	47 13.99%	10 12.35%	45 18.83%	16 11.27%	37 13.31%	10 12.99%	8 19.05%	14 13.33%	22 11.22%	22 11.76%	32 13.62%	25 9.54%	27 18.12%	30 12.55%	25 13.16%	0 0.0%		
10 or more (v 12.5)	4087 5.77%	1522 5.89%	526 6.16%	107 5.08%	16 3.73%	34 7.67%	30 6.56%	4 4.94%	12 3.57%	6 7.41%	10 4.18%	2 1.41%	14 5.04%	2 2.60%	1 2.38%	8 7.62%	5 2.55%	6 3.21%	10 4.26%	9 3.44%	7 4.70%	11 4.60%	5 2.63%	0 0.0%		
Average	2.9506 D	2.9885 DE	3.0933 ABDE	2.7677	2.6946	3.0858	3.0853	2.3704	2.8125	3.7284	3.5732	2.1056	2.9892 L	2.2987	3.0595	3.2476 N	2.5026	2.4064	2.9404	2.4752	3.0638	2.8222	2.5342	0		
Standard deviation	3.2161	3.2268	3.2636	3.0998	2.9205	3.5166	3.3394	3.0264	2.8889	3.0480	2.7777	2.5076	3.0836	2.8504	2.7822	3.4192	2.6532	2.8563	2.9670	2.7952	3.1709	3.0465	2.7454	0		
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%		

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8. In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?

	2018 Plan Results																									
	2018			2017			2016			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2017 Quality Compass (A)	DSS of Bus. (B)	UHC National Average (C)	2018 Regional West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)		
Total	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%		
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%		
No response	0 0.0%	1329 4.95% ACD	367 4.16% A	88 4.05% A	16 3.61% A	25 5.40% A	29 6.02% A	5 5.88%	9 2.62%	0 0.0%	2 0.84%	2 1.40%	13 4.47% L	1 1.28%	0 0.0%	4 3.67% O	11 5.37% NO	7 3.65%	9 3.69%	8 2.97%	6 3.90%	1 0.42%	15 7.35% V	0 0.0%		
Appropriately skipped	16197 22.87% BC	5715 21.28%	1800 20.41%	516 23.74% BC	109 24.60% C	118 25.49% BC	109 22.61%	30 35.29% I	71 20.64%	0 0.0%	0 0.0%	48 33.57% M	61 20.96%	29 37.18% OPQ	8 19.05%	23 21.10%	47 22.93%	59 30.73% S	49 20.08%	73 27.14%	35 22.73%	62 25.94%	47 23.04%	0 0.0%		
BASE = Those who responded	54627 77.13% BCDEFG	19810 73.77% F	6651 75.43% BDF	1570 72.22%	318 71.78%	320 69.11%	344 71.37%	50 58.82%	264 76.74% H	81 100.00%	237 99.16%	93 65.03%	217 74.57% L	48 61.54%	34 80.95%	82 75.23% N	147 71.71% N	126 65.63%	186 76.23% R	188 69.89%	113 73.38%	176 73.64%	142 69.61%	0 0.0%		
Yes	40320 73.81%	14408 72.73%	4887 73.48%	1161 73.95%	240 75.47%	234 73.13%	252 73.26%	36 72.00%	202 76.52%	57 70.37%	183 77.22%	74 79.57%	163 75.12%	37 77.08%	28 82.35%	61 74.39%	112 76.19%	95 75.40%	143 76.88%	144 76.60%	87 76.99%	141 80.11% W	99 69.72%	0 0.0%		
No	14306 26.19%	5402 27.27%	1764 26.52%	409 26.05%	78 24.53%	86 26.88%	92 26.74%	14 28.00%	62 23.48%	24 29.63%	54 22.78%	19 20.43%	54 24.88%	11 22.92%	6 17.65%	21 25.61%	35 23.81%	31 24.60%	43 23.12%	44 23.40%	26 23.01%	35 19.89%	43 30.28% V	0 0.0%		
3-point composite mean	2.4762	2.4546	2.4696	2.4790	2.5094	2.4625	2.4651	2.4400	2.5303	2.4074	2.5443	2.5914	2.5023	2.5417	2.6471	2.4878	2.5238	2.5079	2.5376	2.5319	2.5398	2.6023 W	2.3944	0		
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%		

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?

	2018 Plan Results																									
	2018			2017			2016			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2018 DSS Quality Compass (A)	2018 UHC National Average (B)	2018 Regional West (C)	2017 Plan Total (D)	2017 Plan Total (E)	2016 Plan Total (F)	0-7 (G)	8-10 (H)	0-7 (I)	8-10 (J)	Excel./Very Good (K)	Good/Fair/Poor (L)	18-34 (M)	35-44 (N)	45-54 (O)	55+ (P)	Male (Q)	Female (R)	High School or Less (S)	Some College or More (T)	Mail (U)	Phone (V)	Internet (W)	(X)		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)		
Total	70824	26854	8818	2174	443	463	482	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	7	1431	417	90	17	29	31	5	10	3	0	1	16	1	0	6	10	7	10	10	5	2	15	0		
	0.01%	5.33%	4.73%	4.14%	3.84%	6.26%	6.43%	5.88%	2.91%	3.70%	0.0%	0.70%	5.50%	1.28%	0.0%	5.50%	4.88%	3.65%	4.10%	3.72%	3.25%	0.84%	7.35%	0.0%		
		ACD	A	A	A	A	A					L		OPQ		O	O					V				
Appropriately skipped	16197	5715	1800	516	109	118	109	30	71	0	0	48	61	29	8	23	47	59	49	73	35	62	47	0		
	22.87%	21.28%	20.41%	23.74%	24.60%	25.49%	22.61%	35.29%	20.64%	0.0%	0.0%	33.57%	20.96%	37.18%	19.05%	21.10%	22.93%	30.73%	20.08%	27.14%	22.73%	25.94%	23.04%	0.0%		
	BC		BC	C	BC		I				M					S										
BASE = Those who responded	54619	19708	6601	1568	317	316	342	50	263	78	239	94	214	48	34	80	148	126	185	186	114	175	142	0		
	77.12%	73.39%	74.86%	72.13%	71.56%	68.25%	70.95%	58.82%	76.45%	96.30%	100.00%	65.73%	73.54%	61.54%	80.95%	73.39%	72.20%	65.63%	75.82%	69.14%	74.03%	73.22%	69.61%	0.0%		
	BCDEFG	F	BDF					H						N				R								
Yes	25929	9370	3169	757	149	159	150	26	120	41	108	35	112	22	17	46	61	54	93	83	60	83	66	0		
	47.47%	47.54%	48.01%	48.28%	47.00%	50.32%	43.86%	52.00%	45.63%	52.56%	45.19%	37.23%	52.34%	45.83%	50.00%	57.50%	41.22%	42.86%	50.27%	44.62%	52.63%	47.43%	46.48%	0.0%		
								L						Q												
No	28691	10338	3432	811	168	157	192	24	143	37	131	59	102	26	17	34	87	72	92	103	54	92	76	0		
	52.53%	52.46%	51.99%	51.72%	53.00%	49.68%	56.14%	48.00%	54.37%	47.44%	54.81%	62.77%	47.66%	54.17%	50.00%	42.50%	58.78%	57.14%	49.73%	55.38%	47.37%	52.57%	53.52%	0.0%		
								M				P														
Sigma	70824	26854	8818	2174	443	463	482	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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10. Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?

	2018 Plan Results																									
	2018			2017			2016			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2018 DSS Quality Compass (A)	2018 UHC National Average (B)	2018 Regional West (C)	2018 Plan Total (D)	2017 Plan Total (E)	2016 Plan Total (F)	0-7 (G)	8-10 (H)	0-7 (I)	8-10 (J)	Excel./Very Good (K)	Good/Fair/Poor (L)	18-34 (M)	35-44 (N)	45-54 (O)	55+ (P)	Male (Q)	Female (R)	High School or Less (S)	Some College or More (T)	Mail (U)	Phone (V)	Internet (W)	(X)		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)		
Total	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%		
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%		
No response	7 0.01%	1558 5.80%	471 5.34%	98 4.51%	19 4.29%	30 6.48%	38 7.88%	5 5.88%	12 3.49%	4 4.94%	1 0.42%	1 0.70%	18 6.19%	1 1.28%	0 0.0%	6 5.50%	12 5.85%	8 4.17%	11 4.51%	12 4.46%	5 3.25%	4 1.67%	15 7.35%	0 0.0%		
Appropriately skipped	44888 63.38%	16053 59.78%	5232 59.33%	1327 61.04%	277 62.53%	275 59.40%	301 62.45%	54 63.53%	214 62.21%	37 45.68%	131 54.81%	107 74.83%	163 56.01%	55 70.51%	25 59.52%	57 52.29%	134 65.37%	131 68.23%	141 57.79%	176 65.43%	89 57.79%	154 64.44%	123 60.29%	0 0.0%		
BASE = Those who responded	25929 36.61%	9243 34.42%	3115 35.33%	749 34.45%	147 33.18%	158 34.13%	143 29.67%	26 30.59%	118 34.30%	40 49.38%	107 44.77%	35 24.48%	110 37.80%	22 28.21%	17 40.48%	46 42.20%	59 28.78%	53 27.60%	92 37.70%	81 30.11%	60 38.96%	81 33.89%	66 32.35%	0 0.0%		
Yes	24016 92.62%	8450 91.42%	2848 91.43%	692 92.39%	136 92.52%	150 94.94%	139 97.20%	25 96.15%	108 91.53%	35 87.50%	101 94.39%	33 94.29%	102 92.73%	21 95.45%	17 100.00%	42 91.30%	53 89.83%	48 90.57%	86 93.48%	75 92.59%	55 91.67%	76 93.83%	60 90.91%	0 0.0%		
No	1912 7.38%	793 8.58%	267 8.57%	57 7.61%	11 7.48%	8 5.06%	4 2.80%	1 3.85%	10 8.47%	5 12.50%	6 5.61%	2 5.71%	8 7.27%	1 4.55%	0 0.0%	4 8.70%	6 10.17%	5 9.43%	6 6.52%	6 7.41%	5 8.33%	5 6.17%	6 9.09%	0 0.0%		
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%		

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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11. Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?

	2018 Plan Results																									
	2018			2017			2016			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2018 DSS Quality Compass (A)	2018 UHC National Average (B)	2018 Regional West (C)	2018 Plan Total (D)	2017 Plan Total (E)	2016 Plan Total (F)	0-7 (G)	8-10 (H)	0-7 (I)	8-10 (J)	Excel./ Very Good (K)	Good/ Fair/ Poor (L)	18-34 (M)	35-44 (N)	45-54 (O)	55+ (P)	Male (Q)	Female (R)	High School or Less (S)	Some College or More (T)	Mail (U)	Phone (V)	Internet (W)	(X)		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)		
Total	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%		
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%		
No response	14 0.02%	1601 5.96%	487 5.52%	101 4.65%	19 4.29%	32 6.91%	33 6.85%	5 5.88%	12 3.49%	4 4.94%	1 0.42%	1 0.70%	18 6.19%	1 1.28%	0 0.0%	6 5.50%	12 5.85%	8 4.17%	11 4.51%	12 4.46%	5 3.25%	4 1.67%	15 7.35%	0 0.0%		
Appropriately skipped	44888 63.38%	16053 59.78%	5232 59.33%	1327 61.04%	277 62.53%	275 59.40%	301 62.45%	54 63.53%	214 62.21%	37 45.68%	131 54.81%	107 74.83%	163 56.01%	55 70.51%	25 59.52%	57 52.29%	134 65.37%	131 68.23%	141 57.79%	176 65.43%	89 57.79%	154 64.44%	123 60.29%	0 0.0%		
BASE = Those who responded	25922 36.60%	9200 34.26%	3099 35.14%	746 34.31%	147 33.18%	156 33.69%	148 30.71%	26 30.59%	118 34.30%	40 49.38%	107 44.77%	35 24.48%	110 37.80%	22 28.21%	17 40.48%	46 42.20%	59 28.78%	53 27.60%	92 37.70%	81 30.11%	60 38.96%	81 33.89%	66 32.35%	0 0.0%		
Yes	17798 68.66%	6375 69.29%	2140 69.05%	525 70.38%	108 73.47%	115 73.72%	106 71.62%	18 69.23%	88 74.58%	26 65.00%	82 76.64%	26 74.29%	82 74.55%	18 81.82%	10 58.82%	41 89.13%	37 62.71%	35 66.04%	72 78.26%	59 72.84%	44 73.33%	55 67.90%	53 80.30%	0 0.0%		
No	8124 31.34%	2825 30.71%	959 30.95%	221 29.62%	39 26.53%	41 26.28%	42 28.38%	8 30.77%	30 25.42%	14 35.00%	25 23.36%	9 25.71%	28 25.45%	4 18.18%	7 41.18%	5 10.87%	22 37.29%	18 33.96%	20 21.74%	22 27.16%	16 26.67%	26 32.10%	13 19.70%	0 0.0%		
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%		

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12. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?

	2018 Plan Results																									
	2018			2017			2016			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2018 DSS Quality Compass (A)	2018 UHC National Average (B)	2018 Regional West (C)	2018 Plan Total (D)	2017 Plan Total (E)	2016 Plan Total (F)	0-7 (G)	8-10 (H)	0-7 (I)	8-10 (J)	Excel./Very Good (K)	Good/Fair/Poor (L)	18-34 (M)	35-44 (N)	45-54 (O)	55+ (P)	Male (Q)	Female (R)	High School or Less (S)	Some College or More (T)	Mail (U)	Phone (V)	Internet (W)	(X)		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)		
Total	70824	26854	8818	2174	443	463	482	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0		
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
No response	28	1617	492	102	19	30	33	5	12	4	1	1	18	1	0	6	12	8	11	12	5	4	15	0		
Appropriately skipped	44888	16053	5232	1327	277	275	301	54	214	37	131	107	163	55	25	57	134	131	141	176	89	154	123	0		
BASE = Those who responded	25907	9184	3094	745	147	158	148	26	118	40	107	35	110	22	17	46	59	53	92	81	60	81	66	0		
Yes	20185	7168	2408	578	118	125	116	20	97	27	91	29	89	18	14	39	45	39	78	64	49	66	52	0		
No	5723	2016	686	167	29	33	32	6	21	13	16	6	21	4	3	7	14	14	14	17	11	15	14	0		
Sigma	70824	26854	8818	2174	443	463	482	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0		

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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13. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

	2018 Plan Results																									
	2018			2017			2016			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./Very Good (L)	Good/Fair/Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)		
Total	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%		
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 0.62%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%		
No response	42 0.06%	1348 5.02%	377 4.28%	89 4.09%	14 3.16%	26 5.62%	31 6.43%	4 4.71%	8 2.33%	0 0.0%	0 0.0%	1 0.70%	13 4.47%	1 1.28%	0 0.0%	4 3.67%	9 4.39%	5 2.60%	9 3.69%	7 2.60%	5 3.25%	0 0.0%	14 6.86%	0 0.0%		
Appropriately skipped	16197 22.87%	5715 21.28%	1800 20.41%	516 23.74%	109 24.60%	118 25.49%	109 22.61%	30 35.29%	71 20.64%	0 0.0%	0 0.0%	48 33.57%	61 20.96%	29 37.18%	8 19.05%	23 21.10%	47 22.93%	59 30.73%	49 20.08%	73 27.14%	35 22.73%	62 25.94%	47 23.04%	0 0.0%		
BASE = Those who responded	54584 77.07%	19791 73.70%	6641 75.31%	1569 72.17%	320 72.23%	319 68.90%	339 70.33%	51 60.00%	265 77.03%	81 100.00%	239 100.00%	94 65.73%	217 74.57%	48 61.54%	34 80.95%	82 75.23%	149 72.68%	128 66.67%	186 76.23%	189 70.26%	114 74.03%	177 74.06%	143 70.10%	0 0.0%		
10 - Best health care possible	21545 39.47%	8135 41.10%	2856 43.01%	639 40.73%	131 40.94%	114 35.74%	133 39.23%	4 7.84%	125 47.17%	0 0.0%	131 54.81%	43 45.74%	81 37.33%	20 41.67%	9 26.47%	37 45.12%	61 40.94%	48 37.50%	80 43.01%	82 43.39%	40 35.09%	68 38.42%	63 44.06%	0 0.0%		
9 -	8308 15.22%	2964 14.98%	1002 15.09%	250 15.93%	50 15.63%	47 14.73%	43 12.68%	2 3.92%	48 18.11%	0 0.0%	50 20.92%	18 19.15%	32 14.75%	7 14.58%	4 11.76%	12 14.63%	27 18.12%	22 17.19%	28 15.05%	24 12.70%	24 21.05%	32 18.08%	18 12.59%	0 0.0%		
Top Two Box	29852 54.69%	11099 56.08%	3858 58.09%	889 56.66%	181 56.56%	161 50.47%	176 51.92%	6 11.76%	173 65.28%	0 0.0%	181 75.73%	61 64.89%	113 52.07%	27 56.25%	13 38.24%	49 59.76%	88 59.06%	70 54.69%	108 58.06%	106 56.08%	64 56.14%	100 56.50%	81 56.64%	0 0.0%		
8 -	10737 19.67%	3815 19.28%	1198 18.04%	292 18.61%	58 18.13%	70 21.94%	65 19.17%	13 25.49%	44 16.60%	0 0.0%	58 24.27%	19 20.21%	39 17.97%	8 16.67%	8 23.53%	16 19.51%	26 17.45%	27 21.09%	31 16.67%	31 16.40%	25 21.93%	32 18.08%	26 18.18%	0 0.0%		
CAHPS Rate (Top Three Box)	40589 74.36%	14914 75.36%	5056 76.13%	1181 75.27%	239 74.69%	231 72.41%	241 71.09%	19 37.25%	217 81.89%	0 0.0%	239 100.00%	80 85.11%	152 70.05%	35 72.92%	21 61.76%	65 79.27%	114 76.51%	97 75.78%	139 74.73%	137 72.49%	89 78.07%	132 74.58%	107 74.83%	0 0.0%		
7 -	5574 10.21%	1942 9.81%	609 9.17%	157 10.01%	29 9.06%	26 8.15%	30 8.85%	10 19.61%	19 7.17%	29 35.80%	0 0.0%	7 7.45%	22 10.14%	6 12.50%	3 8.82%	7 8.54%	12 8.05%	14 10.94%	14 7.53%	16 8.47%	12 10.53%	13 7.34%	16 11.19%	0 0.0%		
6 -	2642 4.84%	842 4.25%	261 3.93%	61 3.89%	11 3.44%	16 5.02%	17 5.01%	3 5.88%	8 3.02%	11 13.58%	0 0.0%	2 2.13%	9 4.15%	1 2.08%	2 5.88%	1 1.22%	7 4.70%	2 1.56%	9 4.84%	7 3.70%	3 2.63%	6 3.39%	5 3.50%	0 0.0%		
5 -	3038 5.57%	1107 5.59%	383 5.77%	96 6.12%	20 6.25%	23 7.21%	32 9.44%	7 13.73%	13 4.91%	20 24.69%	0 0.0%	4 4.26%	16 7.37%	1 2.08%	4 11.76%	6 7.32%	9 6.04%	5 3.91%	15 8.06%	18 9.52%	2 1.75%	12 6.78%	8 5.59%	0 0.0%		

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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13. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

	2018 Plan Results																							
	2017 Quality Compass (A)	2018 DSS of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
								0-7	8-10	0-7	8-10	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
								(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
4 -	963 1.76%	361 1.82%	131 1.97% G	22 1.40%	7 2.19%	7 2.19%	3 0.88%	4 7.84%	3 1.13%	7 8.64% K	0 0.0%	1 1.06%	6 2.76%	3 6.25%	1 2.94%	1 1.22%	1 0.67%	5 3.91%	1 0.54%	4 2.12%	2 1.75%	5 2.82%	2 1.40%	0 0.0%
3 -	694 1.27%	251 1.27%	89 1.34%	23 1.47%	5 1.56%	10 3.13%	5 1.47%	4 7.84% I	1 0.38%	5 6.17% K	0 0.0%	0 0.0%	5 2.30% L	1 2.08%	2 5.88%	1 1.22%	1 0.67%	2 1.56%	3 1.61%	2 1.06%	3 2.63%	3 1.69%	2 1.40%	0 0.0%
2 -	439 0.80%	151 0.76%	52 0.78%	12 0.76%	3 0.94%	2 0.63%	7 2.06%	3 5.88%	0 0.0%	3 3.70%	0 0.0%	0 0.0%	3 1.38%	0 0.0%	1 2.94%	0 0.0%	2 1.34%	1 0.78%	2 1.08%	1 0.53%	2 1.75%	2 1.13%	1 0.70%	0 0.0%
1 -	283 0.52%	101 0.51%	27 0.41%	7 0.45%	3 0.94%	1 0.31%	1 0.29%	0 0.0%	2 0.75%	3 3.70%	0 0.0%	0 0.0%	2 0.92%	0 0.0%	0 0.0%	0 0.0%	2 1.34%	0 0.0%	2 1.08%	2 1.06%	0 0.0%	2 1.13%	1 0.70%	0 0.0%
0 - Worst health care possible	361 0.66%	122 0.62%	33 0.50%	10 0.64%	3 0.94%	3 0.94%	3 0.88%	1 1.96%	2 0.75%	3 3.70%	0 0.0%	0 0.0%	2 0.92%	1 2.08%	0 0.0%	1 1.22%	1 0.67%	2 1.56%	1 0.54%	2 1.06%	1 0.88%	2 1.13%	1 0.70%	0 0.0%
0-7 (NET)	13995 25.64% C	4877 24.64%	1585 23.87%	388 24.73%	81 25.31%	88 27.59%	98 28.91% C	32 62.75% I	48 18.11%	81 100.00% K	0 0.0%	14 14.89%	65 29.95% L	13 27.08%	13 38.24%	17 20.73%	35 23.49%	31 24.22%	47 25.27%	52 27.51%	25 21.93%	45 25.42%	36 25.17%	0 0.0%
Bottom Three Box	1084 1.99%	374 1.89%	112 1.69%	29 1.85%	9 2.81%	6 1.88%	11 3.24%	4 7.84%	4 1.51%	9 11.11% K	0 0.0%	0 0.0%	7 3.23% L	1 2.08%	1 2.94%	1 1.22%	5 3.36%	3 2.34%	5 2.69%	5 2.65%	3 2.63%	6 3.39%	3 2.10%	0 0.0%
Bottom Two Box	644 1.18%	223 1.13%	60 0.90%	17 1.08%	6 1.88%	4 1.25%	4 1.18%	1 1.96%	4 1.51%	6 7.41% K	0 0.0%	0 0.0%	4 1.84% L	1 2.08%	0 0.0%	1 1.22%	3 2.01%	2 1.56%	3 1.61%	4 2.12%	1 0.88%	4 2.26%	2 1.40%	0 0.0%
Average	8.3040	8.3536 FG	8.4066 AFG	8.3550 F	8.2656	8.0846	8.1150	6.2549	8.6679 H	5.1975	9.3054 J	8.8191 M	8.0415	8.2292	7.5000	8.5122 O	8.3557 O	8.2578	8.3118	8.2222	8.3246	8.1695	8.3846	0
Standard deviation	2.0007	1.9922	1.9808	1.9903	2.1567	2.1486	2.1877	2.3585	1.8396	1.9272	0.8352	1.4363	2.2644	2.2383	2.3041	1.9396	2.0857	2.1037	2.1250	2.2119	2.0022	2.2511	2.0275	0
3-point composite mean	2.3926	2.4125 AFG	2.4340 ABFG	2.4194 FG	2.4031	2.3103	2.3186	1.6863	2.5434 H	1.3580	2.7573 J	2.5745 M	2.3226	2.4167	2.0882	2.4756 O	2.4362 O	2.4141	2.4032	2.3704	2.4474	2.3842	2.4266	0
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

	2018 Plan Results																								
	2018			2018			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type				
	2017	2018	2018	2018	2017	2016	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet		
	Quality	DSS	UHC	Regional	Plan	Plan	Total	Total	Total	Total	Very	Fair/	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	(V)	(W)	(X)		
Total	70824	26854	8818	2174	443	463	482	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.21%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	0	1315	373	89	17	26	34	6	9	2	1	2	15	1	0	5	11	5	12	9	5	1	16	0	
	0.0%	4.90%	4.23%	4.09%	3.84%	5.62%	7.05%	7.06%	2.62%	2.47%	0.42%	1.40%	5.15%	1.28%	0.0%	4.59%	5.37%	2.60%	4.92%	3.35%	3.25%	0.42%	7.84%	0.0%	
		AC	A	A	A	A	ACDE					L				O	NO					V			
Appropriately skipped	16197	5715	1800	516	109	118	109	30	71	0	0	48	61	29	8	23	47	59	49	73	35	62	47	0	
	22.87%	21.28%	20.41%	23.74%	24.60%	25.49%	22.61%	35.29%	20.64%	0.0%	0.0%	33.57%	20.96%	37.18%	19.05%	21.10%	22.93%	30.73%	20.08%	27.14%	22.73%	25.94%	23.04%	0.0%	
	BC		BC	C	BC		I				M	OPQ				S									
BASE = Those who responded	54627	19824	6645	1569	317	319	338	49	264	79	238	93	215	48	34	81	147	128	183	187	114	176	141	0	
	77.13%	73.82%	75.36%	72.17%	71.56%	68.90%	70.12%	57.65%	76.74%	97.53%	99.58%	65.03%	73.88%	61.54%	80.95%	74.31%	71.71%	66.67%	75.00%	69.52%	74.03%	73.64%	69.12%	0.0%	
	BCDEFG	F	BDFG					H						N											
Never	1190	386	124	31	9	9	7	3	6	5	4	1	8	3	2	0	4	3	6	5	4	5	4	0	
	2.18%	1.95%	1.87%	1.98%	2.84%	2.82%	2.07%	6.12%	2.27%	6.33%	1.68%	1.08%	3.72%	6.25%	5.88%	0.0%	2.72%	2.34%	3.28%	2.67%	3.51%	2.84%	2.84%	0.0%	
																	P								
Sometimes	7437	2519	826	213	35	53	52	13	21	24	11	6	26	3	7	11	11	12	20	19	12	15	20	0	
	13.61%	12.71%	12.43%	13.58%	11.04%	16.61%	15.38%	26.53%	7.95%	30.38%	4.62%	6.45%	12.09%	6.25%	20.59%	13.58%	7.48%	9.38%	10.93%	10.16%	10.53%	8.52%	14.18%	0.0%	
	BC					CE		I		K															
Bottom Two Box (%Never + %Sometimes)	8626	2905	950	244	44	62	59	16	27	29	15	7	34	6	9	11	15	15	26	24	16	20	24	0	
	15.79%	14.65%	14.30%	15.55%	13.88%	19.44%	17.46%	32.65%	10.23%	36.71%	6.30%	7.53%	15.81%	12.50%	26.47%	13.58%	10.20%	11.72%	14.21%	12.83%	14.04%	11.36%	17.02%	0.0%	
	BC					BC		I		K			L		Q										
Usually	14746	5470	1765	472	94	89	103	27	65	39	55	25	68	15	11	24	42	34	58	57	34	59	35	0	
	26.99%	27.59%	26.56%	30.08%	29.65%	27.90%	30.47%	55.10%	24.62%	49.37%	23.11%	26.88%	31.63%	31.25%	32.35%	29.63%	28.57%	26.56%	31.69%	30.48%	29.82%	33.52%	24.82%	0.0%	
				ABC				I		K															
Always	31255	11449	3930	853	179	168	176	6	172	11	168	61	113	27	14	46	90	79	99	106	64	97	82	0	
	57.22%	57.75%	59.14%	54.37%	56.47%	52.66%	52.07%	12.24%	65.15%	13.92%	70.59%	65.59%	52.56%	56.25%	41.18%	56.79%	61.22%	61.72%	54.10%	56.68%	56.14%	55.11%	58.16%	0.0%	
	D	DG	ABDFG						H		J	M					O								
CAHPS Rate (%Always + %Usually)	46000	16919	5695	1325	273	257	279	33	237	50	223	86	181	42	25	70	132	113	157	163	98	156	117	0	
	84.21%	85.35%	85.70%	84.45%	86.12%	80.56%	82.54%	67.35%	89.77%	63.29%	93.70%	92.47%	84.19%	87.50%	73.53%	86.42%	89.80%	88.28%	85.79%	87.17%	85.96%	88.64%	82.98%	0.0%	
		AF	AF						H		J	M					O								
3-point composite mean	2.4142	2.4310	2.4485	2.3881	2.4259	2.3323	2.3462	1.7959	2.5492	1.7722	2.6429	2.5806	2.3674	2.4375	2.1471	2.4321	2.5102	2.5000	2.3989	2.4385	2.4211	2.4375	2.4113	0	
		DFG	ADFG						H		J	M					O								
4-point composite mean	3.3925	3.4115	3.4298	3.3684	3.3975	3.3041	3.3254	2.7347	3.5265	2.7089	3.6261	3.5699	3.3302	3.3750	3.0882	3.4321	3.4830	3.4766	3.3661	3.4118	3.3860	3.4091	3.3830	0	
		DFG	ADFG						H		J	M					O								
Sigma	70824	26854	8818	2174	443	463	482	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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15. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

	2018 Plan Results																								
	2018			2018			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type				
	2017	DSS	UHC	Regional	2018	2017	2016	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet	
	Compass	of Bus.	National	Average	Plan	Plan	Plan					Very	Fair/	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	(V)	(W)	(X)	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	Good	Poor	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	or Less	or More	(V)	(W)	(X)
Total	70824	26854	8818	2174	443	463	482	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.21%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	0	492	115	40	5	8	7	1	3	0	4	3	2	0	0	2	3	3	2	1	3	4	1	0	
	0.0%	1.83%	1.30%	1.84%	1.13%	1.73%	1.45%	1.18%	0.87%	0.0%	1.67%	2.10%	0.69%	0.0%	0.0%	1.83%	1.46%	1.56%	0.82%	0.37%	1.95%	1.67%	0.49%	0.0%	
		AC	A	A	A	A	A				J														
BASE = Those who responded	70824	26362	8703	2134	438	455	474	84	341	81	235	140	289	78	42	107	202	189	242	268	151	235	203	0	
	100.00%	98.17%	98.70%	98.16%	98.87%	98.27%	98.34%	98.82%	99.13%	100.00%	98.33%	97.90%	99.31%	100.00%	100.00%	98.17%	98.54%	98.44%	99.18%	99.63%	98.05%	98.33%	99.51%	0.0%	
		BCDEFG	B							K															
Yes	57615	21596	7137	1692	336	331	347	50	280	65	209	95	234	42	34	92	161	132	199	211	109	187	149	0	
	81.35%	81.92%	82.01%	79.29%	76.71%	72.75%	73.21%	59.52%	82.11%	80.25%	88.94%	67.86%	80.97%	53.85%	80.95%	85.98%	79.70%	69.84%	82.23%	78.73%	72.19%	79.57%	73.40%	0.0%	
	DEFG	DEFG	DEFG	FG					H			L		N	N	N		R							
No	13209	4766	1566	442	102	124	127	34	61	16	26	45	55	36	8	15	41	57	43	57	42	48	54	0	
	18.65%	18.08%	17.99%	20.71%	23.29%	27.25%	26.79%	40.48%	17.89%	19.75%	11.06%	32.14%	19.03%	46.15%	19.05%	14.02%	20.30%	30.16%	17.77%	21.27%	27.81%	20.43%	26.60%	0.0%	
				ABC	ABC	ABCD	ABCD	I				M		OPQ				S							
Sigma	70824	26854	8818	2174	443	463	482	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

	2018 Plan Results																									
	2018			2017			2016			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2017 Quality Compass (A)	DSS Book of Bus. (B)	UHC National Average (C)	Regional West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)		
Total	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%		
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%		
No response	0 0.0%	1375 5.12%	426 4.83%	106 4.88%	16 3.61%	26 5.62%	21 4.36%	4 4.71%	10 2.91%	3 3.70%	10 4.18%	5 3.50%	11 3.78%	2 2.56%	0 0.0%	4 3.67%	10 4.88%	6 3.13%	10 4.10%	8 2.97%	6 3.90%	12 5.02%	4 1.96%	0 0.0%		
Appropriately skipped	13209 18.65%	4766 17.75%	1566 17.76%	442 20.33%	102 23.02%	124 26.78%	127 26.35%	34 40.00%	61 17.73%	16 19.75%	26 10.88%	45 31.47%	55 18.90%	36 46.15%	8 19.05%	15 13.76%	41 20.00%	57 29.69%	43 17.62%	57 21.19%	42 27.27%	48 20.08%	54 26.47%	0 0.0%		
BASE = Those who responded	57615 81.35%	20713 77.13%	6826 77.41%	1626 74.79%	325 73.36%	313 67.60%	334 69.29%	47 55.29%	273 79.36%	62 76.54%	203 84.94%	93 65.03%	225 77.32%	40 51.28%	34 80.95%	90 82.57%	154 75.12%	129 67.19%	191 78.28%	204 75.84%	106 68.83%	179 74.90%	146 71.57%	0 0.0%		
None (v 0)	9745 16.91%	3539 17.09%	1071 15.69%	287 17.65%	50 15.38%	43 13.74%	48 14.37%	7 14.89%	41 15.02%	5 8.06%	11 5.42%	17 18.28%	32 14.22%	8 20.00%	6 17.65%	11 12.22%	23 14.94%	20 15.50%	28 14.66%	31 15.20%	17 16.04%	31 17.32%	19 13.01%	0 0.0%		
1 time (v 1)	13719 23.81%	5113 24.68%	1637 23.98%	413 25.40%	82 25.23%	65 20.77%	72 21.56%	12 25.53%	69 25.27%	13 20.97%	60 29.56%	32 34.41%	46 20.44%	12 30.00%	7 20.59%	21 23.33%	40 25.97%	39 30.23%	42 21.99%	49 24.02%	29 27.36%	43 24.02%	39 26.71%	0 0.0%		
2 (v 2)	13804 23.96%	4913 23.72%	1590 23.29%	377 23.19%	74 22.77%	72 23.00%	72 21.56%	4 8.51%	70 25.64%	14 22.58%	54 26.60%	17 18.28%	56 24.89%	8 20.00%	4 11.76%	29 32.22%	33 21.43%	29 22.48%	45 23.56%	43 21.08%	28 26.42%	40 22.35%	34 23.29%	0 0.0%		
3 (v 3)	7932 13.77%	2806 13.55%	952 13.95%	209 12.85%	46 14.15%	44 14.06%	50 14.97%	11 23.40%	35 12.82%	13 20.97%	29 14.29%	9 9.68%	36 16.00%	4 10.00%	10 29.41%	10 11.11%	20 12.99%	17 13.18%	27 14.14%	29 14.22%	13 12.26%	20 11.17%	26 17.81%	0 0.0%		
4 (v 4)	4519 7.84%	1572 7.59%	571 8.37%	135 8.30%	28 8.62%	30 9.58%	33 9.88%	6 12.77%	21 7.69%	7 11.29%	17 8.37%	7 7.53%	21 9.33%	3 7.50%	2 5.88%	7 7.78%	15 9.74%	10 7.75%	18 9.42%	21 10.29%	5 4.72%	17 9.50%	11 7.53%	0 0.0%		
5 to 9 (v 7)	6148 10.67%	2156 10.41%	787 11.53%	161 9.90%	40 12.31%	44 14.06%	46 13.77%	7 14.89%	32 11.72%	9 14.52%	28 13.79%	8 8.60%	32 14.22%	4 10.00%	5 14.71%	11 12.22%	20 12.99%	11 8.53%	29 15.18%	28 13.73%	12 11.32%	25 13.97%	15 10.27%	0 0.0%		
10 or more (v 12.5)	1749 3.04%	614 2.96%	218 3.19%	44 2.71%	5 1.54%	15 4.79%	13 3.89%	0 0.0%	5 1.83%	1 1.61%	4 1.97%	3 3.23%	2 0.89%	1 2.50%	0 0.0%	1 1.11%	3 1.95%	3 2.33%	2 1.05%	3 1.47%	2 1.89%	3 1.68%	2 1.37%	0 0.0%		
Average	2.5704	2.5304	2.6650 ABD	2.4668	2.5308	3.0559 ABCDE	2.9416 ABDE	2.6809	2.5073	2.9597	2.8030	2.3065	2.6622	2.3125	2.5882	2.5167	2.6201	2.3450	2.6859	2.6446	2.3868	2.5894	2.4589	0		
Standard deviation	2.6562	2.6379	2.7024	2.5810	2.4177	2.9940	2.8606	2.2035	2.4457	2.3832	2.4426	2.6620	2.3246	2.5804	2.1844	2.2711	2.5272	2.4374	2.4092	2.4575	2.4469	2.5331	2.2661	0		

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 2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

2018 Plan Results																								
2017 Quality Compass	2018 DSS	2018 UHC	2018 Regional Average	2018 Plan Total	2017 Plan Total	2016 Plan Total	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
							0-7	8-10	0-7	8-10	Excel./ Very Good	Good/ Fair/ Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	
Sigma	70824	26854	8818	2174	443	463	482	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

	2018 Plan Results																									
	2018			2017			2016			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)		
Total	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%		
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.21%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%		
No response	0 0.0%	1486 5.53%	458 5.19%	111 5.11%	16 3.61%	28 6.05%	23 4.77%	4 4.71%	10 2.91%	3 3.70%	10 4.18%	5 3.50%	11 3.78%	2 2.56%	0 0.0%	4 3.67%	10 4.88%	6 3.13%	10 4.10%	8 2.97%	6 3.90%	12 5.02%	4 1.96%	0 0.0%		
Appropriately skipped	22954 32.41%	8305 30.93%	2637 29.90%	729 33.53%	152 34.31%	167 36.07%	175 36.31%	41 48.24%	102 29.65%	21 25.93%	37 15.48%	62 43.36%	87 29.90%	44 56.41%	14 33.33%	26 23.85%	64 31.22%	77 40.10%	71 29.10%	88 32.71%	59 38.31%	79 33.05%	73 35.78%	0 0.0%		
BASE = Those who responded	47870 67.59%	17063 63.54%	5723 64.90%	1334 61.36%	275 62.08%	268 57.88%	283 58.71%	40 47.06%	232 67.44%	57 70.37%	192 80.33%	76 53.15%	193 66.32%	32 41.03%	28 66.67%	79 72.48%	131 63.90%	109 56.77%	163 66.80%	173 64.31%	89 57.79%	148 61.92%	127 62.25%	0 0.0%		
Never	744 1.55%	247 1.45%	82 1.43%	18 1.35%	6 2.18%	6 2.24%	4 1.41%	2 5.00%	3 1.29%	3 5.26%	1 0.52%	1 1.32%	4 2.07%	0 0.0%	1 3.57%	2 2.53%	2 1.53%	4 3.67%	1 0.61%	5 2.89%	0 0.0%	1 0.68%	5 3.94%	0 0.0%		
Sometimes	3230 6.75%	1112 6.52%	373 6.52%	104 7.80%	23 8.36%	24 8.96%	26 9.19%	7 17.50%	15 6.47%	13 22.81%	6 3.13%	3 3.95%	19 9.84%	0 0.0%	4 14.29%	5 6.33%	12 9.16%	4 3.67%	18 11.04%	16 9.25%	4 4.49%	9 6.08%	14 11.02%	0 0.0%		
Bottom Two Box (%Never + %Sometimes)	3973 8.30%	1359 7.96%	455 7.95%	122 9.15%	29 10.55%	30 11.19%	30 10.60%	9 22.50%	18 7.76%	16 28.07%	7 3.65%	4 5.26%	23 11.92%	0 0.0%	5 17.86%	7 8.86%	14 10.69%	8 7.34%	19 11.66%	21 12.14%	4 4.49%	10 6.76%	19 14.96%	0 0.0%		
Usually	8152 17.03%	2934 17.20%	975 17.04%	268 20.09%	55 20.00%	38 14.18%	57 20.14%	7 17.50%	48 20.69%	15 26.32%	38 19.79%	14 18.42%	41 21.24%	9 28.13%	5 17.86%	11 13.92%	29 22.14%	21 19.27%	34 20.86%	37 21.39%	18 20.22%	42 28.38%	13 10.24%	0 0.0%		
Always	35745 74.67%	12770 74.84%	4293 75.01%	944 70.76%	191 69.45%	200 74.63%	196 69.26%	24 60.00%	166 71.55%	26 45.61%	147 76.56%	58 76.32%	129 66.84%	23 71.88%	18 64.29%	61 77.22%	88 67.18%	80 73.39%	110 67.48%	115 66.47%	67 75.28%	96 64.86%	95 74.80%	0 0.0%		
CAHPS Rate (%Always + %Usually)	43897 91.70%	15704 92.04%	5268 92.05%	1212 90.85%	246 89.45%	238 88.81%	253 89.40%	31 77.50%	214 92.24%	41 71.93%	185 96.35%	72 94.74%	170 88.08%	32 100.00%	23 82.14%	72 91.14%	117 89.31%	101 92.66%	144 88.34%	152 87.86%	85 95.51%	138 93.24%	108 85.04%	0 0.0%		
3-point composite mean	2.6637 D	2.6688 DG	2.6706 DEG	2.6162	2.5891	2.6343	2.5866	2.3750	2.6379	2.1754	2.7292	2.7105	2.5492	2.7188	2.4643	2.6835	2.5649	2.6606	2.5583	2.5434	2.7079	2.5811	2.5984	0		
4-point composite mean	3.6482 D	3.6543 D	3.6563 DE	3.6027	3.5673	3.6119	3.5724	3.3250	3.6250	3.1228	3.7240	3.6974	3.5285	3.7188	3.4286	3.6582	3.5496	3.6239	3.5521	3.5145	3.7079	3.5743	3.5591	0		
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%		

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A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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18. In the last 6 months, how often did your personal doctor listen carefully to you?

	2018 Plan Results																							
	2018			2018			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	42 0.06%	1502 5.59%	461 5.23%	113 5.20%	19 4.29%	32 6.91%	22 4.56%	5 5.88%	12 3.49%	4 4.94%	10 4.18%	5 3.50%	14 4.81%	2 2.56%	0 0.0%	4 3.67%	13 6.34%	8 4.17%	11 4.51%	11 4.09%	6 3.90%	14 5.86%	5 2.45%	0 0.0%
Appropriately skipped	22954 32.41%	8305 30.93%	2637 29.90%	729 33.53%	152 34.31%	167 36.07%	175 36.31%	41 48.24%	102 29.65%	21 25.93%	37 15.48%	62 43.36%	87 29.90%	44 56.41%	14 33.33%	26 23.85%	64 31.22%	77 40.10%	71 29.10%	88 32.71%	59 38.31%	79 33.05%	73 35.78%	0 0.0%
BASE = Those who responded	47827 67.53%	17047 63.48%	5720 64.87%	1332 61.27%	272 61.40%	264 57.02%	285 59.13%	39 45.88%	230 66.86%	56 69.14%	192 80.33%	76 53.15%	190 65.29%	32 41.03%	28 66.67%	79 72.48%	128 62.44%	107 55.73%	162 66.39%	170 63.20%	89 57.79%	146 61.09%	126 61.76%	0 0.0%
Never	701 1.47%	237 1.39%	80 1.40%	26 1.95%	5 1.84%	6 2.27%	4 1.40%	1 2.56%	4 1.74%	4 7.14%	1 0.52%	1 1.32%	3 1.58%	0 0.0%	1 3.57%	3 3.80%	1 0.78%	2 1.87%	3 1.85%	5 2.94%	0 0.0%	0 0.0%	5 3.97%	0 0.0%
Sometimes	3286 6.87%	1162 6.82%	396 6.92%	110 8.26%	21 7.72%	19 7.20%	24 8.42%	8 20.51%	11 4.78%	11 19.64%	8 4.17%	3 3.95%	17 8.95%	0 0.0%	7 25.00%	4 5.06%	7 5.47%	7 6.54%	12 7.41%	8 4.71%	9 10.11%	12 8.22%	9 7.14%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	3987 8.34%	1399 8.21%	476 8.32%	136 10.21%	26 9.56%	25 9.47%	28 9.82%	9 23.08%	15 6.52%	15 26.79%	9 4.69%	4 5.26%	20 10.53%	0 0.0%	8 28.57%	7 8.86%	8 6.25%	9 8.41%	15 9.26%	13 7.65%	9 10.11%	12 8.22%	14 11.11%	0 0.0%
Usually	7529 15.74%	2692 15.79%	907 15.86%	245 18.39%	52 19.12%	50 18.94%	55 19.30%	10 25.64%	42 18.26%	15 26.79%	34 17.71%	13 17.11%	39 20.53%	4 12.50%	3 10.71%	20 25.32%	25 19.53%	18 16.82%	34 20.99%	31 18.24%	21 23.60%	31 21.23%	21 16.67%	0 0.0%
Always	36311 75.92%	12956 76.00%	4337 75.82%	951 71.40%	194 71.32%	189 71.59%	202 70.88%	20 51.28%	173 75.22%	26 46.43%	149 77.60%	59 77.63%	131 68.95%	28 87.50%	17 60.71%	52 65.82%	95 74.22%	80 74.77%	113 69.75%	126 74.12%	59 66.29%	103 70.55%	91 72.22%	0 0.0%
CAHPS Rate (%Always + %Usually)	43840 91.66%	15648 91.79%	5244 91.68%	1196 89.79%	246 90.44%	239 90.53%	257 90.18%	30 76.92%	215 93.48%	41 73.21%	183 95.31%	72 94.74%	170 89.47%	32 100.00%	20 71.43%	72 91.14%	120 93.75%	98 91.59%	147 90.74%	157 92.35%	80 89.89%	134 91.78%	112 88.89%	0 0.0%
3-point composite mean	2.6758 D	2.6779 D	2.6750 D	2.6119	2.6176	2.6212	2.6105	2.2821	2.6870 H	2.1964	2.7292 J	2.7237	2.5842	2.8750 PQ	2.3214	2.5696	2.6797	2.6636	2.6049	2.6647	2.5618	2.6233	2.6111	0
4-point composite mean	3.6612 D	3.6640 D	3.6610 D	3.5923	3.5993	3.5985	3.5965	3.2564	3.6696 H	3.1250	3.7240 J	3.7105	3.5684	3.8750 PQ	3.2857	3.5316	3.6719	3.6449	3.5864	3.6353	3.5618	3.6233	3.5714	0
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

19. In the last 6 months, how often did your personal doctor show respect for what you had to say?

	2018 Plan Results																							
	2018			2018			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2017	2018	2018	2018	2018	2017	2016	0-7	8-10	0-7	8-10	Excel./ Very Good	Good/ Fair/ Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet
	Quality Book (A)	DSS of Bus. (B)	UHC National Average (C)	Regional West (D)	Plan Total (E)	Plan Total (F)	Plan Total (G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.21%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	50 0.07%	1483 5.52%	463 5.25%	114 5.24%	17 3.84%	31 6.70%	22 4.56%	5 5.88%	10 2.91%	3 3.70%	10 4.18%	5 3.50%	12 4.12%	2 2.56%	0 0.0%	4 3.67%	11 5.37%	7 3.65%	10 4.10%	9 3.35%	6 3.90%	12 5.02%	5 2.45%	0 0.0%
Appropriately skipped	22954 32.41%	8305 30.93%	2637 29.90%	729 33.53%	152 34.31%	167 36.07%	175 36.31%	41 48.24%	102 29.65%	21 25.93%	37 15.48%	62 43.36%	87 29.90%	44 56.41%	14 33.33%	26 23.85%	64 31.22%	77 40.10%	71 29.10%	88 32.71%	59 38.31%	79 33.05%	73 35.78%	0 0.0%
BASE = Those who responded	47820 67.52%	17066 63.55%	5718 64.84%	1331 61.22%	274 61.85%	265 57.24%	284 58.92%	39 45.88%	232 67.44%	57 70.37%	192 80.33%	76 53.15%	192 65.98%	32 41.03%	28 66.67%	79 72.48%	130 63.41%	108 56.25%	163 66.80%	172 63.94%	89 57.79%	148 61.92%	126 61.76%	0 0.0%
Never	673 1.41%	249 1.46%	87 1.52%	20 1.50%	5 1.82%	5 1.89%	4 1.41%	1 2.56%	4 1.72%	4 7.02%	1 0.52%	1 1.32%	3 1.56%	0 0.0%	1 3.57%	3 3.80%	1 0.77%	2 1.85%	3 1.84%	5 2.91%	0 0.0%	0 0.0%	5 3.97%	0 0.0%
Sometimes	2663 5.57%	958 5.61%	328 5.74%	102 7.66%	16 5.84%	19 7.17%	20 7.04%	7 17.95%	7 3.02%	8 14.04%	6 3.13%	2 2.63%	13 6.77%	0 0.0%	6 21.43%	1 1.27%	7 5.38%	5 4.63%	10 6.13%	8 4.65%	6 6.74%	9 6.08%	7 5.56%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	3336 6.98%	1207 7.07%	415 7.26%	122 9.17%	21 7.66%	24 9.06%	24 8.45%	8 20.51%	11 4.74%	12 21.05%	7 3.65%	3 3.95%	16 8.33%	0 0.0%	7 25.00%	4 5.06%	8 6.15%	7 6.48%	13 7.98%	13 7.56%	6 6.74%	9 6.08%	12 9.52%	0 0.0%
Usually	6233 13.03%	2242 13.14%	765 13.38%	200 15.03%	39 14.23%	32 12.08%	39 13.73%	5 12.82%	34 14.66%	12 21.05%	25 13.02%	9 11.84%	30 15.63%	4 12.50%	3 10.71%	15 18.99%	17 13.08%	10 9.26%	29 17.79%	24 13.95%	15 16.85%	23 15.54%	16 12.70%	0 0.0%
Always	38252 79.99%	13617 79.79%	4538 79.36%	1009 75.81%	214 78.10%	209 78.87%	221 77.82%	26 66.67%	187 80.60%	33 57.89%	160 83.33%	64 84.21%	146 76.04%	28 87.50%	18 64.29%	60 75.95%	105 80.77%	91 84.26%	121 74.23%	135 78.49%	68 76.40%	116 78.38%	98 77.78%	0 0.0%
CAHPS Rate (%Always + %Usually)	44485 93.02%	15859 92.93%	5303 92.74%	1209 90.83%	253 92.34%	241 90.94%	260 91.55%	31 79.49%	221 95.26%	45 78.95%	185 96.35%	73 96.05%	176 91.67%	32 100.00%	21 75.00%	75 94.94%	122 93.85%	101 93.52%	150 92.02%	159 92.44%	83 93.26%	139 93.92%	114 90.48%	0 0.0%
3-point composite mean	2.7302 D	2.7272 D	2.7211 D	2.6664	2.7044	2.6981	2.6937	2.4615	2.7586 H	2.3684	2.7969 J	2.8026	2.6771	2.8750	2.3929	2.7089	2.7462	2.7778	2.6626	2.7093	2.6966	2.7230	2.6825	0
4-point composite mean	3.7161 D	3.7126 D	3.7058 D	3.6514	3.6861	3.6792	3.6796	3.4359	3.7414 H	3.2982	3.7917 J	3.7895	3.6615	3.8750 P	3.3571	3.6709	3.7385	3.7593	3.6442	3.6802	3.6966	3.7230	3.6429	0
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

20. In the last 6 months, how often did your personal doctor spend enough time with you?

	2018 Plan Results																							
	2018			2018			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2017	2018	2018	2018	2017	2016	0-7	8-10	0-7	8-10	Excel./ Very Good	Good/ Fair/ Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet	
	(A)	(B)	(C)	(D)	(E)	(F)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	
Total	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	21 0.03%	1498 5.58%	460 5.22%	111 5.11%	17 3.84%	31 6.70%	5 5.88%	10 2.91%	4 4.94%	10 4.18%	5 3.50%	12 4.12%	2 2.56%	0 0.0%	4 3.67%	11 5.37%	6 3.13%	11 4.51%	9 3.35%	6 3.90%	13 5.44%	4 1.96%	0 0.0%	
Appropriately skipped	22954 32.41%	8305 30.93%	2637 29.90%	729 33.53%	152 34.31%	167 36.07%	41 48.24%	102 29.65%	21 25.93%	37 15.48%	62 43.36%	87 29.90%	44 56.41%	14 33.33%	26 23.85%	64 31.22%	77 40.10%	71 29.10%	88 32.71%	59 38.31%	79 33.05%	73 35.78%	0 0.0%	
BASE = Those who responded	47849 67.56%	17051 63.50%	5721 64.88%	1334 61.36%	274 61.85%	265 57.24%	39 59.13%	232 67.44%	56 69.14%	192 80.33%	76 53.15%	192 65.98%	32 41.03%	28 66.67%	79 72.48%	130 63.41%	109 56.77%	162 66.39%	172 63.94%	89 57.79%	147 61.51%	127 62.25%	0 0.0%	
Never	1020 2.13%	387 2.27%	127 2.22%	34 2.55%	6 2.19%	10 3.77%	5 1.75%	2 5.13%	2 0.86%	3 5.36%	2 1.04%	0 0.0%	5 2.60%	0 0.0%	1 3.57%	1 1.27%	2 1.54%	2 1.83%	3 1.85%	4 2.33%	1 1.12%	2 1.36%	4 3.15%	0 0.0%
Sometimes	4172 8.72%	1393 8.17%	483 8.44%	135 10.12%	29 10.58%	30 11.32%	34 11.93%	7 17.95%	22 9.48%	10 17.86%	14 7.29%	12 15.79%	16 8.33%	2 6.25%	7 25.00%	11 13.92%	9 6.92%	10 9.17%	19 11.73%	16 9.30%	10 11.24%	10 6.80%	19 14.96%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	5191 10.85%	1780 10.44%	610 10.66%	169 12.67%	35 12.77%	40 15.09%	39 13.68%	9 23.08%	24 10.34%	13 23.21%	16 8.33%	12 15.79%	21 10.94%	2 6.25%	8 28.57%	12 15.19%	11 8.46%	12 11.01%	22 13.58%	20 11.63%	11 12.36%	12 8.16%	23 18.11%	0 0.0%
Usually	9816 20.52%	3464 20.32%	1146 20.03%	308 23.09%	69 25.18%	60 22.64%	59 20.70%	11 28.21%	58 25.00%	16 28.57%	48 25.00%	17 22.37%	52 27.08%	10 31.25%	4 14.29%	20 25.32%	33 25.38%	24 22.02%	44 27.16%	48 27.91%	20 22.47%	46 31.29%	23 18.11%	0 0.0%
Always	32841 68.64%	11807 69.25%	3965 69.31%	857 64.24%	170 62.04%	165 62.26%	187 65.61%	19 48.72%	150 64.66%	27 48.21%	128 66.67%	47 61.84%	119 61.98%	20 62.50%	16 57.14%	47 59.49%	86 66.15%	73 66.97%	96 59.26%	104 60.47%	58 65.17%	89 60.54%	81 63.78%	0 0.0%
CAHPS Rate (%Always + %Usually)	42657 89.15%	15271 89.56%	5111 89.34%	1165 87.33%	239 87.23%	225 84.91%	246 86.32%	30 76.92%	208 89.66%	43 76.79%	176 91.67%	64 84.21%	171 89.06%	30 93.75%	20 71.43%	67 84.81%	97 91.54%	140 88.99%	152 86.42%	78 88.37%	135 87.64%	104 81.89%	0 0.0%	
3-point composite mean	2.5779 DEF	2.5881 DEF	2.5864 DEF	2.5157	2.4927	2.4717	2.5193	2.2564	2.5431 H	2.2500	2.5833 J	2.4605	2.5104	2.5625	2.2857	2.4430	2.5769	2.5596	2.4568	2.4884	2.5281	2.5238	2.4567	0
4-point composite mean	3.5565 DF	3.5654 DEF	3.5642 DEF	3.4903	3.4708	3.4340	3.5018	3.2051	3.5345 H	3.1964	3.5729 J	3.4605	3.4844	3.5625	3.2500	3.4304	3.5615	3.5413	3.4383	3.4651	3.5169	3.5102	3.4252	0
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%	

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
 2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

	2018 Plan Results																									
	2018			2017			2016			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2018 DSS Quality Compass (A)	2018 UHC National Average (B)	2018 Regional West (C)	2017 Plan Total (D)	2017 Plan Total (E)	2016 Plan Total (F)	0-7 (G)	8-10 (H)	0-7 (I)	8-10 (J)	Excel./Very Good (K)	Good/Fair/Poor (L)	18-34 (M)	35-44 (N)	45-54 (O)	55+ (P)	Male (Q)	Female (R)	High School or Less (S)	Some College or More (T)	Mail (U)	Phone (V)	Internet (W)	(X)		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)		
Total	70824	26854	8818	2174	443	463	482	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	0	1637	503	119	18	31	23	4	12	3	12	5	12	2	0	4	12	7	11	9	6	13	5	0		
	0.0%	6.10%	5.70%	5.47%	4.06%	6.70%	4.77%	4.71%	3.49%	3.70%	5.02%	3.50%	4.12%	2.56%	0.0%	3.67%	5.85%	3.65%	4.51%	3.35%	3.90%	5.44%	2.45%	0.0%		
		AE	A	A	A	A	A									O	O									
Appropriately skipped	22954	8305	2637	729	152	167	175	41	102	21	37	62	87	44	14	26	64	77	71	88	59	79	73	0		
	32.41%	30.93%	29.90%	33.53%	34.31%	36.07%	36.31%	48.24%	29.65%	25.93%	15.48%	43.36%	29.90%	56.41%	33.33%	23.85%	31.22%	40.10%	29.10%	32.71%	38.31%	33.05%	35.78%	0.0%		
	BC			BC		BC	BC	I				M		OPQ				S								
BASE = Those who responded	47870	16912	5678	1326	273	265	284	40	230	57	190	76	192	32	28	79	129	108	162	172	89	147	126	0		
	67.59%	62.98%	64.39%	60.99%	61.63%	57.24%	58.92%	47.06%	66.86%	70.37%	79.50%	53.15%	65.98%	41.03%	66.67%	72.48%	62.93%	56.25%	66.39%	63.94%	57.79%	61.51%	61.76%	0.0%		
	BCDEFG	F	BDFG					H				L		N	N	N		R								
Yes	28755	10269	3466	852	166	154	179	28	138	34	119	44	119	17	17	53	77	57	107	100	59	94	72	0		
	60.07%	60.72%	61.04%	64.25%	60.81%	58.11%	63.03%	70.00%	60.00%	59.65%	62.63%	57.89%	61.98%	53.13%	60.71%	67.09%	59.69%	52.78%	66.05%	58.14%	66.29%	63.95%	57.14%	0.0%		
				ABC														R								
No	19115	6643	2212	474	107	111	105	12	92	23	71	32	73	15	11	26	52	51	55	72	30	53	54	0		
	39.93%	39.28%	38.96%	35.75%	39.19%	41.89%	36.97%	30.00%	40.00%	40.35%	37.37%	42.11%	38.02%	46.88%	39.29%	32.91%	40.31%	47.22%	33.95%	41.86%	33.71%	36.05%	42.86%	0.0%		
	D	D	D															S								
Sigma	70824	26854	8818	2174	443	463	482	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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22. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

	2018 Plan Results																									
	2018			2017			2016			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./Very Good (L)	Good/Fair/Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)		
Total	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%		
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%		
No response	64 0.09%	1878 6.99%	586 6.65%	143 6.58%	21 4.74%	32 6.91%	24 4.98%	4 4.71%	15 4.36%	4 4.94%	13 5.44%	6 4.20%	14 4.81%	2 2.56%	0 0.0%	5 4.59%	14 6.83%	7 3.65%	14 5.74%	10 3.72%	8 5.19%	15 6.28%	6 2.94%	0 0.0%		
Appropriately skipped	42069 59.40%	14948 55.66%	4849 54.99%	1203 55.34%	259 58.47%	278 60.04%	280 58.09%	53 62.35%	194 56.40%	44 54.32%	108 45.19%	94 65.73%	160 54.98%	59 75.64%	25 59.52%	52 47.71%	116 56.59%	128 66.67%	126 51.64%	160 59.48%	89 57.79%	132 55.23%	127 62.25%	0 0.0%		
BASE = Those who responded	28691 40.51%	10028 37.34%	3383 38.36%	828 38.09%	163 36.79%	153 33.05%	178 36.93%	28 32.94%	135 39.24%	33 40.74%	118 49.37%	43 30.07%	117 40.21%	17 21.79%	52 47.71%	75 36.59%	57 29.69%	104 42.62%	99 36.80%	57 37.01%	92 38.49%	71 34.80%	0 0.0%			
Never	1452 5.06%	504 5.03%	155 4.58%	37 4.47%	8 4.91%	7 4.58%	15 8.43%	2 7.14%	6 4.44%	4 12.12%	3 2.54%	2 4.65%	6 5.13%	0 0.0%	2 11.76%	2 3.85%	3 4.00%	4 7.02%	3 2.88%	5 5.05%	2 3.51%	4 4.35%	4 5.63%	0 0.0%		
Sometimes	3357 11.70%	1210 12.07%	404 11.94%	111 13.41%	20 12.27%	20 13.07%	19 10.67%	7 25.00%	13 9.63%	5 15.15%	12 10.17%	7 16.28%	13 11.11%	1 5.88%	1 5.88%	10 19.23%	8 10.67%	6 10.53%	14 13.46%	12 12.12%	6 10.53%	7 7.61%	13 18.31%	0 0.0%		
Bottom Two Box (%Never + %Sometimes)	4809 16.76%	1714 17.09%	559 16.52%	148 17.87%	28 17.18%	27 17.65%	34 19.10%	9 32.14%	19 14.07%	9 27.27%	15 12.71%	9 20.93%	19 16.24%	1 5.88%	3 17.65%	12 23.08%	11 14.67%	10 17.54%	17 16.35%	17 17.17%	8 14.04%	11 11.96%	17 23.94%	0 0.0%		
Usually	7061 24.61%	2485 24.78%	835 24.68%	221 26.69%	36 22.09%	39 25.49%	45 25.28%	6 21.43%	30 22.22%	8 24.24%	25 21.19%	8 18.60%	28 23.93%	5 29.41%	4 23.53%	10 19.23%	17 22.67%	11 19.30%	25 24.04%	24 24.24%	12 21.05%	21 22.83%	15 21.13%	0 0.0%		
Always	16821 58.63%	5829 58.13%	1989 58.79%	459 55.43%	99 60.74%	87 56.86%	99 55.62%	13 46.43%	86 63.70%	16 48.48%	78 66.10%	26 60.47%	70 59.83%	11 64.71%	10 58.82%	30 57.69%	47 62.67%	36 63.16%	62 59.62%	58 58.59%	37 64.91%	60 65.22%	39 54.93%	0 0.0%		
CAHPS Rate (%Always + %Usually)	23882 83.24%	8314 82.91%	2824 83.48%	680 82.13%	135 82.82%	126 82.35%	144 80.90%	19 67.86%	116 85.93%	24 72.73%	103 87.29%	34 79.07%	98 83.76%	16 94.12%	14 82.35%	40 76.92%	64 85.33%	47 82.46%	87 83.65%	82 82.83%	49 85.96%	81 88.04%	54 76.06%	0 0.0%		
3-point composite mean	2.4187	2.4104	2.4227	2.3756	2.4356	2.3922	2.3652	2.1429	2.4963	2.2121	2.5339	2.3953	2.4359	2.5882	2.4118	2.3462	2.4800	2.4561	2.4327	2.4141	2.5088	2.5326	2.3099	0		
4-point composite mean	3.3681	3.3601	3.3769	3.3309	3.3865	3.3464	3.2809	3.0714	3.4519	3.0909	3.5085	3.3488	3.3846	3.5882	3.2941	3.3077	3.4400	3.3860	3.4038	3.3636	3.4737	3.4891	3.2535	0		
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%		

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23. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

	2018 Plan Results																									
	2018			2017			2016			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./Very Good (L)	Good/Fair/Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)		
Total	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%		
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.41%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%		
No response	28 0.04%	1329 4.95%	414 4.69%	114 5.24%	14 3.16%	18 3.89%	22 4.56%	4 4.71%	8 2.33%	2 2.47%	7 2.93%	3 2.10%	11 3.78%	2 2.56%	0 0.0%	3 2.75%	9 4.39%	8 4.17%	6 2.46%	7 2.60%	6 3.90%	10 4.18%	4 1.96%	0 0.0%		
Appropriately skipped	13209 18.65%	4766 17.75%	1566 17.76%	442 20.33%	102 23.02%	124 26.78%	127 26.35%	34 40.00%	61 17.73%	16 19.75%	26 10.88%	45 31.47%	55 18.90%	36 46.15%	8 19.05%	15 13.76%	41 20.00%	57 29.69%	43 17.62%	57 21.19%	42 27.27%	48 20.08%	54 26.47%	0 0.0%		
BASE = Those who responded	57587 81.31%	20759 77.30%	6838 77.55%	1618 74.43%	327 73.81%	321 69.33%	331 68.67%	47 55.29%	275 79.94%	63 77.78%	206 86.19%	95 66.43%	225 77.32%	40 51.28%	34 80.95%	91 83.49%	155 75.61%	127 66.15%	195 79.92%	205 76.21%	106 68.83%	181 75.73%	146 71.57%	0 0.0%		
10 - Best personal doctor possible	29456 51.15%	10856 52.30%	3640 53.23%	806 49.81%	160 48.93%	163 50.78%	175 52.87%	12 25.53%	147 53.45%	10 15.87%	123 59.71%	46 48.42%	109 48.44%	16 40.00%	14 41.18%	48 52.75%	81 52.26%	62 48.82%	97 49.74%	100 48.78%	52 49.06%	91 50.28%	69 47.26%	0 0.0%		
9 -	8796 15.27%	3252 15.67%	1040 15.21%	284 17.55%	50 15.29%	48 14.95%	46 13.90%	8 17.02%	41 14.91%	3 4.76%	38 18.45%	19 20.00%	31 13.78%	7 17.50%	5 14.71%	10 10.99%	26 16.77%	20 15.75%	30 15.38%	27 13.17%	22 20.75%	31 17.13%	19 13.01%	0 0.0%		
Top Two Box	38252 66.42%	14108 67.96%	4680 68.44%	1090 67.37%	210 64.22%	211 65.73%	221 66.77%	20 42.55%	188 68.36%	13 20.63%	161 78.16%	65 68.42%	140 62.22%	23 57.50%	19 55.88%	58 63.74%	107 69.03%	82 64.57%	127 65.13%	127 61.95%	74 69.81%	122 67.40%	88 60.27%	0 0.0%		
8 -	8499 14.76%	2989 14.40%	957 14.00%	235 14.52%	53 16.21%	49 15.26%	45 13.60%	8 17.02%	44 16.00%	17 26.98%	27 13.11%	17 17.89%	36 16.00%	10 25.00%	6 17.65%	12 13.19%	23 14.84%	21 16.54%	30 15.38%	37 18.05%	12 11.32%	29 16.02%	24 16.44%	0 0.0%		
CAHPS Rate (Top Three Box)	46751 81.18%	17097 82.36%	5637 82.44%	1325 81.89%	263 80.43%	260 81.00%	266 80.36%	28 59.57%	232 84.36%	30 47.62%	188 91.26%	82 86.32%	176 78.22%	33 82.50%	25 73.53%	70 76.92%	130 83.87%	103 81.10%	157 80.51%	164 80.00%	86 81.13%	151 83.43%	112 76.71%	0 0.0%		
7 -	3945 6.85%	1310 6.31%	423 6.19%	114 7.05%	24 7.34%	19 5.92%	25 7.55%	4 8.51%	20 7.27%	8 12.70%	10 4.85%	7 7.37%	17 7.56%	2 5.00%	0 0.0%	11 12.09%	11 7.10%	11 8.66%	13 6.67%	17 8.29%	7 6.60%	12 6.63%	12 8.22%	0 0.0%		
6 -	1827 3.17%	614 2.96%	207 3.03%	47 2.90%	11 3.36%	10 3.12%	12 3.63%	4 8.51%	6 2.18%	7 11.11%	3 1.46%	4 4.21%	6 2.67%	3 7.50%	2 5.88%	3 3.30%	2 1.29%	4 3.15%	6 3.08%	3 1.46%	6 5.66%	7 3.87%	4 2.74%	0 0.0%		
5 -	2514 4.37%	829 3.99%	281 4.11%	59 3.65%	11 3.36%	9 2.80%	18 5.44%	5 10.64%	6 2.18%	8 12.70%	2 0.97%	0 0.0%	11 4.89%	0 0.0%	4 11.76%	2 2.20%	4 2.58%	0 0.0%	10 5.13%	6 2.93%	4 3.77%	4 2.21%	7 4.79%	0 0.0%		

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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23. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

	2018 Plan Results																							
	2017 Quality Compass (A)	2018 DSS of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
								0-7	8-10	0-7	8-10	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
								(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
4 -	758 1.32% G	250 1.20% G	84 1.23% G	20 1.24% G	5 1.53%	5 1.56%	1 0.30%	2 4.26%	3 1.09%	2 3.17%	1 0.49%	0 0.0%	5 2.22% L	0 0.0%	2 5.88%	1 1.10%	1 1.29%	2 2.36%	3 1.03%	2 1.46%	2 1.89%	4 2.21%	1 0.68%	0 0.0%
3 -	574 1.00%	214 1.03%	72 1.05%	21 1.30%	3 0.92%	8 2.49%	5 1.51%	0 0.0%	3 1.09%	2 3.17%	0 0.0%	1 1.05%	1 0.44%	1 2.50%	0 0.0%	1 1.10%	1 0.65%	3 2.36%	0 0.0%	2 0.98%	1 0.94%	1 0.55%	2 1.37%	0 0.0%
2 -	411 0.71%	160 0.77%	44 0.64%	12 0.74%	3 0.92%	3 0.93%	1 0.30%	1 2.13%	2 0.73%	3 4.76%	0 0.0%	0 0.0%	3 1.33%	0 0.0%	0 0.0%	0 0.0%	3 1.94%	0 0.0%	3 1.54%	3 1.46%	0 0.0%	2 1.10%	1 0.68%	0 0.0%
1 -	347 0.60%	103 0.50%	37 0.54%	9 0.56%	2 0.61%	4 1.25%	1 0.30%	1 2.13%	0 0.0%	1 1.59%	0 0.0%	1 1.05%	1 0.44%	0 0.0%	1 2.94%	0 0.0%	1 0.65%	2 1.57%	0 0.0%	2 0.98%	0 0.0%	0 0.0%	2 1.37%	0 0.0%
0 - Worst personal doctor possible	460 0.80%	182 0.88%	53 0.78%	11 0.68%	5 1.53%	3 0.93%	2 0.60%	2 4.26%	3 1.09%	2 3.17%	2 0.97%	0 0.0%	5 2.22% L	1 2.50%	0 0.0%	3 3.30%	1 0.65%	1 0.79%	4 2.05%	5 2.44% U	0 0.0%	0 0.0%	5 3.42% V	0 0.0%
0-7 (NET)	10836 18.82% BC	3662 17.64%	1201 17.56%	293 18.11%	64 19.57%	61 19.00%	65 19.64%	19 40.43% I	43 15.64%	33 52.38% K	18 8.74%	13 13.68%	49 21.78%	7 17.50%	9 26.47%	21 23.08%	25 16.13%	24 18.90%	38 19.49%	41 20.00%	20 18.87%	30 16.57%	34 23.29%	0 0.0%
Bottom Three Box	1218 2.12%	445 2.14%	134 1.96%	32 1.98%	10 3.06%	10 3.12%	4 1.21%	4 8.51%	5 1.82%	6 9.52% K	2 0.97%	1 1.05%	9 4.00%	1 2.50%	1 2.94%	3 3.30%	5 3.23%	3 2.36%	7 3.59%	10 4.88% U	0 0.0%	2 1.10%	8 5.48% V	0 0.0%
Bottom Two Box	807 1.40%	285 1.37%	90 1.32%	20 1.24%	7 2.14%	7 2.18%	3 0.91%	3 6.38%	3 1.09%	3 4.76%	2 0.97%	1 1.05%	6 2.67%	1 2.50%	1 2.94%	3 3.30%	2 1.29%	3 2.36%	4 2.05%	7 3.41% U	0 0.0%	0 0.0%	7 4.79% V	0 0.0%
Average	8.6614	8.7097	8.7308 A	8.6817	8.5627	8.5545	8.7100	7.3191	8.8073 H	6.6984	9.1748 J	8.8842 M	8.4311	8.4500	8.0588	8.5495	8.7419	8.5984	8.5692	8.4488	8.7736	8.7845 W	8.2877	0
Standard deviation	1.9680	1.9539	1.9372	1.9275	2.0945	2.1741	1.8786	2.7062	1.8437	2.5550	1.4443	1.5414	2.2580	2.0365	2.3382	2.2201	1.9637	2.0515	2.1217	2.3087	1.6557	1.6959	2.4744	0
3-point composite mean	2.5446	2.5663 A	2.5706 A	2.5630	2.5199	2.5265	2.5468	2.1064	2.6000 H	1.8095	2.7427 J	2.6211	2.4800	2.4500	2.2941	2.5275	2.6000	2.5433	2.5231	2.5024	2.5755	2.5746	2.4521	0
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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24. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments to see a specialist?

	2018 Plan Results																									
	2018			2017			2016			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2017 Quality Compass (A)	DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./Very Good (L)	Good/Fair/Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)		
Total	70824	26854	8818	2174	443	463	482	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		
Multiple mark	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.21%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
No response	0	495	132	23	1	6	11	0	1	0	0	0	1	0	0	1	0	1	0	0	1	1	0	0		
	0.0%	1.84%	1.50%	1.06%	0.23%	1.30%	2.28%	0.0%	0.29%	0.0%	0.0%	0.0%	0.34%	0.0%	0.0%	0.92%	0.0%	0.52%	0.0%	0.0%	0.65%	0.42%	0.0%	0.0%		
			ACDE	AE	AE	A	AE																			
BASE = Those who responded	70824	26359	8686	2151	442	457	470	85	343	81	239	143	290	78	42	108	205	191	244	269	153	238	204	0		
	100.00%	98.16%	98.50%	98.94%	99.77%	98.70%	97.51%	100.00%	99.71%	100.00%	100.00%	100.00%	99.66%	100.00%	100.00%	99.08%	100.00%	99.48%	100.00%	100.00%	99.35%	99.58%	100.00%	0.0%		
	BCDFG		B	B	BCDG																					
Yes	30688	11988	4005	992	191	183	220	30	157	38	136	44	145	24	15	60	89	73	116	108	75	113	78	0		
	43.33%	45.48%	46.11%	46.12%	43.21%	40.04%	46.81%	35.29%	45.77%	46.91%	56.90%	30.77%	50.00%	30.77%	35.71%	55.56%	43.41%	38.22%	47.54%	40.15%	49.02%	47.48%	38.24%	0.0%		
		AF	AF	AF	F							L				NOQ	N					W				
No	40136	14371	4681	1159	251	274	250	55	186	43	103	99	145	54	27	48	116	118	128	161	78	125	126	0		
	56.67%	54.52%	53.89%	53.88%	56.79%	59.96%	53.19%	64.71%	54.23%	53.09%	43.10%	69.23%	50.00%	69.23%	64.29%	44.44%	56.59%	61.78%	52.46%	59.85%	50.98%	52.52%	61.76%	0.0%		
	BCD				BCDG							M		PQ	P		P					V				
Sigma	70824	26854	8818	2174	443	463	482	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

	2018 Plan Results																								
	2018			2018			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type				
	2017	2018	2018	2018	2018	2017	2016	0-7	8-10	0-7	8-10	Excel./ Very Good	Good/ Fair/ Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	
Total	70824	26854	8818	2174	443	463	482	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.21%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	28	743	218	47	4	13	17	0	3	0	1	0	4	0	0	1	3	3	1	3	1	4	0	0	0
	0.04%	2.77%	2.47%	2.16%	0.90%	2.81%	3.53%	0.0%	0.87%	0.0%	0.42%	0.0%	1.37%	0.0%	0.0%	0.92%	1.46%	1.56%	0.41%	1.12%	0.65%	1.67%	0.0%	0.0%	
		AE	AE	AE		AE	AE						L									W			
Appropriately skipped	40136	14371	4681	1159	251	274	250	55	186	43	103	99	145	54	27	48	116	118	128	161	78	125	126	0	
	56.67%	53.52%	53.08%	53.31%	56.66%	59.18%	51.87%	64.71%	54.07%	53.09%	43.10%	69.23%	49.83%	69.23%	64.29%	44.04%	56.59%	61.46%	52.46%	59.85%	50.65%	52.30%	61.76%	0.0%	
		BCDG				BCDG						M		FQ	P		P					V			
BASE = Those who responded	30660	11740	3919	968	188	176	214	30	155	38	135	44	142	24	15	60	86	71	115	105	75	110	78	0	
	43.29%	43.72%	44.44%	44.53%	42.44%	38.01%	44.40%	35.29%	45.06%	46.91%	56.49%	30.77%	48.80%	30.77%	35.71%	55.05%	41.95%	36.98%	47.13%	39.03%	48.70%	46.03%	38.24%	0.0%	
		F	F	F	F		F					L			NOQ				R						
Never	1282	444	138	40	9	6	13	5	4	4	4	1	8	2	0	2	5	3	6	7	2	4	5	0	
	4.18%	3.78%	3.52%	4.13%	4.79%	3.41%	6.07%	16.67%	2.58%	10.53%	2.96%	2.27%	5.63%	8.33%	0.0%	3.33%	5.81%	4.23%	5.22%	6.67%	2.67%	3.64%	6.41%	0.0%	
								I																	
Sometimes	4915	1819	599	150	24	30	36	7	17	10	13	7	17	2	2	7	12	9	14	9	13	12	12	0	
	16.03%	15.49%	15.28%	15.50%	12.77%	17.05%	16.82%	23.33%	10.97%	26.32%	9.63%	15.91%	11.97%	8.33%	13.33%	11.67%	13.95%	12.68%	12.17%	8.57%	17.33%	10.91%	15.38%	0.0%	
								K																	
Bottom Two Box (%Never + %Sometimes)	6197	2263	737	190	33	36	49	12	21	14	17	8	25	4	2	9	17	12	20	16	15	16	17	0	
	20.21%	19.28%	18.81%	19.63%	17.55%	20.45%	22.90%	40.00%	13.55%	36.84%	12.59%	18.18%	17.61%	16.67%	13.33%	15.00%	19.77%	16.90%	17.39%	15.24%	20.00%	14.55%	21.79%	0.0%	
								I		K															
Usually	7791	3143	1041	280	57	46	61	7	49	8	42	16	40	10	4	18	24	17	39	29	24	32	25	0	
	25.41%	26.77%	26.56%	28.93%	30.32%	26.14%	28.50%	23.33%	31.61%	21.05%	31.11%	36.36%	28.17%	41.67%	26.67%	30.00%	27.91%	23.94%	33.91%	27.62%	32.00%	29.09%	32.05%	0.0%	
				A																					
Always	16672	6334	2141	498	98	94	104	11	85	16	76	20	77	10	9	33	45	42	56	60	36	62	36	0	
	54.38%	53.95%	54.63%	51.45%	52.13%	53.41%	48.60%	36.67%	54.84%	42.11%	56.30%	45.45%	54.23%	41.67%	60.00%	55.00%	52.33%	59.15%	48.70%	57.14%	48.00%	56.36%	46.15%	0.0%	
CAHPS Rate (%Always + %Usually)	24463	9477	3182	778	155	140	165	18	134	24	118	36	117	20	13	51	69	59	95	89	60	94	61	0	
	79.79%	80.72%	81.19%	80.37%	82.45%	79.55%	77.10%	60.00%	86.45%	63.16%	87.41%	81.82%	82.39%	83.33%	86.67%	85.00%	80.23%	83.10%	82.61%	84.76%	80.00%	85.45%	78.21%	0.0%	
									H		J														
3-point composite mean	2.3416	2.3468	2.3583	2.3182	2.3457	2.3295	2.2570	1.9667	2.4129	2.0526	2.4370	2.2727	2.3662	2.2500	2.4667	2.4000	2.3256	2.4225	2.3130	2.4190	2.2800	2.4182	2.2436	0	
									H		J														
4-point composite mean	3.2998	3.3089	3.3230	3.2769	3.2979	3.2955	3.1963	2.8000	3.3871	2.9474	3.4074	3.2500	3.3099	3.1667	3.4667	3.3667	3.2674	3.3803	3.2609	3.3524	3.2533	3.3818	3.1795	0	
									H		J														
Sigma	70824	26854	8818	2174	443	463	482	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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26. How many specialists have you seen in the last 6 months?

	2018 Plan Results																									
	2018			2017			2016			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./Very Good (L)	Good/Fair/Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)		
Total	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%		
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%		
No response	14 0.02%	840 3.13%	247 2.80%	52 2.39%	7 1.58%	16 3.46%	18 3.73%	1 1.18%	5 1.45%	0 0.0%	2 0.84%	0 0.0%	7 2.41%	0 0.0%	0 0.0%	3 2.75%	4 1.95%	5 2.60%	2 0.82%	5 1.86%	2 1.30%	4 1.67%	3 1.47%	0 0.0%		
Appropriately skipped	40136 56.67%	14371 53.52%	4681 53.08%	1159 53.31%	251 56.66%	274 59.18%	250 51.87%	55 64.71%	186 54.07%	43 53.09%	103 43.10%	99 69.23%	145 49.83%	54 69.23%	27 64.29%	48 44.04%	116 56.59%	118 61.46%	128 52.46%	161 59.85%	78 50.65%	125 52.30%	126 61.76%	0 0.0%		
BASE = Those who responded	30674 43.31%	11643 43.36%	3890 44.11%	963 44.30%	185 41.76%	173 37.37%	214 44.40%	29 34.12%	153 44.48%	38 46.91%	134 56.07%	44 30.77%	139 47.77%	24 30.77%	15 35.71%	58 53.21%	85 41.46%	69 35.94%	114 46.72%	103 38.29%	74 48.05%	110 46.03%	75 36.76%	0 0.0%		
None (v 0)	1360 4.43%	513 4.41%	162 4.16%	36 3.74%	5 2.70%	10 5.78%	11 5.14%	1 3.45%	4 2.61%	2 5.26%	2 1.49%	0 0.0%	5 3.60%	0 0.0%	0 0.0%	2 3.45%	3 3.53%	1 1.45%	4 3.51%	4 3.88%	1 1.35%	3 2.73%	2 2.67%	0 0.0%		
Saw a specialist (NET)	29314 95.57%	11130 95.59%	3728 95.84%	927 96.26%	180 97.30%	163 94.22%	203 94.86%	28 96.55%	149 97.39%	36 94.74%	132 98.51%	44 100.00%	134 96.40%	24 100.00%	15 100.00%	56 96.55%	82 96.47%	68 98.55%	110 96.49%	99 96.12%	73 98.65%	107 97.27%	73 97.33%	0 0.0%		
1 specialist (v 1)	14661 47.79%	5577 47.90%	1899 48.82%	489 50.78%	99 53.51%	79 45.66%	99 46.26%	15 51.72%	81 52.94%	16 42.11%	73 54.48%	30 68.18%	68 48.92%	18 75.00%	6 40.00%	23 39.66%	50 58.82%	41 59.42%	57 50.00%	53 51.46%	40 54.05%	53 48.18%	46 61.33%	0 0.0%		
2 (v 2)	8322 27.13%	3051 26.20%	999 25.68%	225 23.36%	40 21.62%	47 27.17%	57 26.64%	4 13.79%	36 23.53%	5 13.16%	33 24.63%	11 25.00%	29 20.86%	3 12.50%	3 20.00%	16 27.59%	18 21.18%	14 20.29%	26 22.81%	28 27.18%	11 14.86%	25 22.73%	15 20.00%	0 0.0%		
3 (v 3)	3740 12.19%	1432 12.30%	488 12.54%	129 13.40%	28 15.14%	21 12.14%	26 12.15%	5 17.24%	23 15.03%	13 34.21%	15 11.19%	2 4.55%	25 17.99%	2 8.33%	4 26.67%	11 18.97%	11 12.94%	10 14.49%	18 15.79%	15 14.56%	13 17.57%	20 18.18%	8 10.67%	0 0.0%		
4 (v 4)	1438 4.69%	574 4.93%	186 4.78%	44 4.57%	7 3.78%	9 5.20%	10 4.67%	3 10.34%	4 2.61%	1 2.63%	6 4.48%	1 2.27%	6 4.32%	1 4.17%	1 6.67%	3 5.17%	1 1.18%	1 1.45%	5 4.39%	2 1.94%	4 5.41%	5 4.55%	2 2.67%	0 0.0%		
5 or more specialists (v 6)	1154 3.76%	496 4.26%	156 4.01%	40 4.15%	6 3.24%	7 4.05%	11 5.14%	1 3.45%	5 3.27%	1 2.63%	5 3.73%	0 0.0%	6 4.32%	0 0.0%	1 6.67%	3 5.17%	2 2.35%	2 2.90%	4 3.51%	1 0.97%	5 6.76%	4 3.64%	2 2.67%	0 0.0%		
Average	1.7996	1.8249	1.8100	1.8089	1.7676	1.8150	1.8551	1.9310	1.7516	1.9737	1.7761	1.4091	1.8777	1.4167	2.2667	2.0345	1.5882	1.6667	1.8158	1.6311	1.9865	1.8818	1.6000	0		
Standard deviation	1.2356	1.2753	1.2558	1.2657	1.1878	1.2769	1.3334	1.3373	1.1619	1.2245	1.2010	0.6848	1.2889	0.8122	1.3888	1.3257	1.0549	1.0990	1.2252	0.9552	1.4378	1.2339	1.0954	0		

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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26. How many specialists have you seen in the last 6 months?

2018 Plan Results																								
		Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type								
2017	2018	2018	2018	2018	2017	2016	0-7	8-10	0-7	8-10	Excel./ Very Good	Good/ Fair/ Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet	
Quality Compass	DSS	UHC	Regional Average	Plan Total	Plan Total	Plan Total	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	
Sigma	70824	26854	8818	2174	443	463	482	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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27. We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

	2018 Plan Results																								
	Overall Rating of Plan							Overall Rating of Health Care					Health Status		Age				Gender		Education		Survey Type		
	2017 Quality Compass (A)	DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)	
Total	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	4 0.83%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	35 0.05%	966 3.60%	286 3.24%	59 2.71%	7 1.58%	17 3.67%	20 4.15%	1 1.18%	5 1.45%	0 0.0%	2 0.84%	0 0.0%	7 2.41%	0 0.0%	0 0.0%	3 2.75%	4 1.95%	5 2.60%	2 0.82%	5 1.86%	2 1.30%	4 1.67%	3 1.47%	0 0.0%	
Appropriately skipped	41496 58.59%	14884 55.43%	4843 54.92%	1195 54.97%	256 57.79%	284 61.34%	261 54.15%	56 65.88%	190 55.23%	45 55.56%	105 43.93%	99 69.23%	150 51.55%	54 69.23%	27 64.29%	50 45.87%	119 58.05%	119 61.98%	132 54.10%	165 61.34%	79 51.30%	128 53.56%	128 62.75%	0 0.0%	
BASE = Those who responded	29293 41.36%	11004 40.98%	3689 41.83%	920 42.32%	180 40.63%	162 34.99%	197 40.87%	28 32.94%	149 43.31%	36 44.44%	132 55.23%	44 30.77%	134 46.05%	24 30.77%	15 35.71%	56 51.38%	82 40.00%	68 35.42%	110 45.08%	99 36.80%	73 47.40%	107 44.77%	73 35.78%	0 0.0%	
10 - Best specialist possible	14661 50.05%	5643 51.28%	1918 51.99%	452 49.13%	94 52.22%	79 48.77%	86 43.65%	9 32.14%	83 55.70%	8 22.22%	76 57.58%	28 63.64%	64 47.76%	13 54.17%	7 46.67%	27 48.21%	46 56.10%	39 57.35%	54 49.09%	57 57.58%	31 42.47%	57 53.27%	37 50.68%	0 0.0%	
9 -	5007 17.09%	1850 16.81%	629 17.05%	170 18.48%	31 17.22%	29 17.90%	23 11.68%	2 7.14%	28 18.79%	4 11.11%	27 20.45%	6 13.64%	25 18.66%	4 16.67%	2 13.33%	8 14.29%	16 19.51%	8 11.76%	23 20.91%	18 18.18%	12 16.44%	21 19.63%	10 13.70%	0 0.0%	
Top Two Box	19668 67.14%	7493 68.09%	2547 69.04%	622 67.61%	125 69.44%	108 66.67%	109 55.33%	11 39.29%	111 74.50%	12 33.33%	103 78.03%	34 77.27%	89 66.42%	17 70.83%	9 60.00%	35 62.50%	62 75.61%	47 69.12%	77 70.00%	75 75.76%	43 58.90%	78 72.90%	47 64.38%	0 0.0%	
8 -	4292 14.65%	1600 14.54%	513 13.91%	138 15.00%	24 13.33%	23 14.20%	40 20.30%	5 17.86%	19 12.75%	9 25.00%	15 11.36%	4 9.09%	20 14.93%	4 16.67%	2 13.33%	8 14.29%	10 12.20%	8 11.76%	16 14.55%	10 10.10%	14 19.18%	15 14.02%	9 12.33%	0 0.0%	
CAHPS Rate (Top Three Box)	23960 81.79%	9093 82.63%	3060 82.95%	760 82.61%	149 82.78%	131 80.86%	149 75.63%	16 57.14%	130 87.25%	21 58.33%	118 89.39%	38 86.36%	109 81.34%	21 87.50%	11 73.33%	43 76.79%	72 87.80%	55 80.88%	93 84.55%	85 85.86%	57 78.08%	93 86.92%	56 76.71%	0 0.0%	
7 -	2054 7.01%	680 6.18%	212 5.75%	45 4.89%	9 5.00%	13 8.02%	20 10.15%	2 7.14%	7 4.70%	3 8.33%	5 3.79%	2 4.55%	7 5.22%	1 4.17%	2 13.33%	3 5.36%	3 3.66%	3 4.41%	6 5.45%	4 4.04%	5 6.85%	4 3.74%	5 6.85%	0 0.0%	
6 -	899 3.07%	307 2.79%	104 2.82%	35 3.80%	8 4.44%	4 2.47%	7 3.55%	3 10.71%	5 3.36%	4 11.11%	4 3.03%	2 4.55%	6 4.48%	0 0.0%	1 6.67%	4 7.14%	3 3.66%	3 4.41%	5 4.55%	3 3.03%	5 6.85%	5 4.67%	3 4.11%	0 0.0%	
5 -	1112 3.80%	435 3.95%	144 3.90%	36 3.91%	6 3.33%	3 1.85%	11 5.58%	2 7.14%	4 2.68%	3 8.33%	3 2.27%	2 4.55%	4 2.99%	1 4.17%	0 0.0%	4 7.14%	1 1.22%	5 7.35%	1 0.91%	5 5.05%	1 1.37%	1 0.93%	5 6.85%	0 0.0%	

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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27. We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

2018 Plan Results																								
							Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
2017 Quality Compass (A)	2018 DSS of Bus. (B)	2018 UHC National Average (C)	2018 Regional West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)	
4 -	368 1.26%	137 1.25%	45 1.22%	11 1.20%	4 2.22%	4 2.47%	1 0.51%	2 7.14%	2 1.34%	2 5.56%	2 1.52%	0 0.0%	4 2.99%	0 0.0%	1 6.67%	1 1.79%	2 2.44%	2 2.94%	2 1.82%	2 2.02%	2 2.74%	2 1.87%	2 2.74%	0 0.0%
3 -	290 0.99%	111 1.01%	36 0.98%	7 0.76%	0 0.0%	5 3.09%	2 1.02%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
2 -	241 0.82%	87 0.79%	34 0.92%	9 0.98%	1 0.56%	2 1.23%	2 1.02%	0 0.0%	1 0.67%	1 2.78%	0 0.0%	0 0.0%	1 0.75%	0 0.0%	0 0.0%	1 1.22%	0 0.0%	1 0.91%	0 0.0%	1 1.37%	1 0.93%	0 0.0%	0 0.0%	0 0.0%
1 -	135 0.46%	68 0.62%	26 0.70%	9 0.98%	0 0.0%	0 0.0%	3 1.52%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
0 - Worst specialist possible	234 0.80%	86 0.78%	28 0.76%	8 0.87%	3 1.67%	0 0.0%	2 1.02%	3 10.71%	0 0.0%	2 5.56%	0 0.0%	0 0.0%	3 2.24%	1 4.17%	0 0.0%	1 1.79%	0 0.0%	0 0.0%	2 1.82%	0 0.0%	2 2.74%	1 0.93%	2 2.74%	0 0.0%
0-7 (NET)	5333 18.21%	1911 17.37%	629 17.05%	160 17.39%	31 17.22%	31 19.14%	48 24.37%	12 42.86%	19 12.75%	15 41.67%	14 10.61%	6 13.64%	25 18.66%	3 12.50%	4 26.67%	13 23.21%	10 12.20%	13 19.12%	17 15.45%	14 14.14%	16 21.92%	14 13.08%	17 23.29%	0 0.0%
Bottom Three Box	609 2.08%	241 2.19%	88 2.39%	26 2.83%	4 2.22%	2 1.23%	7 3.55%	3 10.71%	1 0.67%	3 8.33%	0 0.0%	0 0.0%	4 2.99%	1 4.17%	0 0.0%	1 1.79%	1 1.22%	0 0.0%	3 2.73%	0 0.0%	3 4.11%	2 1.87%	2 2.74%	0 0.0%
Bottom Two Box	368 1.26%	154 1.40%	54 1.46%	17 1.85%	3 1.67%	0 0.0%	5 2.54%	3 10.71%	0 0.0%	2 5.56%	0 0.0%	0 0.0%	3 2.24%	1 4.17%	0 0.0%	1 1.79%	0 0.0%	0 0.0%	2 1.82%	0 0.0%	2 2.74%	1 0.93%	2 2.74%	0 0.0%
Average	8.6813 G	8.7041 G	8.7165 G	8.6424	8.7222	8.6420	8.3299	7.0714	9.0134	7.1667	9.1288 J	9.1364 M	8.5672	8.7500	8.5333	8.4821	9.0000	8.7941	8.7455	9.0000 U	8.3562	8.8972	8.4658	0
Standard deviation	1.9297	1.9472	1.9648	2.0150	1.9722	1.9168	2.1440	3.1045	1.5061	2.6510	1.3563	1.4237	2.1106	2.2032	1.7839	2.0615	1.6003	1.7703	1.9280	1.5570	2.2106	1.7505	2.2335	0
3-point composite mean	2.5595 G	2.5691 G	2.5774 G	2.5511 G	2.5722 G	2.5556	2.4112	2.0357	2.6644	2.0000	2.7121 J	2.6818	2.5299	2.6250	2.4667	2.4464	2.6707	2.5441	2.6000	2.6566 U	2.4384	2.6355	2.4795	0
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

	2018 Plan Results																								
	2017 Quality Compass (A)	2018 DSS of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
								0-7	8-10	0-7	8-10	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)	
								(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	
Total	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	578 2.15% AE	193 2.19% AE	45 2.07% AE	3 0.68%	10 2.16% A	12 2.49% AE	0 0.0%	2 0.58%	1 1.23%	2 0.84%	1 0.70%	1 0.34%	0 0.0%	0 0.0%	1 0.92%	1 0.49%	0 0.0%	2 0.82%	1 0.37%	1 0.65%	2 0.84%	1 0.49%	0 0.0%	0 0.0%
BASE = Those who responded	70824 100.00% BCDFG	26276 97.85%	8625 97.81%	2129 97.93%	440 99.32% BCDG	453 97.84%	470 97.51%	85 100.00%	342 99.42%	80 98.77%	237 99.16%	142 99.30%	290 99.66%	78 100.00%	42 100.00%	108 99.08%	204 99.51%	192 100.00%	242 99.18%	268 99.63%	153 99.35%	237 99.16%	203 99.51%	0 0.0%	
Yes	15369 21.70% BC	5453 20.75%	1740 20.17%	442 20.76%	104 23.64%	90 19.87%	123 26.17% ABCDF	24 28.24%	79 23.10%	25 31.25%	57 24.05%	35 24.65%	68 23.45%	24 30.77% Q	9 21.43%	30 27.78%	39 19.12%	43 22.40%	59 24.38%	60 22.39%	40 26.14%	48 20.25%	56 27.59%	0 0.0%	
No	55455 78.30% G	20823 79.25% AG	6885 79.83% AG	1687 79.24% G	336 76.36%	363 80.13% G	347 73.83%	61 71.76%	263 76.90%	55 68.75%	180 75.95%	107 75.35%	222 76.55%	54 69.23%	33 78.57%	78 72.22%	165 80.88% N	149 77.60%	183 75.62%	208 77.61%	113 73.86%	189 79.75%	147 72.41%	0 0.0%	
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%	

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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29. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

	2018 Plan Results																								
	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
								0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)	
Total	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	50 0.07%	682 2.54%	229 2.60%	50 2.30%	4 0.90%	12 2.59%	16 3.32%	0 0.0%	3 0.87%	1 1.23%	2 0.84%	1 0.70%	2 0.69%	0 0.0%	0 0.0%	2 1.83%	1 0.49%	1 0.52%	2 0.82%	2 0.74%	1 0.65%	3 1.26%	1 0.49%	0 0.0%	
Appropriately skipped	55455 78.30%	20823 77.54%	6885 78.08%	1687 77.60%	336 75.85%	363 78.40%	347 71.99%	61 71.76%	263 76.45%	55 67.90%	180 75.31%	107 74.83%	222 76.29%	54 69.23%	33 78.57%	78 71.56%	165 80.49%	149 77.60%	183 75.00%	208 77.32%	113 73.38%	189 79.08%	147 72.06%	0 0.0%	
BASE = Those who responded	15319 21.63%	5349 19.92%	1704 19.32%	437 20.10%	103 23.25%	88 19.01%	119 24.69%	24 28.24%	78 22.67%	25 30.86%	57 23.85%	35 24.48%	67 23.02%	24 30.77%	9 21.43%	29 26.61%	39 19.02%	42 21.88%	59 24.18%	59 21.93%	40 25.97%	47 19.67%	56 27.45%	0 0.0%	
Never	857 5.59%	312 5.83%	83 4.87%	16 3.66%	5 4.85%	6 6.82%	10 8.40%	4 16.67%	1 1.28%	2 8.00%	2 3.51%	1 2.86%	4 5.97%	0 0.0%	2 22.22%	2 6.90%	1 2.56%	0 0.0%	5 8.47%	1 1.69%	4 10.00%	0 0.0%	5 8.93%	0 0.0%	
Sometimes	4016 26.21%	1397 26.12%	424 24.88%	111 25.40%	23 22.33%	29 32.95%	32 26.89%	11 45.83%	12 15.38%	8 32.00%	6 10.53%	8 22.86%	15 22.39%	5 20.83%	3 33.33%	6 20.69%	8 20.51%	6 14.29%	16 27.12%	13 22.03%	9 22.50%	10 21.28%	13 23.21%	0 0.0%	
Bottom Two Box (%Never + %Sometimes)	4873 31.81%	1709 31.95%	507 29.75%	127 29.06%	28 27.18%	35 39.77%	42 35.29%	15 62.50%	13 16.67%	10 40.00%	8 14.04%	9 25.71%	19 28.36%	5 20.83%	5 55.56%	8 27.59%	9 23.08%	6 14.29%	21 35.59%	14 23.73%	13 32.50%	10 21.28%	18 32.14%	0 0.0%	
Usually	4951 32.32%	1790 33.46%	589 34.57%	179 40.96%	43 41.75%	20 22.73%	31 26.05%	7 29.17%	35 44.87%	10 40.00%	25 43.86%	17 48.57%	26 38.81%	12 50.00%	3 33.33%	12 41.38%	16 41.03%	21 50.00%	22 37.29%	24 40.68%	18 45.00%	20 42.55%	23 41.07%	0 0.0%	
Always	5496 35.88%	1850 34.59%	608 35.68%	131 29.98%	32 31.07%	33 37.50%	46 38.66%	2 8.33%	30 38.46%	5 20.00%	24 42.11%	9 25.71%	22 32.84%	7 29.17%	1 11.11%	9 31.03%	14 35.90%	15 35.71%	16 27.12%	21 35.59%	9 22.50%	17 36.17%	15 26.79%	0 0.0%	
CAHPS Rate (%Always + %Usually)	10447 68.19%	3640 68.05%	1197 70.25%	310 70.94%	75 72.82%	53 60.23%	77 64.71%	9 37.50%	65 83.33%	15 60.00%	49 85.96%	26 74.29%	48 71.64%	19 79.17%	4 44.44%	21 72.41%	30 76.92%	36 85.71%	38 64.41%	45 76.27%	27 67.50%	37 78.72%	38 67.86%	0 0.0%	
3-point composite mean	2.0407	2.0264	2.0593	2.0092	2.0388	1.9773	2.0336	1.4583	2.2179	1.8000	2.2807	2.0000	2.0448	2.0833	1.5556	2.0345	2.1282	2.2143	1.9153	2.1186	1.9000	2.1489	1.9464	0	
4-point composite mean	2.9847	2.9680	3.0106	2.9725	2.9903	2.9091	2.9496	2.2917	3.2051	2.7200	3.2456	2.9714	2.9851	3.0833	2.3333	2.9655	3.1026	3.2143	2.8305	3.1017	2.8000	3.1489	2.8571	0	
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%	

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
 2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

30. In the last 6 months, did you get information or help from your health plan's customer service?

	2018 Plan Results																									
	2018			2017			2016			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2018 DSS Quality Compass (A)	2018 UHC National Average (B)	2018 Regional West (C)	2018 Plan Total (D)	2017 Plan Total (E)	2016 Plan Total (F)	0-7 (G)	8-10 (H)	0-7 (I)	8-10 (J)	Excel./ Very Good (K)	Good/ Fair/ Poor (L)	18-34 (M)	35-44 (N)	45-54 (O)	55+ (P)	Male (Q)	Female (R)	High School or Less (S)	Some College or More (T)	Mail (U)	Phone (V)	Internet (W)	(X)		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)		
Total	70824	26854	8818	2174	443	463	482	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0		
Multiple mark	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
No response	0	877	288	65	4	19	13	1	2	1	2	0	3	0	1	0	2	2	1	3	0	3	1	0		
BASE = Those who responded	70824	25977	8530	2109	439	444	468	84	342	80	237	143	288	78	41	109	203	190	243	266	154	236	203	0		
Yes	25228	8714	2934	727	184	166	158	27	155	41	105	49	131	31	15	56	78	78	103	115	61	80	104	0		
No	45596	17263	5596	1382	255	278	310	57	187	39	132	94	157	47	26	53	125	112	140	151	93	156	99	0		
Sigma	70824	26854	8818	2174	443	463	482	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0		

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

	2018 Plan Results																									
	2018			2017			2016			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2017 Quality Compass (A)	DSS Book of Bus. (B)	UHC National Average (C)	Regional Average West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./Very Good (L)	Good/Fair/Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)		
Total	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%		
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.21%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%		
No response	35 0.05%	1070 3.98%	356 4.04%	83 3.82%	8 1.81%	22 4.75%	20 4.15%	1 1.18%	5 1.45%	2 2.47%	5 2.09%	0 0.0%	6 2.06%	0 0.0%	2 4.76%	0 0.0%	4 1.95%	3 1.56%	3 1.23%	6 2.23%	0 0.0%	6 2.51%	2 0.98%	0 0.0%		
Appropriately skipped	45596 64.38%	17263 64.28%	5596 63.46%	1382 63.57%	255 57.56%	278 60.04%	310 64.32%	57 67.06%	187 54.36%	39 48.15%	132 55.23%	94 65.73%	157 53.95%	47 60.26%	26 61.90%	53 48.62%	125 60.98%	112 58.33%	140 57.38%	151 56.13%	93 60.39%	156 65.27%	99 48.53%	0 0.0%		
BASE = Those who responded	25192 35.57%	8521 31.73%	2866 32.50%	709 32.61%	180 40.63%	163 35.21%	151 31.33%	27 31.76%	152 44.19%	40 49.38%	102 42.68%	49 34.27%	128 43.99%	31 39.74%	14 33.33%	56 51.38%	76 37.07%	77 40.10%	101 41.39%	112 41.64%	61 39.61%	77 32.22%	103 50.49%	0 0.0%		
Never	644 2.56%	218 2.56%	72 2.51%	21 2.96%	8 4.44%	4 2.45%	3 1.99%	5 18.52%	3 1.97%	4 10.00%	1 0.98%	1 2.04%	7 5.47%	1 3.23%	1 7.14%	1 1.79%	5 6.58%	3 3.90%	5 4.95%	5 4.46%	3 4.92%	3 3.90%	5 4.85%	0 0.0%		
Sometimes	3881 15.41%	1273 14.94%	412 14.38%	93 13.12%	23 12.78%	31 19.02%	26 17.22%	8 29.63%	15 9.87%	9 22.50%	9 8.82%	5 10.20%	18 14.06%	1 3.23%	1 7.14%	8 14.29%	12 15.79%	9 11.69%	13 12.87%	16 14.29%	5 8.20%	6 7.79%	17 16.50%	0 0.0%		
Bottom Two Box (%Never + %Sometimes)	4526 17.96%	1491 17.50%	484 16.89%	114 16.08%	31 17.22%	35 21.47%	29 19.21%	13 48.15%	18 11.84%	13 32.50%	10 9.80%	6 12.24%	25 19.53%	2 6.45%	2 14.29%	9 16.07%	17 22.37%	12 15.58%	18 17.82%	21 18.75%	8 13.11%	9 11.69%	22 21.36%	0 0.0%		
Usually	5963 23.67%	2075 24.35%	668 23.31%	175 24.68%	44 24.44%	32 19.63%	38 25.17%	7 25.93%	37 24.34%	11 27.50%	21 20.59%	8 16.33%	36 28.13%	9 29.03%	5 35.71%	12 21.43%	18 23.68%	21 27.27%	23 22.77%	28 25.00%	15 24.59%	24 31.17%	20 19.42%	0 0.0%		
Always	14703 58.36%	4955 58.15%	1714 59.80%	420 59.24%	105 58.33%	96 58.90%	84 55.63%	7 25.93%	97 63.82%	16 40.00%	71 69.61%	35 71.43%	67 52.34%	20 64.52%	7 50.00%	35 62.50%	41 53.95%	44 57.14%	60 59.41%	63 56.25%	38 62.30%	44 57.14%	61 59.22%	0 0.0%		
CAHPS Rate (%Always + %Usually)	20666 82.04%	7030 82.50%	2382 83.11%	595 83.92%	149 82.78%	128 78.53%	122 80.79%	14 51.85%	134 88.16%	27 67.50%	92 90.20%	43 87.76%	103 80.47%	29 93.55%	12 85.71%	47 83.93%	59 77.63%	65 84.42%	83 82.18%	91 81.25%	53 86.89%	68 88.31%	81 78.64%	0 0.0%		
3-point composite mean	2.4040	2.4065	2.4292	2.4316	2.4111	2.3742	2.3642	1.7778	2.5197	2.0750	2.5980	2.5918	2.3281	2.5806	2.3571	2.4643	2.3158	2.4156	2.4158	2.3750	2.4918	2.4545	2.3786	0		
4-point composite mean	3.3784	3.3809	3.4040	3.4020	3.3667	3.3497	3.3444	2.5926	3.5000	2.9750	3.5882	3.5714	3.2734	3.5484	3.2857	3.4464	3.2500	3.3766	3.3663	3.3304	3.4426	3.4156	3.3301	0		
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%		

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

	2018 Plan Results																									
	2018			2017			2016			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2017 Quality Compass (A)	DSS Book of Bus. (B)	UHC National Average (C)	Regional West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./Very Good (L)	Good/Fair/Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)		
Total	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%		
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%		
No response	14 0.02%	1070 3.98%	355 4.03%	84 3.86%	7 1.58%	22 4.75%	22 4.56%	1 1.18%	4 1.16%	2 2.47%	4 1.67%	0 0.0%	5 1.72%	0 0.0%	2 4.76%	0 0.0%	3 1.46%	3 1.56%	2 0.82%	5 1.86%	0 0.0%	5 2.09%	2 0.98%	0 0.0%		
Appropriately skipped	45596 64.38%	17263 64.28%	5596 63.46%	1382 63.57%	255 57.56%	278 60.04%	310 64.32%	57 67.06%	187 54.36%	39 48.15%	132 55.23%	94 65.73%	157 53.95%	47 60.26%	26 61.90%	53 48.62%	125 60.98%	112 58.33%	140 57.38%	151 56.13%	93 60.39%	156 65.27%	99 48.53%	0 0.0%		
BASE = Those who responded	25213 35.60%	8521 31.73%	2867 32.51%	708 32.57%	181 40.86%	163 35.21%	150 31.12%	27 31.76%	153 44.48%	40 49.38%	103 43.10%	49 34.27%	129 44.33%	31 39.74%	14 33.33%	56 51.38%	77 37.56%	77 40.10%	102 41.80%	113 42.01%	61 39.61%	78 32.64%	103 50.49%	0 0.0%		
Never	305 1.21%	102 1.20%	30 1.05%	11 1.55%	2 1.10%	2 1.23%	1 0.67%	2 7.41%	0 0.0%	2 5.00%	0 0.0%	0 0.0%	2 1.55%	0 0.0%	0 0.0%	0 0.0%	2 2.60%	1 1.30%	1 0.98%	1 0.88%	1 1.64%	1 1.28%	1 0.97%	0 0.0%		
Sometimes	1140 4.52%	389 4.57%	123 4.29%	30 4.24%	6 3.31%	6 3.68%	8 5.33%	4 14.81%	2 1.31%	3 7.50%	1 0.97%	2 4.08%	4 3.10%	1 3.23%	1 7.14%	2 3.57%	2 2.60%	1 1.30%	5 4.90%	4 3.54%	2 3.28%	3 3.85%	3 2.91%	0 0.0%		
Bottom Two Box (%Never + %Sometimes)	1445 5.73%	491 5.76%	153 5.34%	41 5.79%	8 4.42%	8 4.91%	9 6.00%	6 22.22%	2 1.31%	5 12.50%	1 0.97%	2 4.08%	6 4.65%	1 3.23%	1 7.14%	2 3.57%	4 5.19%	2 2.60%	6 5.88%	5 4.42%	3 4.92%	4 5.13%	4 3.88%	0 0.0%		
Usually	3626 14.38%	1237 14.52%	368 12.84%	113 15.96%	30 16.57%	28 17.18%	28 18.67%	5 18.52%	25 16.34%	11 27.50%	14 13.59%	6 12.24%	24 18.60%	4 12.90%	3 21.43%	10 17.86%	13 16.88%	14 18.18%	16 15.69%	21 18.58%	9 14.75%	14 17.95%	16 15.53%	0 0.0%		
Always	20142 79.89%	6793 79.72%	2346 81.83%	554 78.25%	143 79.01%	127 77.91%	113 75.33%	16 59.26%	126 82.35%	24 60.00%	88 85.44%	41 83.67%	99 76.74%	26 83.87%	10 71.43%	44 78.57%	60 77.92%	61 79.22%	80 78.43%	87 76.99%	49 80.33%	60 76.92%	83 80.58%	0 0.0%		
CAHPS Rate (%Always + %Usually)	23769 94.27%	8030 94.24%	2714 94.66%	667 94.21%	173 95.58%	155 95.09%	141 94.00%	21 77.78%	151 98.69%	35 87.50%	102 99.03%	47 95.92%	123 95.35%	30 96.77%	13 92.86%	54 96.43%	73 94.81%	75 97.40%	96 94.12%	108 95.58%	58 95.08%	74 94.87%	99 96.12%	0 0.0%		
3-point composite mean	2.7416	2.7396	2.7649	2.7246	2.7459	2.7301	2.6933	2.3704	2.8105	2.4750	2.8447	2.7959	2.7209	2.8065	2.6429	2.7500	2.7273	2.7662	2.7255	2.7257	2.7541	2.7179	2.7670	0		
4-point composite mean	3.7295	3.7276	3.7544	3.7090	3.7348	3.7178	3.6867	3.2963	3.8105	3.4250	3.8447	3.7959	3.7054	3.8065	3.6429	3.7500	3.7013	3.7532	3.7157	3.7168	3.7377	3.7051	3.7573	0		
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%		

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

33. In the last 6 months, did your health plan give you any forms to fill out?

	2018 Plan Results																							
	2017 Quality Compass (A)	2018 DSS of Bus. (B)	2018 UHC National Average (C)	2018 Regional West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
								0-7	8-10	0-7	8-10	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
								(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.41%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	1173 4.37%	378 4.29%	93 4.28%	11 2.48%	21 4.54%	17 3.53%	4 4.71%	5 1.45%	4 4.94%	5 2.09%	4 2.80%	5 1.72%	0 0.0%	1 2.38%	5 4.59%	3 1.46%	4 2.08%	5 2.05%	5 1.86%	4 2.60%	3 1.26%	8 3.92%	0 0.0%
BASE = Those who responded	70824 100.00%	25681 95.63%	8440 95.71%	2081 95.72%	432 97.52%	442 95.46%	463 96.06%	81 95.29%	339 98.55%	77 95.06%	234 97.91%	139 97.20%	286 98.28%	78 100.00%	41 97.62%	104 95.41%	202 98.54%	188 97.92%	239 97.95%	264 98.14%	150 97.40%	236 98.74%	196 96.08%	0 0.0%
Yes	20638 29.14%	7221 28.12%	2332 27.63%	602 28.93%	118 27.31%	109 24.66%	131 28.29%	11 13.58%	107 31.56%	18 23.38%	74 31.62%	36 25.90%	80 27.97%	16 20.51%	8 19.51%	38 36.54%	55 27.23%	54 28.72%	63 26.36%	71 26.89%	40 26.67%	51 21.61%	67 34.18%	0 0.0%
No	50186 70.86%	18460 71.88%	6108 72.37%	1479 71.07%	314 72.69%	333 75.34%	332 71.71%	70 86.42%	232 68.44%	59 76.62%	160 68.38%	103 74.10%	206 72.03%	62 79.49%	33 80.49%	66 63.46%	147 72.77%	134 71.28%	176 73.64%	193 73.11%	110 73.33%	185 78.39%	129 65.82%	0 0.0%
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

34. In the last 6 months, how often were the forms from your health plan easy to fill out?

	2018 Plan Results																									
	2018			2017			2016			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2018 DSS Quality Compass (A)	2018 UHC Book of Bus. (B)	2018 National Average (C)	2018 Regional West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)		
Total	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%		
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.41%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%		
No response	7 0.01%	1429 5.32%	470 5.33%	116 5.34%	15 3.39%	28 6.05%	26 5.39%	4 4.71%	9 2.62%	5 6.17%	6 2.51%	5 3.50%	8 2.75%	0 0.0%	1 2.38%	7 6.42%	5 2.44%	7 3.65%	6 2.46%	7 2.60%	5 3.25%	3 1.26%	12 5.88%	0 0.0%		
BASE = Those who responded	70817 99.99%	25425 94.68%	8348 94.67%	2058 94.66%	428 96.61%	435 93.95%	454 94.19%	81 95.29%	335 97.38%	76 93.83%	233 97.49%	138 96.50%	283 97.25%	78 100.00%	41 97.62%	102 93.58%	200 97.56%	185 96.35%	238 97.54%	262 97.40%	149 96.75%	236 98.74%	192 94.12%	0 0.0%		
Never	793 1.12%	253 1.00%	89 1.07%	30 1.46%	6 1.40%	4 0.92%	3 0.66%	2 2.47%	4 1.19%	0 0.0%	3 1.29%	1 0.72%	5 1.77%	0 0.0%	0 0.0%	0 0.0%	6 3.00%	0 0.0%	6 2.52%	4 1.53%	0 0.0%	2 0.85%	4 2.08%	0 0.0%		
Sometimes	3293 4.65%	1127 4.43%	352 4.22%	88 4.28%	15 3.50%	20 4.60%	21 4.63%	5 6.17%	10 2.99%	6 7.89%	4 1.72%	4 2.90%	11 3.89%	0 0.0%	1 2.44%	5 4.90%	9 4.50%	9 4.86%	6 2.52%	12 4.58%	3 2.01%	5 2.12%	10 5.21%	0 0.0%		
Bottom Two Box (%Never + %Sometimes)	4087 5.77%	1380 5.43%	441 5.28%	118 5.73%	21 4.91%	24 5.52%	24 5.29%	7 8.64%	14 4.18%	6 7.89%	7 3.00%	5 3.62%	16 5.65%	0 0.0%	1 2.44%	5 4.90%	15 7.50%	9 4.86%	12 5.04%	16 6.11%	3 2.01%	7 2.97%	14 7.29%	0 0.0%		
Usually	6332 8.94%	2160 8.50%	675 8.09%	173 8.41%	30 7.01%	34 7.82%	37 8.15%	1 1.23%	29 8.66%	5 6.58%	19 8.15%	6 4.35%	23 8.13%	7 8.97%	1 2.44%	13 12.75%	9 4.50%	14 7.57%	16 6.72%	17 6.49%	13 8.72%	13 5.51%	17 8.85%	0 0.0%		
Always	10213 14.42%	3425 13.47%	1124 13.46%	288 13.99%	63 14.72%	44 10.11%	61 13.44%	3 3.70%	60 17.91%	6 7.89%	47 20.17%	24 17.39%	38 13.43%	9 11.54%	6 14.63%	18 17.65%	29 14.50%	28 15.14%	34 14.29%	36 13.74%	23 15.44%	31 13.14%	32 16.67%	0 0.0%		
Always - q33 = "No"	50186 70.87%	18460 72.61%	6108 73.17%	1479 71.87%	314 73.36%	333 76.55%	332 73.13%	70 86.42%	232 69.25%	59 77.63%	160 68.67%	103 74.64%	206 72.79%	62 79.49%	33 80.49%	66 64.71%	147 73.50%	134 72.43%	176 73.95%	193 73.66%	110 73.83%	185 78.39%	129 67.19%	0 0.0%		
Always (Net)	60399 85.29%	21885 86.08%	7232 86.63%	1767 85.86%	377 88.08%	377 86.67%	393 86.56%	73 90.12%	292 87.16%	65 85.53%	207 88.84%	127 92.03%	244 86.22%	71 91.03%	39 95.12%	84 82.35%	176 88.00%	162 87.57%	210 88.24%	229 87.40%	133 89.26%	216 91.53%	161 83.85%	0 0.0%		
CAHPS Rate (%Always+%Usually)	66730 94.23%	24045 94.57%	7907 94.72%	1940 94.27%	407 95.09%	411 94.48%	430 94.71%	74 91.36%	321 95.82%	70 92.11%	226 97.00%	133 96.38%	267 94.35%	78 100.00%	40 97.56%	97 95.10%	185 92.50%	176 95.14%	226 94.96%	246 93.89%	146 97.99%	229 97.03%	178 92.71%	0 0.0%		
3-point composite mean	2.7952	2.8065	2.8135 A	2.8013	2.8318	2.8115	2.8128	2.8148	2.8299	2.7763	2.8584	2.8841	2.8057	2.9103 PQ	2.9268 P	2.7745	2.8050	2.8270	2.8319	2.8130	2.8725	2.8856 W	2.7656	0		
4-point composite mean	3.7840	3.7965	3.8028 A	3.7867	3.8178	3.8023	3.8062	3.7901	3.8179	3.7763	3.8455	3.8768	3.7880	3.9103 PQ	3.9268 PQ	3.7745	3.7750	3.8270	3.8067	3.7977	3.8725	3.8771 W	3.7448	0		

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
 2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

34. In the last 6 months, how often were the forms from your health plan easy to fill out?

2018 Plan Results																								
2017 Quality Compass	2018 DSS	2018 UHC	2018 Regional Average	2018 Plan Total	2017 Plan Total	2016 Plan Total	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
							0-7	8-10	0-7	8-10	Excel./ Very Good	Good/ Fair/ Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	
Sigma	70824	26854	8818	2174	443	463	482	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

35. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

	2018 Plan Results																								
	2018			2018			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type				
	2017	2018	2018	2018	2018	2017	2016	0-7	8-10	0-7	8-10	Excel./ Very Good	Good/ Fair/ Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet	
	Quality Book (A)	DSS of Bus. (B)	UHC National Average (C)	Regional West (D)	Plan Total (E)	Plan Total (F)	Plan Total (G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	
Total	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	4 0.83%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	1027 3.82%	319 3.62%	91 4.19%	14 3.16%	15 3.24%	24 4.98%	0 0.0%	0 0.0%	1 1.23%	3 1.26%	2 1.40%	10 3.44%	1 1.28%	0 0.0%	2 1.83%	8 3.90%	5 2.60%	7 2.87%	8 2.97%	4 2.60%	8 3.35%	6 2.94%	0 0.0%	
BASE = Those who responded	70824 100.00%	25827 96.18%	8499 96.38%	2083 95.81%	429 96.84%	448 96.76%	454 94.19%	85 100.00%	344 100.00%	80 98.77%	236 98.74%	141 98.60%	281 96.56%	77 98.72%	42 100.00%	107 98.17%	197 96.10%	187 97.40%	237 97.13%	261 97.03%	150 97.40%	231 96.65%	198 97.06%	0 0.0%	
10 - Best health plan possible	30936 43.68%	11742 45.46%	4052 47.68%	957 45.94%	217 50.58%	193 43.08%	203 44.71%	0 0.0%	217 63.08%	20 25.00%	149 63.14%	74 52.48%	136 48.40%	33 42.86%	17 40.48%	59 55.14%	106 53.81%	87 46.52%	128 54.01%	145 55.56%	60 40.00%	116 50.22%	101 51.01%	0 0.0%	
9 -	10843 15.31%	4034 15.62%	1290 15.18%	312 14.98%	60 13.99%	67 14.96%	61 13.44%	0 0.0%	60 17.44%	8 10.00%	38 16.10%	18 12.77%	42 14.95%	13 16.88%	5 11.90%	17 15.89%	24 12.18%	26 13.90%	34 14.35%	32 12.26%	28 18.67%	33 14.29%	27 13.64%	0 0.0%	
Top Two Box	41779 58.99%	15776 61.08%	5342 62.85%	1269 60.92%	277 64.57%	260 58.04%	264 58.15%	0 0.0%	277 80.52%	28 35.00%	187 79.24%	92 65.25%	178 63.35%	46 59.74%	22 52.38%	76 71.03%	130 65.99%	113 60.43%	162 68.35%	177 67.82%	88 58.67%	149 64.50%	128 64.65%	0 0.0%	
8 -	11962 16.89%	4334 16.78%	1380 16.24%	372 17.86%	67 15.62%	79 17.63%	81 17.84%	0 0.0%	67 19.48%	20 25.00%	30 12.71%	24 17.02%	43 15.30%	13 16.88%	6 14.29%	14 13.08%	33 16.75%	36 19.25%	30 12.66%	38 14.56%	26 17.33%	32 13.85%	35 17.68%	0 0.0%	
CAHPS Rate (Top Three Box)	53741 75.88%	20110 77.86%	6722 79.09%	1641 78.78%	344 80.19%	339 75.67%	345 75.99%	0 0.0%	344 100.00%	48 60.00%	217 91.95%	116 82.27%	221 78.65%	59 76.62%	28 66.67%	90 84.11%	163 82.74%	149 79.68%	192 81.01%	215 82.38%	114 76.00%	181 78.35%	163 82.32%	0 0.0%	
7 -	6487 9.16%	2159 8.36%	668 7.86%	172 8.26%	35 8.16%	42 9.38%	37 8.15%	35 41.18%	0 0.0%	9 11.25%	10 4.24%	11 7.80%	24 8.54%	11 14.29%	7 16.67%	5 4.67%	12 6.09%	19 10.16%	16 6.75%	19 7.28%	16 10.67%	20 8.66%	15 7.58%	0 0.0%	
6 -	3031 4.28%	1022 3.96%	314 3.69%	69 3.31%	14 3.26%	18 4.02%	21 4.63%	14 16.47%	0 0.0%	8 10.00%	2 0.85%	3 2.13%	11 3.91%	3 3.90%	1 2.38%	3 2.80%	5 2.54%	3 1.60%	9 3.80%	8 3.07%	4 2.67%	7 3.03%	7 3.54%	0 0.0%	
5 -	4285 6.05%	1419 5.49%	435 5.12%	113 5.42%	17 3.96%	28 6.25%	33 7.27%	17 20.00%	0 0.0%	3 3.75%	6 2.54%	6 4.26%	11 3.91%	2 2.60%	2 4.76%	5 4.67%	8 4.06%	8 4.28%	9 3.80%	10 3.83%	7 4.67%	10 4.33%	7 3.54%	0 0.0%	
4 -	1020 1.44%	351 1.36%	117 1.38%	33 1.58%	6 1.40%	9 2.01%	4 0.88%	6 7.06%	0 0.0%	5 6.25%	0 0.0%	3 2.13%	3 1.07%	1 1.30%	0 0.0%	1 0.93%	4 2.03%	1 0.53%	5 2.11%	5 1.92%	0 0.0%	5 2.16%	1 0.51%	0 0.0%	

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

35. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

	2018 Plan Results																									
	2018			2017			2016			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2017 Quality Compass (A)	DSS of Bus. (B)	UHC National Average (C)	2018 Regional West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)		
3 -	737 1.04%	277 1.07%	82 0.96%	24 1.15%	4 0.93%	6 1.34%	3 0.66%	4 4.71% I	0 0.0%	2 2.50%	0 0.0%	0 0.0%	4 1.42% L	0 0.0%	1 2.38%	2 1.87%	1 0.51%	2 1.07%	2 0.84%	1 0.38%	3 2.00%	2 0.87%	2 1.01%	0 0.0%		
2 -	453 0.64% D	140 0.54% D	39 0.46%	6 0.29%	2 0.47%	1 0.22%	2 0.44%	2 2.35%	0 0.0%	1 1.25%	0 0.0%	1 0.71%	1 0.36%	0 0.0%	1 2.38%	0 0.0%	1 0.51%	1 0.53%	1 0.42%	1 0.38%	1 0.67%	2 0.87%	0 0.0%	0 0.0%		
1 -	361 0.51%	138 0.53%	49 0.58%	11 0.53%	3 0.70%	3 0.67%	4 0.88%	3 3.53%	0 0.0%	3 3.75%	0 0.0%	0 0.0%	3 1.07%	1 1.30%	1 2.38%	0 0.0%	1 0.51%	1 0.53%	2 0.84%	0 0.0%	3 2.00%	1 0.43%	2 1.01%	0 0.0%		
0 - Worst health plan possible	708 1.00%	211 0.82%	73 0.86%	14 0.67%	4 0.93%	2 0.45%	5 1.10%	4 4.71% I	0 0.0%	1 1.25%	1 0.42%	1 0.71%	3 1.07%	0 0.0%	1 2.38%	1 0.93%	2 1.02%	3 1.60%	1 0.42%	2 0.77%	2 1.33%	3 1.30%	1 0.51%	0 0.0%		
0-7 (NET)	17083 24.12% BCDE	5717 22.14% C	1777 20.91%	442 21.22%	85 19.81%	109 24.33%	109 24.01%	85 100.00% I	0 0.0%	32 40.00% K	19 8.05%	25 17.73%	60 21.35%	18 23.38%	14 33.33% PQ	17 15.89%	34 17.26%	38 20.32%	45 18.99%	46 17.62%	36 24.00%	50 21.65%	35 17.68%	0 0.0%		
Bottom Three Box	1523 2.15% D	489 1.89%	161 1.89%	31 1.49%	9 2.10%	6 1.34%	11 2.42%	9 10.59% I	0 0.0%	5 6.25% K	1 0.42%	2 1.42%	7 2.49%	1 1.30%	3 7.14%	1 0.93%	4 2.03%	5 2.67%	4 1.69%	3 1.15%	6 4.00%	6 2.60%	3 1.52%	0 0.0%		
Bottom Two Box	1069 1.51%	349 1.35%	122 1.44%	25 1.20%	7 1.63%	5 1.12%	9 1.98%	7 8.24% I	0 0.0%	4 5.00%	1 0.42%	1 0.71%	6 2.14%	1 1.30%	2 4.76%	1 0.93%	3 1.52%	4 2.14%	3 1.27%	2 0.77%	5 3.33%	4 1.73%	3 1.52%	0 0.0%		
Average	8.4043	8.4946 A	8.5594 AB	8.5281 A	8.6317 A	8.4063	8.3921	5.3765	9.4360 H	7.3625	9.2542 J	8.7447	8.5409	8.5844	7.9524	8.8131 O	8.7107	8.5348	8.7215	8.8046 U	8.3000	8.5541	8.7222	0		
Standard deviation	2.0383	1.9829	1.9728	1.9355	1.9741	1.9685	2.0715	1.9702	0.7971	2.5012	1.2998	1.8078	2.0611	1.7083	2.5630	1.8702	1.9570	2.0246	1.9309	1.8079	2.2143	2.0880	1.8281	0		
3-point composite mean	2.4403	2.4731 A	2.4981 ABG	2.4796 A	2.5291 AFG	2.4308	2.4229	1.4118	2.8052 H	2.0625	2.7542 J	2.5532	2.5053	2.5065	2.3571	2.5981	2.5482	2.5027	2.5612	2.5747	2.4533	2.5152	2.5455	0		
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%		

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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36. In general, how would you rate your overall health?

	2018 Plan Results																									
	2018			2017			2016			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./Very Good (L)	Good/Fair/Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)		
Total	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%		
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	4 0.83%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%		
No response	0 0.0%	644 2.40%	221 2.51%	54 2.48%	9 2.03%	11 2.38%	7 1.45%	0 0.0%	7 2.03%	2 2.47%	7 2.93%	0 0.0%	0 0.0%	0 0.0%	1 2.38%	1 0.92%	3 1.46%	3 1.56%	2 0.82%	4 1.49%	0 0.0%	3 1.26%	6 2.94%	0 0.0%		
BASE = Those who responded	70824 100.00%	26210 97.60%	8597 97.49%	2120 97.52%	434 97.97%	452 97.62%	471 97.72%	85 100.00%	337 97.97%	79 97.53%	232 97.07%	143 100.00%	291 100.00%	78 100.00%	41 97.62%	108 99.08%	202 98.54%	189 98.44%	242 99.18%	265 98.51%	154 100.00%	236 98.74%	198 97.06%	0 0.0%		
5 - Excellent	7805 11.02%	2710 10.34%	856 9.96%	219 10.33%	46 10.60%	41 9.07%	47 9.98%	6 7.06%	40 11.87%	3 3.80%	26 11.21%	46 32.17%	0 0.0%	14 17.95%	3 7.32%	7 6.48%	22 10.89%	21 11.11%	25 10.33%	24 9.06%	19 12.34%	22 9.32%	24 12.12%	0 0.0%		
4 - Very good	15270 21.56%	5643 21.53%	1763 20.51%	485 22.88%	97 22.35%	104 23.01%	77 16.35%	19 22.35%	76 22.55%	11 13.92%	54 23.28%	97 67.83%	0 0.0%	28 35.90%	10 24.39%	18 16.67%	40 19.80%	51 26.98%	45 18.60%	51 19.25%	44 28.57%	48 20.34%	49 24.75%	0 0.0%		
CAHPS Rate (Top Two Box)	23074 32.58%	8353 31.87%	2619 30.46%	704 33.21%	143 32.95%	145 32.08%	124 26.33%	25 29.41%	116 34.42%	14 17.72%	80 34.48%	143 100.00%	0 0.0%	42 53.85%	13 31.71%	25 23.15%	62 30.69%	72 38.10%	70 28.93%	75 28.30%	63 40.91%	70 29.66%	73 36.87%	0 0.0%		
3 - Good	23358 32.98%	8588 32.77%	2698 31.38%	708 33.40%	116 26.73%	132 29.20%	131 27.81%	25 29.41%	86 25.52%	24 30.38%	56 24.14%	0 0.0%	116 39.86%	22 28.21%	14 34.15%	23 21.30%	56 27.72%	47 24.87%	68 28.10%	73 27.55%	41 26.62%	75 31.78%	41 20.71%	0 0.0%		
2 - Fair	18209 25.71%	6878 26.24%	2380 27.68%	544 25.66%	127 29.26%	121 26.77%	138 29.30%	24 28.24%	99 29.38%	23 29.11%	74 31.90%	0 0.0%	127 43.64%	13 16.67%	9 21.95%	43 39.81%	60 29.70%	53 28.04%	73 30.17%	84 31.70%	36 23.38%	62 26.27%	65 32.83%	0 0.0%		
1 - Poor	6183 8.73%	2391 9.12%	900 10.47%	164 7.74%	48 11.06%	54 11.95%	78 16.56%	11 12.94%	36 10.68%	18 22.78%	22 9.48%	0 0.0%	48 16.49%	1 1.28%	5 12.20%	17 15.74%	24 11.88%	31 8.99%	31 12.81%	33 12.45%	14 9.09%	29 12.29%	19 9.60%	0 0.0%		
Bottom Two Box	24392 34.44%	9269 35.36%	3280 38.15%	708 33.40%	175 40.32%	175 38.72%	216 45.86%	35 41.18%	135 40.06%	41 51.90%	96 41.38%	0 0.0%	175 60.14%	14 17.95%	14 34.15%	60 55.56%	84 41.58%	70 37.04%	104 42.98%	117 44.15%	50 32.47%	91 38.56%	84 42.42%	0 0.0%		
Average	3.0043 BOG	2.9772 CG	2.9180 G	3.0241 CFG	2.9217 G	2.9049 G	2.7389	2.8235	2.9555	2.4684	2.9483	4.3217 J	2.2337 M	3.5256 OPQ	2.9268	2.5833	2.8812 P	3.0317	2.8347	2.8075	3.1169 T	2.8814	2.9697	0		
Standard deviation	1.1237	1.1206	1.1368	1.0988	1.1732	1.1530	1.2041	1.1290	1.1914	1.1005	1.1733	0.4671	0.7134	1.0092	1.1129	1.1314	1.1798	1.1634	1.1772	1.1545	1.1675	1.1474	1.2015	0		
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%		

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

37. In general, how would you rate your overall mental or emotional health?

	2018 Plan Results																									
	2018			2017			2016			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./Very Good (L)	Good/Fair/Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)		
Total	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%		
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%		
No response	0 0.0%	637 2.37%	206 2.34%	50 2.30%	8 1.81%	13 2.81%	10 2.07%	0 0.0%	5 1.45%	2 2.47%	5 2.09%	1 0.70%	3 1.03%	1 1.28%	0 0.0%	1 0.92%	2 0.98%	1 0.52%	3 1.23%	2 0.74%	2 1.30%	3 1.26%	5 2.45%	0 0.0%		
BASE = Those who responded	70824 100.00%	26217 97.63%	8612 97.66%	2124 97.70%	435 98.19%	450 97.19%	472 97.93%	85 100.00%	339 98.55%	79 97.53%	234 97.91%	142 99.30%	288 98.97%	77 98.72%	42 100.00%	108 99.08%	203 99.02%	191 99.48%	241 98.77%	267 99.26%	152 98.70%	236 98.74%	199 97.55%	0 0.0%		
5 - Excellent	14377 20.30%	4969 18.95%	1512 17.56%	385 18.13%	74 17.01%	69 15.33%	75 15.89%	8 9.41%	66 19.47%	6 7.59%	41 17.52%	54 38.03%	19 6.60%	20 25.97%	7 16.67%	14 12.96%	33 16.26%	36 18.85%	38 15.77%	42 15.73%	31 20.39%	38 16.10%	36 18.09%	0 0.0%		
4 - Very good	15702 22.17%	5848 22.31%	1891 21.96%	511 24.06%	99 22.76%	96 21.33%	94 19.92%	22 25.88%	74 21.83%	15 18.99%	60 25.64%	49 34.51%	50 17.36%	20 25.97%	7 16.67%	22 20.37%	49 24.14%	46 24.08%	52 21.58%	51 19.10%	47 30.92%	60 25.42%	39 19.60%	0 0.0%		
CAHPS Rate (Top Two Box)	30079 42.47%	10817 41.26%	3403 39.51%	896 42.18%	173 39.77%	165 36.67%	169 35.81%	30 35.29%	140 41.30%	21 26.58%	101 43.16%	103 72.54%	69 23.96%	40 51.95%	14 33.33%	36 33.33%	82 40.39%	82 42.93%	90 37.34%	93 34.83%	78 51.32%	98 41.53%	75 37.69%	0 0.0%		
3 - Good	20390 28.79%	7784 29.69%	2532 29.40%	655 30.84%	130 29.89%	132 29.33%	128 27.12%	24 28.24%	103 30.38%	19 24.05%	73 31.20%	31 21.83%	97 33.68%	22 28.57%	14 33.33%	29 26.85%	64 31.53%	61 31.94%	68 28.22%	87 32.58%	37 24.34%	67 28.39%	63 31.66%	0 0.0%		
2 - Fair	15277 21.57%	5706 21.76%	2015 23.40%	429 20.20%	90 20.69%	106 23.56%	129 27.33%	16 18.82%	69 20.35%	19 24.05%	46 19.66%	6 4.23%	83 28.82%	8 10.39%	11 26.19%	28 25.93%	40 19.70%	32 16.75%	57 23.65%	59 22.10%	23 15.13%	47 19.92%	43 21.61%	0 0.0%		
1 - Poor	5078 7.17%	1910 7.29%	662 7.69%	144 6.78%	42 9.66%	47 10.44%	46 9.75%	15 17.65%	27 7.96%	20 25.32%	14 5.98%	2 1.41%	39 13.54%	7 9.09%	3 7.14%	15 13.89%	17 8.37%	16 8.38%	26 10.79%	28 10.49%	14 9.21%	24 10.17%	18 9.05%	0 0.0%		
Bottom Two Box	20355 28.74%	7616 29.05%	2677 31.08%	573 26.98%	132 30.34%	153 34.00%	175 37.08%	31 36.47%	96 28.32%	39 49.37%	60 25.64%	8 5.63%	122 42.36%	15 19.48%	14 33.33%	43 39.81%	57 28.08%	48 25.13%	83 34.44%	87 32.58%	37 24.34%	71 30.08%	61 30.65%	0 0.0%		
Average	3.2686 BCFG	3.2388 CFG	3.1830 G	3.2655 CFG	3.1678	3.0756	3.0487	2.9059	3.2448 H	2.5949	3.2906 J	4.0352 M	2.7465	3.4935 P	3.0952	2.9259	3.2020	3.2827	3.0788	3.0749	3.3816 T	3.1737	3.1608	0		
Standard deviation	1.2100	1.1972	1.1957	1.1697	1.2137	1.2142	1.2229	1.2331	1.2080	1.2581	1.1440	0.9451	1.0969	1.2340	1.1713	1.2376	1.1759	1.1906	1.2281	1.2063	1.2244	1.2141	1.2131	0		
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%		

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

38. Have you had either a flu shot or flu spray in the nose since July 1, 2017?

	2018 Plan Results																									
	2018			2017			2016			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2017 Quality Compass (A)	DSS of Bus. (B)	UHC National Average (C)	Regional West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)		
Total	70824	26854	8818	2174	443	463	482	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
No response	0	534	185	47	5	7	8	1	2	2	3	0	1	0	0	1	0	1	0	1	0	0	5	0		
	0.0%	1.99%	2.10%	2.16%	1.13%	1.51%	1.66%	1.18%	0.58%	2.47%	1.26%	0.0%	0.34%	0.0%	0.0%	0.92%	0.0%	0.52%	0.0%	0.37%	0.0%	0.0%	2.45%	0.0%		
		A	A	A	A	A	A																V			
Don't know	2026	569	203	47	9	15	11	4	5	3	3	3	6	2	1	3	2	4	4	6	2	7	2	0		
	2.86%	2.12%	2.30%	2.16%	2.03%	3.24%	2.28%	4.71%	1.45%	3.70%	1.26%	2.10%	2.06%	2.56%	2.38%	2.75%	0.98%	2.08%	1.64%	2.23%	1.30%	2.93%	0.98%	0.0%		
	BCD																									
BASE = Those who responded	68798	25751	8430	2080	429	441	463	80	337	76	233	140	284	76	41	105	203	187	240	262	152	232	197	0		
	97.14%	95.89%	95.60%	95.68%	96.84%	95.25%	96.06%	94.12%	97.97%	93.83%	97.49%	97.90%	97.59%	97.44%	97.62%	96.33%	99.02%	97.40%	98.36%	97.40%	98.70%	97.07%	96.57%	0.0%		
	BCD																									
Yes	26538	11108	3693	958	200	184	211	29	168	41	124	60	138	24	18	46	110	74	126	128	64	122	78	0		
	38.57%	43.14%	43.81%	46.06%	46.62%	41.72%	45.57%	36.25%	49.85%	53.95%	53.22%	42.86%	48.59%	31.58%	43.90%	43.81%	54.19%	39.57%	52.50%	48.85%	42.11%	52.59%	39.59%	0.0%		
		A	A	AB	A	A	A		H								N		R			W				
No	42261	14643	4737	1122	229	257	252	51	169	35	109	80	146	52	23	59	93	113	114	134	88	110	119	0		
	61.43%	56.86%	56.19%	53.94%	53.38%	58.28%	54.43%	63.75%	50.15%	46.05%	46.78%	57.14%	51.41%	68.42%	56.10%	56.19%	45.81%	60.43%	47.50%	51.15%	57.89%	47.41%	60.41%	0.0%		
	BCDEG	D						I						Q			S						V			
Sigma	70824	26854	8818	2174	443	463	482	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
 2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

38. Have you had either a flu shot or flu spray in the nose since July 1, 2017?
 (THOSE RESPONDENTS FLAGGED AS 18-64 IN THE SAMPLE)

	2018 Plan Results																								
	2018 Quality Compass							Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2017 DSS Book of Bus. (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./Very Good (L)	Good/Fair/Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)	
Total	70824 100.00%	24125 100.00%	7845 100.00%	1776 100.00%	392 100.00%	376 100.00%	395 100.00%	74 100.00%	306 100.00%	68 100.00%	209 100.00%	130 100.00%	253 100.00%	77 100.00%	42 100.00%	108 100.00%	158 100.00%	178 100.00%	208 100.00%	230 100.00%	146 100.00%	204 100.00%	188 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	463 1.92% A	157 2.00% A	33 1.86% A	5 1.28% A	4 1.06% A	7 1.77% A	1 1.35%	2 0.65%	2 2.94%	3 1.44%	0 0.0%	1 0.40%	0 0.0%	0 0.0%	1 0.93%	0 0.0%	1 0.56%	0 0.0%	1 0.43%	0 0.0%	0 0.0%	5 2.66% V	0 0.0%	
Don't know	2026 2.86% BCD	497 2.06%	173 2.21%	35 1.97%	7 1.79%	11 2.93%	10 2.53%	3 4.05%	4 1.31%	1 1.47%	3 1.44%	3 2.31%	4 1.58%	2 2.60%	1 2.38%	3 2.78%	1 0.63%	4 2.25%	3 1.44%	5 2.17%	2 1.37%	5 2.45%	2 1.06%	0 0.0%	
BASE = Those who responded	68798 97.14% BCD	23165 96.02%	7515 95.79%	1708 96.17%	380 96.94%	361 96.01%	378 95.70%	70 94.59%	300 98.04%	65 95.59%	203 97.13%	127 97.69%	248 98.02%	75 97.40%	41 97.62%	104 96.30%	157 99.37%	173 97.19%	205 98.56%	224 97.39%	144 98.63%	199 97.55%	181 96.28%	0 0.0%	
Yes	26538 38.57%	9498 41.00% A	3154 41.97% AF	714 41.80% A	164 43.16%	132 36.57%	153 40.48%	22 31.43%	140 46.67% H	33 50.77%	101 49.75%	50 39.37%	112 45.16%	23 30.67%	18 43.90%	46 44.23%	76 48.41% N	62 35.84%	102 49.76% R	99 44.20%	60 41.67%	96 48.24% W	68 37.57%	0 0.0%	
No	42261 61.43% BCD	13667 59.00%	4361 58.03%	994 58.20%	216 56.84%	229 63.43% C	225 59.52%	48 68.57% I	160 53.33%	32 49.23%	102 50.25%	77 60.63%	136 54.84%	52 69.33% Q	23 56.10%	58 55.77%	81 51.59%	111 64.16% S	103 50.24%	125 55.80%	84 58.33%	103 51.76%	113 62.43% V	0 0.0%	
Sigma	70824 100.00%	24125 100.00%	7845 100.00%	1776 100.00%	392 100.00%	376 100.00%	395 100.00%	74 100.00%	306 100.00%	68 100.00%	209 100.00%	130 100.00%	253 100.00%	77 100.00%	42 100.00%	108 100.00%	158 100.00%	178 100.00%	208 100.00%	230 100.00%	146 100.00%	204 100.00%	188 100.00%	0 0.0%	

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14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

	2018 Plan Results																								
	2017 Quality Compass (A)	2018 DSS of Bus. (B)	2018 UHC National Average (C)	2018 Regional West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
								0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)	
Total	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.41%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	689 2.57%	220 2.49%	54 2.48%	8 1.81%	12 2.59%	9 1.87%	3 3.53%	3 0.87%	3 3.70%	3 1.26%	0 0.0%	4 1.37%	0 0.0%	0 0.0%	1 0.92%	2 0.98%	2 1.04%	1 0.41%	2 0.74%	1 0.65%	1 0.42%	7 3.43%	0 0.0%	
BASE = Those who responded	70824 100.00%	26165 97.43%	8598 97.51%	2120 97.52%	435 98.19%	451 97.41%	471 97.72%	82 96.47%	341 99.13%	78 96.30%	236 98.74%	143 100.00%	287 98.63%	78 100.00%	42 100.00%	108 99.08%	203 99.02%	190 98.96%	243 99.59%	267 99.26%	153 99.35%	238 99.58%	197 96.57%	0 0.0%	
Every day	13719 19.37%	5002 19.12%	1675 19.48%	324 15.28%	74 17.01%	83 18.40%	84 17.83%	14 17.07%	60 17.60%	15 19.23%	41 17.37%	16 11.19%	57 19.86%	8 10.26%	8 19.05%	26 24.07%	32 15.76%	37 19.47%	37 15.23%	52 19.48%	20 13.07%	40 16.81%	34 17.26%	0 0.0%	
Some days	8619 12.17%	2982 11.40%	1028 11.96%	241 11.37%	69 15.86%	50 11.09%	59 12.53%	15 18.29%	53 15.54%	12 15.38%	31 13.14%	18 12.59%	49 17.07%	8 10.26%	5 11.90%	25 23.15%	29 14.29%	36 18.95%	32 13.17%	46 17.23%	20 13.07%	34 14.29%	35 17.77%	0 0.0%	
Every day + Some days (NET)	22338 31.54%	7984 30.51%	2703 31.44%	565 26.65%	143 32.87%	133 29.49%	143 30.36%	29 35.37%	113 33.14%	27 34.62%	72 30.51%	34 23.78%	106 36.93%	16 20.51%	13 30.95%	51 47.22%	61 30.05%	73 38.42%	69 28.40%	98 36.70%	40 26.14%	74 31.09%	69 35.03%	0 0.0%	
Not at all	47927 67.67%	18035 68.93%	5853 68.07%	1549 73.07%	292 67.13%	314 69.62%	326 69.21%	53 64.63%	228 66.86%	51 65.38%	164 69.49%	109 76.22%	181 63.07%	62 79.49%	29 69.05%	57 52.78%	142 69.95%	117 61.58%	174 71.60%	169 63.30%	113 73.86%	164 68.91%	128 64.97%	0 0.0%	
Don't know	560 0.79%	146 0.56%	42 0.49%	6 0.28%	0 0.0%	4 0.89%	2 0.42%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%	

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14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

40. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

	2018 Plan Results																									
	2018			2017			2016			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2018	2018	2018	2018	2017	2016	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet			
	Quality	DSS	UHC	Regional	Plan	Plan	Plan	0-7	8-10	0-7	8-10	Very	Fair/	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	(V)	(W)	(X)		
Total	70824	26854	8818	2174	443	463	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0			
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
No response	28	817	274	68	10	15	3	5	3	4	1	5	0	0	2	3	2	3	3	2	3	7	0			
	0.04%	3.04%	3.11%	3.13%	2.26%	3.24%	2.90%	3.53%	1.45%	3.70%	1.67%	0.70%	1.72%	0.0%	0.0%	1.83%	1.46%	1.04%	1.23%	1.12%	1.30%	1.26%	3.43%	0.0%		
		A	A	A	A	A	A	A																		
Appropriately skipped	48486	18181	5895	1555	292	318	53	228	51	164	109	181	62	29	57	142	117	174	169	113	164	128	0			
	68.46%	67.70%	66.85%	71.53%	65.91%	68.68%	62.35%	66.28%	62.96%	68.62%	76.22%	62.20%	79.49%	69.05%	52.29%	69.27%	60.94%	71.31%	62.83%	73.38%	68.62%	62.75%	0.0%			
				ABCE							M		P			P		R		T						
BASE = Those who responded	22310	7856	2649	551	141	130	29	111	27	71	33	105	16	13	50	60	73	67	97	39	72	69	0			
	31.50%	29.25%	30.04%	25.34%	31.83%	28.08%	34.12%	32.27%	33.33%	29.71%	23.08%	36.08%	20.51%	30.95%	45.87%	29.27%	38.02%	27.46%	36.06%	25.32%	30.13%	33.82%	0.0%			
		BCD	D	D	D						L				NQ		S		U							
Never	5298	1853	649	177	50	44	17	32	9	14	12	37	10	5	17	16	35	14	35	14	27	23	0			
	23.75%	23.59%	24.50%	32.12%	35.46%	33.85%	58.62%	28.83%	33.33%	19.72%	36.36%	35.24%	62.50%	38.46%	34.00%	26.67%	47.95%	20.90%	36.08%	35.90%	37.50%	33.33%	0.0%			
				ABC	ABC	ABC											S									
Sometimes	4533	1691	587	110	28	31	5	23	7	16	9	18	2	3	9	14	15	13	21	5	13	15	0			
	20.32%	21.52%	22.16%	19.96%	19.86%	23.85%	17.24%	20.72%	25.93%	22.54%	27.27%	17.14%	12.50%	23.08%	18.00%	23.33%	20.55%	19.40%	21.65%	12.82%	18.06%	21.74%	0.0%			
Bottom Two Box (%Never + %Sometimes)	9830	3544	1236	287	78	75	22	55	16	30	21	55	12	8	26	30	50	27	56	19	40	38	0			
	44.06%	45.11%	46.66%	52.09%	55.32%	57.69%	75.86%	49.55%	59.26%	42.25%	63.64%	52.38%	75.00%	61.54%	52.00%	50.00%	68.49%	40.30%	57.73%	48.72%	55.56%	55.07%	0.0%			
			A	ABC	ABC	ABC				AB							S									
Usually	3435	1312	441	101	25	16	2	23	5	18	3	21	2	2	10	11	10	15	16	8	17	8	0			
	15.40%	16.70%	16.65%	18.33%	17.73%	12.31%	6.90%	20.72%	18.52%	25.35%	9.09%	20.00%	12.50%	15.38%	20.00%	18.33%	13.70%	22.39%	16.49%	20.51%	23.61%	11.59%	0.0%			
Always	9044	3000	972	163	38	39	5	33	6	23	9	29	2	3	14	19	13	25	25	12	15	23	0			
	40.54%	38.19%	36.69%	29.58%	26.95%	30.00%	17.24%	29.73%	22.22%	32.39%	27.27%	27.62%	12.50%	23.08%	28.00%	31.67%	17.81%	37.31%	25.77%	30.77%	20.83%	33.33%	0.0%			
		BCDEFG	DEF	DE														R								
CAHPS Rate (%Always + %Usually + %Sometimes)	17012	6003	2000	374	91	86	12	79	18	57	21	68	6	8	33	44	38	53	62	25	45	46	0			
	76.25%	76.41%	75.50%	67.88%	64.54%	66.15%	41.38%	71.17%	66.67%	80.28%	63.64%	64.76%	37.50%	61.54%	66.00%	73.33%	52.05%	79.10%	63.92%	64.10%	62.50%	66.67%	0.0%			
		DEFG	DEFG	DEFG														R								
3-point composite mean	1.9648	1.9308	1.9003	1.7750	1.7163	1.7231	1.7643	1.4138	1.8018	1.6296	1.9014	1.6364	1.7524	1.3750	1.6154	1.7600	1.8167	1.4932	1.9701	1.6804	1.8205	1.6528	1.7826	0		
		CDEFG	DEFG	DEF															R							
4-point composite mean	2.7273	2.6949	2.6553	2.4537	2.3617	2.3846	2.4286	1.8276	2.5135	2.2963	2.7042	2.2727	2.4000	1.7500	2.2308	2.4200	2.5500	2.0137	2.7612	2.3196	2.4615	2.2778	2.4493	0		
		CDEFG	DEFG	DEFG															R							
Sigma	70824	26854	8818	2174	443	463	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0			
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%			

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A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

40. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

	2018/2017 Total Compass (A)		2018 UHC National Average (C)		Overall Rating of Plan (D, E)		Overall Rating of Health Care (F, G)		Health Status (H, I)		Age (J, K, L, M)				Gender (N, O)		Education (P, Q)		Survey Type (R, S, T)		
	2017	2018	2017	2018	0-7	8-10	0-7	8-10	Excel./Very Good (H)	Good/Fair/Poor (I)	18-34 (J)	35-44 (K)	45-54 (L)	55+ (M)	Male (N)	Female (O)	High School or Less (P)	Some College or More (Q)	Mail (R)	Phone (S)	Internet (T)
Total	906	70824	8818	194	683	169	470	288	598	168	100	200	420	349	474	532	327	535	371	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	25	28	274	6	10	8	7	4	11	2	0	5	8	6	8	9	5	11	14	0	
	2.76%	0.04%	3.11%	3.09%	1.46%	4.73%	1.49%	1.39%	1.84%	1.19%	0.0%	2.50%	1.90%	1.72%	1.69%	1.69%	1.53%	2.06%	3.77%	0.0%	
	B		B									K	K								
Appropriately skipped	610	48486	5895	127	465	111	327	221	385	124	64	121	296	215	344	358	229	370	240	0	
	67.33%	68.46%	66.85%	65.46%	68.08%	65.68%	69.57%	76.74%	64.38%	73.81%	64.00%	60.50%	70.48%	61.60%	72.57%	67.29%	70.03%	69.16%	64.69%	0.0%	
		C						I		L			L		N						
EASE = Those who responded	271	22310	2649	61	208	50	136	63	202	42	36	74	116	128	122	165	93	154	117	0	
	29.91%	31.50%	30.04%	31.44%	30.45%	29.59%	28.94%	21.88%	33.78%	25.00%	36.00%	37.00%	27.62%	36.68%	25.74%	31.02%	28.44%	28.79%	31.54%	0.0%	
		C						H				JM		O							
Never	94	5298	649	32	61	19	25	24	68	23	15	24	30	54	28	57	34	51	43	0	
	34.69%	23.75%	24.50%	52.46%	29.33%	38.00%	18.38%	38.10%	33.66%	54.76%	41.67%	32.43%	25.86%	42.19%	22.95%	34.55%	36.56%	33.12%	36.75%	0.0%	
	BC			E		G				IM				O							
Sometimes	59	4533	587	11	48	16	32	16	40	8	9	16	26	26	29	40	15	33	26	0	
	21.77%	20.32%	22.16%	18.03%	23.08%	32.00%	23.53%	25.40%	19.80%	19.05%	25.00%	21.62%	22.41%	20.31%	23.77%	24.24%	16.13%	21.43%	22.22%	0.0%	
Bottom Two Box (%Never + %Sometimes)	153	9830	1236	43	109	35	57	40	108	31	24	40	56	80	57	97	49	84	69	0	
	56.46%	44.06%	46.66%	70.49%	52.40%	70.00%	41.91%	63.49%	53.47%	73.81%	66.67%	54.05%	48.28%	62.50%	46.72%	58.79%	52.69%	54.55%	58.97%	0.0%	
	BC		B	E		G				IM	M			O							
Usually	41	3435	441	8	33	7	27	5	35	4	4	14	19	18	22	21	17	27	14	0	
	15.13%	15.40%	16.65%	13.11%	15.87%	14.00%	19.85%	7.94%	17.33%	9.52%	11.11%	18.92%	16.38%	14.06%	18.03%	12.73%	18.28%	17.53%	11.97%	0.0%	
								H													
Always	77	9044	972	10	66	8	52	18	59	7	8	20	41	30	43	47	27	43	34	0	
	28.41%	40.54%	36.69%	16.39%	31.73%	16.00%	38.24%	28.57%	29.21%	16.67%	22.22%	27.03%	35.34%	23.44%	35.25%	28.48%	29.03%	27.92%	29.06%	0.0%	
		AC	A	D		F							J	N							
CAHPS Rate (%Always + %Usually + %Sometimes)	177	17012	2000	29	147	31	111	39	134	19	21	50	86	74	94	108	59	103	74	0	
	65.31%	76.25%	75.50%	47.54%	70.67%	62.00%	81.62%	61.90%	66.34%	45.24%	58.33%	67.57%	74.14%	57.81%	77.05%	65.45%	63.44%	66.88%	63.25%	0.0%	
		A	A	D		F						J	J	N							
3-point composite mean	1.7196	1.9648	1.9003	1.4590	1.7933	1.4600	1.9632	1.6508	1.7574	1.4286	1.5556	1.7297	1.8707	1.6094	1.8852	1.6970	1.7634	1.7338	1.7009	0	
		AC	A	D		F							J	N							
4-point composite mean	2.3727	2.7273	2.6553	1.9344	2.5000	2.0800	2.7794	2.2698	2.4208	1.8810	2.1389	2.4054	2.6121	2.1875	2.6557	2.3515	2.3978	2.4026	2.3333	0	
		AC	A	D		F						J	JK	N							
Sigma	906	70824	8818	194	683	169	470	288	598	168	100	200	420	349	474	532	327	535	371	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, F/G, H/I, J/K/L/M, N/O, P/Q, R/S/T

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

40. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

	Overall Rating of Plan			Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2017/ 2016 Plan Total (A)	0-7 (B)	8-10 (C)	0-7 (D)	8-10 (E)	Excel./ Very Good (F)	Good/ Fair/ Poor (G)	18-34 (H)	35-44 (I)	45-54 (J)	55+ (K)	Male (L)	Female (M)	High School or Less (N)	Some College or More (O)	Mail (P)	Phone (Q)	Internet (R)
Total	945	218	684	186	472	269	654	186	106	184	449	338	459	555	340	626	319	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	29	4	10	7	10	5	11	2	0	3	15	10	10	16	5	17	12	0
	3.07%	1.83%	1.46%	3.76%	2.12%	1.86%	1.68%	1.08%	0.0%	1.63%	3.34%	2.96%	2.18%	2.88%	1.47%	2.72%	3.76%	0.0%
Appropriately skipped	646	144	483	126	336	205	438	134	65	122	318	214	334	378	238	435	211	0
	68.36%	66.06%	70.61%	67.74%	71.19%	76.21%	66.97%	72.04%	61.32%	66.30%	70.82%	63.31%	72.77%	68.11%	70.00%	69.49%	66.14%	0.0%
EASE = Those who responded	270	70	191	53	126	59	205	50	41	59	116	114	115	161	97	174	96	0
	28.57%	32.11%	27.92%	28.49%	26.69%	21.93%	31.35%	26.88%	38.68%	32.07%	25.84%	33.73%	25.05%	29.01%	28.53%	27.80%	30.09%	0.0%
Never	91	30	59	16	24	23	67	31	15	17	28	40	29	59	30	54	37	0
	33.70%	42.86%	30.89%	30.19%	19.05%	38.98%	32.68%	62.00%	36.59%	28.81%	24.14%	35.09%	25.22%	36.65%	30.93%	31.03%	38.54%	0.0%
Sometimes	61	17	41	20	25	12	46	8	9	17	26	20	33	37	21	42	19	0
	22.59%	24.29%	21.47%	37.74%	19.84%	20.34%	22.44%	16.00%	21.95%	28.81%	22.41%	17.54%	28.70%	22.98%	21.65%	24.14%	19.79%	0.0%
Bottom Two Box (%Never + %Sometimes)	152	47	100	36	49	35	113	39	24	34	54	60	62	96	51	96	56	0
	56.30%	67.14%	52.36%	67.92%	38.89%	59.32%	55.12%	78.00%	58.54%	57.63%	46.55%	52.63%	53.91%	59.63%	52.58%	55.17%	58.33%	0.0%
Usually	35	10	24	7	20	7	28	5	6	9	14	18	12	15	17	23	12	0
	12.96%	14.29%	12.57%	13.21%	15.87%	11.86%	13.66%	10.00%	14.63%	15.25%	12.07%	15.79%	10.43%	9.32%	17.53%	13.22%	12.50%	0.0%
Always	83	13	67	10	57	17	64	6	11	16	48	36	41	50	29	55	28	0
	30.74%	18.57%	35.08%	18.87%	45.24%	28.81%	31.22%	12.00%	26.83%	27.12%	41.38%	31.58%	35.65%	31.06%	29.90%	31.61%	29.17%	0.0%
CAHPS Rate (%Always + %Usually + %Sometimes)	179	40	132	37	102	36	138	19	26	42	88	74	86	102	67	120	59	0
	66.30%	57.14%	69.11%	69.81%	80.95%	61.02%	67.32%	38.00%	63.41%	71.19%	75.86%	64.91%	74.78%	63.35%	69.07%	68.97%	61.46%	0.0%
3-point composite mean	1.7444	1.5143	1.8272	1.5094	2.0635	1.6949	1.7610	1.3400	1.6829	1.6949	1.9483	1.7895	1.8174	1.7143	1.7732	1.7644	1.7083	0
4-point composite mean	2.4074	2.0857	2.5183	2.2075	2.8730	2.3051	2.4341	1.7200	2.3171	2.4068	2.7069	2.4386	2.5652	2.3478	2.4639	2.4540	2.3229	0
Sigma	945	218	684	186	472	269	654	186	106	184	449	338	459	555	340	626	319	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. B/C, D/E, F/G, H/I/J/K, L/M, N/O, P/Q/R

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

41. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

	2018 Plan Results																								
	Overall Rating of Plan							Overall Rating of Health Care				Health Status		Age				Gender		Education		Survey Type			
	2018 Quality Compass (A)	DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./Very Good (L)	Good/Fair/Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)	
Total	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.21%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	28 0.04%	864 3.22%	286 3.24%	71 3.27%	14 3.16%	15 3.24%	14 2.90%	3 3.53%	9 2.62%	3 3.70%	6 2.51%	3 2.10%	7 2.41%	0 0.0%	0 0.0%	4 3.67%	4 1.95%	5 2.60%	3 1.23%	4 1.49%	4 2.60%	4 1.67%	10 4.90%	0 0.0%	
Appropriately skipped	48486 68.46%	18181 67.70%	5895 66.85%	1555 71.53%	292 65.91%	318 68.68%	328 68.05%	53 62.35%	228 66.28%	51 62.96%	164 68.62%	109 76.22%	181 62.20%	62 79.49%	29 69.05%	57 52.29%	142 69.27%	117 60.94%	174 71.31%	169 62.83%	113 73.38%	164 68.62%	128 62.75%	0 0.0%	
BASE = Those who responded	22310 31.50%	7809 29.08%	2637 29.90%	548 25.21%	137 30.93%	130 28.08%	139 28.84%	29 34.12%	107 31.10%	27 33.33%	69 28.87%	31 21.68%	103 35.40%	16 20.51%	13 30.95%	48 44.04%	59 28.78%	70 36.46%	67 27.46%	96 35.69%	37 24.03%	71 29.71%	66 32.35%	0 0.0%	
Never	11275 50.54%	3784 48.46%	1303 49.41%	292 53.28%	76 55.47%	85 65.38%	86 61.87%	20 68.97%	55 51.40%	15 55.56%	28 40.58%	18 58.06%	57 55.34%	11 68.75%	9 69.23%	24 50.00%	31 52.54%	47 67.14%	29 43.28%	52 54.17%	22 59.46%	39 54.93%	37 56.06%	0 0.0%	
Sometimes	4533 20.32%	1620 20.75%	556 21.08%	102 18.61%	24 17.52%	21 16.15%	24 17.27%	1 3.45%	23 21.50%	4 14.81%	18 26.09%	6 19.35%	17 16.50%	3 18.75%	2 15.38%	7 14.58%	12 20.34%	9 12.86%	15 22.39%	19 19.79%	3 8.11%	14 19.72%	10 15.15%	0 0.0%	
Bottom Two Box (%Never + %Sometimes)	15808 70.86%	5404 69.20%	1859 70.50%	394 71.90%	100 72.99%	106 81.54%	110 79.14%	21 72.41%	78 72.90%	19 70.37%	46 66.67%	24 77.42%	74 71.84%	14 87.50%	11 84.62%	31 64.58%	43 72.88%	56 80.00%	44 65.67%	71 73.96%	25 67.57%	53 74.65%	47 71.21%	0 0.0%	
Usually	2493 11.17%	928 11.88%	301 11.41%	64 11.68%	13 9.49%	12 9.23%	9 6.47%	2 6.90%	11 10.28%	3 11.11%	9 13.04%	3 9.68%	10 9.71%	0 0.0%	1 7.69%	6 12.50%	6 10.17%	5 7.14%	8 11.94%	9 9.38%	4 10.81%	6 8.45%	7 10.61%	0 0.0%	
Always	4009 17.97%	1477 18.91%	477 18.09%	90 16.42%	24 17.52%	12 9.23%	20 14.39%	6 20.69%	18 16.82%	5 18.52%	14 20.29%	4 12.90%	19 18.45%	2 12.50%	1 7.69%	11 22.92%	10 16.95%	9 12.86%	15 22.39%	16 16.67%	8 21.62%	12 16.90%	12 18.18%	0 0.0%	
CAHPS Rate (%Always + %Usually + %Sometimes)	11034 49.46%	4025 51.54%	1334 50.59%	256 46.72%	61 44.53%	45 34.62%	53 38.13%	9 31.03%	52 48.60%	12 44.44%	41 59.42%	13 41.94%	46 44.66%	5 31.25%	4 30.77%	24 50.00%	28 47.46%	23 32.86%	38 56.72%	44 45.83%	15 40.54%	32 45.07%	29 43.94%	0 0.0%	
3-point composite mean	1.4711 F	1.4971 FG	1.4759 F	1.4453 F	1.4453 F	1.2769	1.3525	1.4828	1.4393	1.4815	1.5362	1.3548	1.4660	1.2500	1.2308	1.5833	1.4407	1.3286	1.5672	1.4271	1.5405	1.4225	1.4697	0	
4-point composite mean	1.9657 FG	2.0125 FG	1.9818 FG	1.9124 F	1.8905 F	1.6231	1.7338	1.7931	1.9252	1.9259	2.1304	1.7742	1.9126	1.5625	1.5385	2.0833	1.9153	1.6571	2.1343 R	1.8854	1.9459	1.8732	1.9091	0	
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%	

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

41. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

	2018/2017 Plan Quality Total (A)		2018 UHC National Average (C)		Overall Rating of Plan (D, E)		Overall Rating of Health Care (F, G)		Health Status (H, I)		Age (J, K, L, M)				Gender (N, O)		Education (P, Q)		Survey Type (R, S, T)		
	2017	2018	2017	2018	0-7	8-10	0-7	8-10	Excel./Very Good	Good/Fair/Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet
Total	906	70824	8818	194	683	169	470	288	598	168	100	200	420	349	474	532	327	535	371	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	29	28	286	6	14	8	10	7	12	1	0	7	10	9	8	10	7	12	17	0	
	3.20%	0.04%	3.24%	3.09%	2.05%	4.73%	2.13%	2.43%	2.01%	0.60%	0.0%	3.50%	2.38%	2.58%	1.69%	1.88%	2.14%	2.24%	4.58%	0.0%	
		B	B									JK	K								
Appropriately skipped	610	48486	5895	127	465	111	327	221	385	124	64	121	296	215	344	358	229	370	240	0	
	67.33%	68.46%	66.85%	65.46%	68.08%	65.68%	69.57%	76.74%	64.38%	73.81%	64.00%	60.50%	70.48%	61.60%	72.57%	67.29%	70.03%	69.16%	64.69%	0.0%	
		C						I		L			L		N						
BASE = Those who responded	267	22310	2637	61	204	50	133	60	201	43	36	72	114	125	122	164	91	153	114	0	
	29.47%	31.50%	29.90%	31.44%	29.87%	29.59%	28.30%	20.83%	33.61%	25.60%	36.00%	36.00%	27.14%	35.82%	25.74%	30.83%	27.83%	28.60%	30.73%	0.0%	
		C						H				JM		O							
Never	161	11275	1303	43	117	29	67	41	116	36	25	40	58	87	57	97	56	94	67	0	
	60.30%	50.54%	49.41%	70.49%	57.35%	58.00%	50.38%	68.33%	57.71%	83.72%	69.44%	55.56%	50.88%	69.60%	46.72%	59.15%	61.54%	61.44%	58.77%	0.0%	
		BC								IM	M			O							
Sometimes	45	4533	556	7	38	10	29	9	35	4	6	12	23	18	26	29	13	26	19	0	
	16.85%	20.32%	21.08%	11.48%	18.63%	20.00%	21.80%	15.00%	17.41%	9.30%	16.67%	16.67%	20.18%	14.40%	21.31%	17.68%	14.29%	16.99%	16.67%	0.0%	
Bottom Two Box (%Never + %Sometimes)	206	15808	1859	50	155	39	96	50	151	40	31	52	81	105	83	126	69	120	86	0	
	77.15%	70.86%	70.50%	81.97%	75.98%	78.00%	72.18%	83.33%	75.12%	93.02%	86.11%	72.22%	71.05%	84.00%	68.03%	76.83%	75.82%	78.43%	75.44%	0.0%	
		BC								IM	M			O							
Usually	25	2493	301	4	21	5	16	6	19	0	2	7	16	6	18	15	10	14	11	0	
	9.36%	11.17%	11.41%	6.56%	10.29%	10.00%	12.03%	10.00%	9.45%	0.0%	5.56%	9.72%	14.04%	4.80%	14.75%	9.15%	10.99%	9.15%	9.65%	0.0%	
											J	J			N						
Always	36	4009	477	7	28	6	21	4	31	3	3	13	17	14	21	23	12	19	17	0	
	13.48%	17.97%	18.09%	11.48%	13.73%	12.00%	15.79%	6.67%	15.42%	6.98%	8.33%	18.06%	14.91%	11.20%	17.21%	14.02%	13.19%	12.42%	14.91%	0.0%	
		A	A					H													
CAHPS Rate (%Always + %Usually + %Sometimes)	106	11034	1334	18	87	21	66	19	85	7	11	32	56	38	65	67	35	59	47	0	
	39.70%	49.46%	50.59%	29.51%	42.65%	42.00%	49.62%	31.67%	42.29%	16.28%	30.56%	44.44%	49.12%	30.40%	53.28%	40.85%	38.46%	38.56%	41.23%	0.0%	
		A	A									J	JK		N						
3-point composite mean	1.3633	1.4711	1.4759	1.2951	1.3775	1.3400	1.4361	1.2333	1.4030	1.1395	1.2222	1.4583	1.4386	1.2720	1.4918	1.3720	1.3736	1.3399	1.3947	0	
		A	A									J	J		N						
4-point composite mean	1.7603	1.9657	1.9818	1.5902	1.8039	1.7600	1.9323	1.5500	1.8259	1.3023	1.5278	1.9028	1.9298	1.5760	2.0246	1.7805	1.7582	1.7255	1.8070	0	
		A	A									J	J		N						
Sigma	906	70824	8818	194	683	169	470	288	598	168	100	200	420	349	474	532	327	535	371	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

41. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

	Overall Rating of Plan			Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2017/ 2016 Plan Total (A)	0-7 (B)	8-10 (C)	0-7 (D)	8-10 (E)	Excel./ Very Good (F)	Good/ Fair/ Poor (G)	18-34 (H)	35-44 (I)	45-54 (J)	55+ (K)	Male (L)	Female (M)	High School or Less (N)	Some College or More (O)	Mail (P)	Phone (Q)	Internet (R)
Total	945 100.00%	218 100.00%	684 100.00%	186 100.00%	472 100.00%	269 100.00%	654 100.00%	186 100.00%	106 100.00%	184 100.00%	449 100.00%	338 100.00%	459 100.00%	555 100.00%	340 100.00%	626 100.00%	319 100.00%	0 0.0%
Multiple mark	1 0.11%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.15%	0 0.0%	0 0.0%	1 0.54%	0 0.0%	0 0.0%	1 0.22%	0 0.0%	1 0.29%	1 0.16%	0 0.0%	0 0.0%
No response	29 3.07%	4 1.83%	10 1.46%	8 4.30%	11 2.33%	6 2.23%	10 1.53%	1 0.54%	0 0.0%	3 1.63%	16 3.56%	10 2.96%	10 2.18%	16 2.88%	5 1.47%	17 2.72%	12 3.76%	0 0.0%
Appropriately skipped	646 68.36%	144 66.06%	483 70.61%	126 67.74%	336 71.19%	205 76.21%	438 66.97%	134 72.04%	65 61.32%	122 66.30%	318 70.82%	214 63.31%	334 72.77%	378 68.11%	238 70.00%	435 69.49%	211 66.14%	0 0.0%
EASE = Those who responded	269 28.47%	70 32.11%	191 27.92%	52 27.96%	125 26.48%	58 21.56%	205 31.35%	51 27.42%	41 38.68%	58 31.52%	115 25.61%	114 33.73%	114 24.84%	161 29.01%	96 28.24%	173 27.64%	96 30.09%	0 0.0%
Never	171 63.57%	48 68.57%	119 62.30%	32 61.54%	68 54.40%	43 74.14%	124 60.49%	47 92.16%	28 68.29%	32 55.17%	62 53.91%	78 68.42%	59 51.75%	100 62.11%	63 65.63%	110 63.58%	61 63.54%	0 0.0%
Sometimes	45 16.73%	11 15.71%	31 16.23%	9 17.31%	27 21.60%	5 8.62%	39 19.02%	2 3.92%	7 17.07%	15 25.86%	19 16.52%	19 16.67%	21 18.42%	27 16.77%	15 15.63%	30 17.34%	15 15.63%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	216 80.30%	59 84.29%	150 78.53%	41 78.85%	95 76.00%	48 82.76%	163 79.51%	49 96.08%	35 85.37%	47 81.03%	81 70.43%	97 85.09%	80 70.18%	127 78.88%	78 81.25%	140 80.92%	76 79.17%	0 0.0%
Usually	21 7.81%	5 7.14%	16 8.38%	7 13.46%	9 7.20%	5 8.62%	16 7.80%	1 1.96%	1 2.44%	5 8.62%	14 12.17%	6 5.26%	14 12.28%	13 8.07%	8 8.33%	12 6.94%	9 9.38%	0 0.0%
Always	32 11.90%	6 8.57%	25 13.09%	4 7.69%	21 16.80%	5 8.62%	26 12.68%	1 1.96%	5 12.20%	6 10.34%	20 17.39%	11 9.65%	20 17.54%	21 13.04%	10 10.42%	21 12.14%	11 11.46%	0 0.0%
CAHPS Rate (%Always + %Usually + %Sometimes)	98 36.43%	22 31.43%	72 37.70%	20 38.46%	57 45.60%	15 25.86%	81 39.51%	4 7.84%	13 31.71%	26 44.83%	53 46.09%	36 31.58%	55 48.25%	61 37.89%	33 34.38%	63 36.42%	35 36.46%	0 0.0%
3-point composite mean	1.3160	1.2429	1.3455	1.2885	1.4080	1.2586	1.3317	1.0588	1.2683	1.2931	1.4696	1.2456	1.4737	1.3416	1.2917	1.3121	1.3229	0
4-point composite mean	1.6803	1.5571	1.7225	1.6731	1.8640	1.5172	1.7268	1.1373	1.5854	1.7414	1.9304	1.5614	1.9561	1.7205	1.6354	1.6763	1.6875	0
Sigma	945 100.00%	218 100.00%	684 100.00%	186 100.00%	472 100.00%	269 100.00%	654 100.00%	186 100.00%	106 100.00%	184 100.00%	449 100.00%	338 100.00%	459 100.00%	555 100.00%	340 100.00%	626 100.00%	319 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. B/C, D/E, F/G, H/I/J/K, L/M, N/O, P/Q/R

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

42. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

	2018 Plan Results																								
	Overall Rating of Plan							Overall Rating of Health Care				Health Status		Age				Gender		Education		Survey Type			
	2017 Quality Compass (A)	2018 DSS of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)	
Total	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	14 0.02%	896 3.34%	308 3.49%	75 3.45%	12 2.71%	17 3.67%	15 3.11%	4 4.71%	6 1.74%	4 4.94%	5 2.09%	2 1.40%	6 2.06%	0 0.0%	0 0.0%	3 2.75%	3 1.46%	4 2.08%	2 0.82%	4 1.49%	2 1.30%	2 0.84%	10 4.90%	0 0.0%	
Appropriately skipped	48486 68.46%	18181 67.70%	5895 66.85%	1555 71.53%	292 65.91%	318 68.68%	328 68.05%	53 62.35%	228 66.28%	51 62.96%	164 68.62%	109 76.22%	181 62.20%	62 79.49%	29 69.05%	57 52.29%	142 69.27%	117 60.94%	174 71.31%	169 62.83%	113 73.38%	164 68.62%	128 62.75%	0 0.0%	
BASE = Those who responded	22324 31.52%	7777 28.96%	2615 29.66%	544 25.02%	139 31.38%	128 27.65%	139 28.84%	28 32.94%	110 31.98%	26 32.10%	70 29.29%	32 22.38%	104 35.74%	16 20.51%	13 30.95%	49 44.95%	60 29.27%	71 36.98%	68 27.87%	96 35.69%	39 25.32%	73 30.54%	66 32.35%	0 0.0%	
Never	12479 55.90%	4257 54.74%	1470 56.21%	331 60.85%	86 61.87%	82 64.06%	92 66.19%	20 71.43%	65 59.09%	17 65.38%	35 50.00%	18 56.25%	67 64.42%	11 68.75%	9 69.23%	29 59.18%	36 60.00%	50 70.42%	36 52.94%	62 64.58%	21 53.85%	47 64.38%	39 59.09%	0 0.0%	
Sometimes	4285 19.19%	1474 18.95%	492 18.81%	72 13.24%	20 14.39%	22 17.19%	26 18.71%	2 7.14%	18 16.36%	4 15.38%	14 20.00%	5 15.63%	13 12.50%	3 18.75%	1 7.69%	7 14.29%	9 15.00%	11 15.49%	9 13.24%	13 13.54%	6 15.38%	10 13.70%	10 15.15%	0 0.0%	
Bottom Two Box (%Never + %Sometimes)	16764 75.10%	5731 73.69%	1962 75.03%	403 74.08%	106 76.26%	104 81.25%	118 84.89%	22 78.57%	83 75.45%	21 80.77%	49 70.00%	23 71.88%	80 76.92%	14 87.50%	10 76.92%	36 73.47%	45 75.00%	61 85.92%	45 66.18%	75 78.13%	27 69.23%	57 78.08%	49 74.24%	0 0.0%	
Usually	2302 10.31%	845 10.87%	266 10.17%	61 11.21%	10 7.19%	12 9.38%	8 5.76%	3 10.71%	7 6.36%	2 7.69%	7 10.00%	3 9.38%	7 6.73%	0 0.0%	2 15.38%	4 8.16%	4 6.67%	1 1.41%	9 13.24%	8 8.33%	2 5.13%	6 8.22%	4 6.06%	0 0.0%	
Always	3258 14.59%	1201 15.44%	387 14.80%	80 14.71%	23 16.55%	12 9.38%	13 9.35%	3 10.71%	20 18.18%	3 11.54%	14 20.00%	6 18.75%	17 16.35%	2 12.50%	1 7.69%	9 18.37%	11 18.33%	9 12.68%	14 20.59%	13 13.54%	10 25.64%	10 13.70%	13 19.70%	0 0.0%	
CAHPS Rate (%Always + %Usually + %Sometimes)	9845 44.10%	3520 45.26%	1145 43.79%	213 39.15%	53 38.13%	46 35.94%	47 33.81%	8 28.57%	45 40.91%	9 34.62%	35 50.00%	14 43.75%	37 35.58%	5 31.25%	4 30.77%	20 40.82%	24 40.00%	21 29.58%	32 47.06%	34 35.42%	18 46.15%	26 35.62%	27 40.91%	0 0.0%	
3-point composite mean	1.3950 FG	1.4175 FG	1.3977 FG	1.4063 FG	1.4029	1.2813	1.2446	1.3214	1.4273	1.3077	1.5000	1.4688	1.3942	1.2500	1.3077	1.4490	1.4333	1.2676	1.5441 R	1.3542	1.5641	1.3562	1.4545	0	
4-point composite mean	1.8360 FG	1.8701 FG	1.8356 G	1.7978 G	1.7842	1.6406	1.5827	1.6071	1.8364	1.6538	2.0000	1.9063	1.7500	1.5625	1.6154	1.8571	1.8333	1.5634	2.0147 R	1.7083	2.0256	1.7123	1.8636	0	
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%	

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

42. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

	2018/2017 Plan Quality Total (A)		2018 UHC National Average (C)		Overall Rating of Plan (D, E)		Overall Rating of Health Care (F, G)		Health Status (H, I)		Age (J, K, L, M)				Gender (N, O)		Education (P, Q)		Survey Type (R, S, T)			
	2017	2018	2017	2018	0-7	8-10	0-7	8-10	Excel./Very Good	Good/Fair/Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet	
Total	906	70824	8818	8818	194	683	169	470	288	598	168	100	200	420	349	474	532	327	535	371	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	29	14	308	308	7	13	9	10	6	13	1	0	6	11	8	9	10	7	12	17	0	
	3.20%	0.02%	3.49%	3.49%	3.61%	1.90%	5.33%	2.13%	2.08%	2.17%	0.60%	0.0%	3.00%	2.62%	2.29%	1.90%	1.88%	2.14%	2.24%	4.58%	0.0%	
		B		B									K	JK								
Appropriately skipped	610	48486	5895	5895	127	465	111	327	221	385	124	64	121	296	215	344	358	229	370	240	0	
	67.33%	68.46%	66.85%	66.85%	65.46%	68.08%	65.68%	69.57%	76.74%	64.38%	73.81%	64.00%	60.50%	70.48%	61.60%	72.57%	67.29%	70.03%	69.16%	64.69%	0.0%	
		C		C					I		L			L		N						
EASE = Those who responded	267	22324	2615	2615	60	205	49	133	61	200	43	36	73	113	126	121	164	91	153	114	0	
	29.47%	31.52%	29.66%	29.66%	30.93%	30.01%	28.99%	28.30%	21.18%	33.44%	25.60%	36.00%	36.50%	26.90%	36.10%	25.53%	30.83%	27.83%	28.60%	30.73%	0.0%	
		C		C					H				JM		O							
Never	168	12479	1470	1470	42	125	31	73	39	125	34	21	47	64	87	66	104	56	99	69	0	
	62.92%	55.90%	56.21%	56.21%	70.00%	60.98%	63.27%	54.89%	63.93%	62.50%	79.07%	58.33%	64.38%	56.64%	69.05%	54.55%	63.41%	61.54%	64.71%	60.53%	0.0%	
		BC		BC							RM				O							
Sometimes	42	4285	492	492	10	32	8	25	8	32	6	7	11	18	19	21	25	15	23	19	0	
	15.73%	19.19%	18.81%	18.81%	16.67%	15.61%	16.33%	18.80%	13.11%	16.00%	13.95%	19.44%	15.07%	15.93%	15.08%	17.36%	15.24%	16.48%	15.03%	16.67%	0.0%	
Bottom Two Box (%Never + %Sometimes)	210	16764	1962	1962	52	157	39	98	47	157	40	28	58	82	106	87	129	71	122	88	0	
	78.65%	75.10%	75.03%	75.03%	86.67%	76.59%	79.59%	73.68%	77.05%	78.50%	93.02%	77.78%	79.45%	72.57%	84.13%	71.90%	78.66%	78.02%	79.74%	77.19%	0.0%	
											IM				O							
Usually	22	2302	266	266	4	18	6	13	7	15	0	5	4	13	7	14	15	6	13	9	0	
	8.24%	10.31%	10.17%	10.17%	6.67%	8.78%	12.24%	9.77%	11.48%	7.50%	0.0%	13.89%	5.48%	11.50%	5.56%	11.57%	9.15%	6.59%	8.50%	7.89%	0.0%	
											J	J	J									
Always	35	3258	387	387	4	30	4	22	7	28	3	3	11	18	13	20	20	14	18	17	0	
	13.11%	14.59%	14.80%	14.80%	6.67%	14.63%	8.16%	16.54%	11.48%	14.00%	6.98%	8.33%	15.07%	15.93%	10.32%	16.53%	12.20%	15.38%	11.76%	14.91%	0.0%	
CAHPS Rate (%Always + %Usually + %Sometimes)	99	9845	1145	1145	18	80	18	60	22	75	9	15	26	49	39	55	60	35	54	45	0	
	37.08%	44.10%	43.79%	43.79%	30.00%	39.02%	36.73%	45.11%	36.07%	37.50%	20.93%	41.67%	35.62%	43.36%	30.95%	45.45%	36.59%	38.46%	35.29%	39.47%	0.0%	
		A		A								J		J		N						
3-point composite mean	1.3446	1.3950	1.3977	1.3977	1.2000	1.3805	1.2857	1.4286	1.3443	1.3550	1.1395	1.3056	1.3562	1.4336	1.2619	1.4463	1.3354	1.3736	1.3203	1.3772	0	
						D								J		N						
4-point composite mean	1.7154	1.8360	1.8356	1.8356	1.5000	1.7707	1.6531	1.8797	1.7049	1.7300	1.3488	1.7222	1.7123	1.8673	1.5714	1.9008	1.7012	1.7582	1.6732	1.7719	0	
													J	J		N						
Sigma	906	70824	8818	8818	194	683	169	470	288	598	168	100	200	420	349	474	532	327	535	371	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

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A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, F/G, H/I, J/K/L/M, N/O, P/Q, R/S/T

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
 2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

42. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

	Overall Rating of Plan			Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2017/2016 Plan Total (A)	0-7 (B)	8-10 (C)	0-7 (D)	8-10 (E)	Excel./Very Good (F)	Good/Fair/Poor (G)	18-34 (H)	35-44 (I)	45-54 (J)	55+ (K)	Male (L)	Female (M)	High School or Less (N)	Some College or More (O)	Mail (P)	Phone (Q)	Internet (R)	
Total	945	218	684	186	472	269	654	186	106	184	449	338	459	555	340	626	319	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	32	4	13	8	14	5	14	1	0	3	18	10	12	15	8	19	13	0	
	3.39%	1.83%	1.90%	4.30%	2.97%	1.86%	2.14%	0.54%	0.0%	1.63%	4.01%	2.96%	2.61%	2.70%	2.35%	3.04%	4.08%	0.0%	
Appropriately skipped	646	144	483	126	336	205	438	134	65	122	318	214	334	378	238	435	211	0	
	68.36%	66.06%	70.61%	67.74%	71.19%	76.21%	66.97%	72.04%	61.32%	66.30%	70.82%	63.31%	72.77%	68.11%	70.00%	69.49%	66.14%	0.0%	
EASE = Those who responded	267	70	188	52	122	59	202	51	41	59	113	114	113	162	94	172	95	0	
	28.25%	32.11%	27.49%	27.96%	25.85%	21.93%	30.89%	27.42%	38.68%	32.07%	25.17%	33.73%	24.62%	29.19%	27.65%	27.48%	29.78%	0.0%	
Never	174	51	118	37	68	42	127	44	24	37	67	76	67	102	65	114	60	0	
	65.17%	72.86%	62.77%	71.15%	55.74%	71.19%	62.87%	86.27%	58.54%	62.71%	59.29%	66.67%	59.29%	62.96%	69.15%	66.28%	63.16%	0.0%	
Sometimes	48	13	33	6	28	7	41	6	9	15	17	21	21	31	15	30	18	0	
	17.98%	18.57%	17.55%	11.54%	22.95%	11.86%	20.30%	11.76%	21.95%	25.42%	15.04%	18.42%	18.58%	19.14%	15.96%	17.44%	18.95%	0.0%	
Bottom Two Box (%Never + %Sometimes)	222	64	151	43	96	49	168	50	33	52	84	97	88	133	80	144	78	0	
	83.15%	91.43%	80.32%	82.69%	78.69%	83.05%	83.17%	98.04%	80.49%	88.14%	74.34%	85.09%	77.88%	82.10%	85.11%	83.72%	82.11%	0.0%	
Usually	20	2	17	6	10	7	12	0	3	3	14	10	9	12	7	10	10	0	
	7.49%	2.86%	9.04%	11.54%	8.20%	11.86%	5.94%	0.0%	7.32%	5.08%	12.39%	8.77%	7.96%	7.41%	7.45%	5.81%	10.53%	0.0%	
Always	25	4	20	3	16	3	22	1	5	4	15	7	16	17	7	18	7	0	
	9.36%	5.71%	10.64%	5.77%	13.11%	5.08%	10.89%	1.96%	12.20%	6.78%	13.27%	6.14%	14.16%	10.49%	7.45%	10.47%	7.37%	0.0%	
CAHPS Rate (%Always + %Usually + %Sometimes)	93	19	70	15	54	17	75	7	17	22	46	38	46	60	29	58	35	0	
	34.83%	27.14%	37.23%	28.85%	44.26%	28.81%	37.13%	13.73%	41.46%	37.29%	40.71%	33.33%	40.71%	37.04%	30.85%	33.72%	36.84%	0.0%	
3-point composite mean	1.2622	1.1429	1.3032	1.2308	1.3443	1.2203	1.2772	1.0392	1.3171	1.1864	1.3894	1.2105	1.3628	1.2840	1.2234	1.2674	1.2526	0	
4-point composite mean	1.6105	1.4143	1.6755	1.5192	1.7869	1.5085	1.6485	1.1765	1.7317	1.5593	1.7965	1.5439	1.7699	1.6543	1.5319	1.6047	1.6211	0	
Sigma	945	218	684	186	472	269	654	186	106	184	449	338	459	555	340	626	319	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. B/C, D/E, F/G, H/I/J/K, L/M, N/O, P/Q/R

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43. In the last 6 months, did you get health care 3 or more times for the same condition or problem?

	2018 Plan Results																									
	2018			2017			2016			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2017 Quality Compass	2018 DSS Book of Bus.	2018 UHC National Average	2018 Regional West	2018 Plan Total	2017 Plan Total	2016 Plan Total	0-7	8-10	0-7	8-10	Excel./ Very Good	Good/ Fair/ Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)		
Total	70824	26854	8818	2174	443	463	482	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		
Multiple mark	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.21%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	0	978	307	68	10	17	14	2	6	3	6	2	3	0	1	0	2	1	2	1	1	2	8	0		
	0.0%	3.64%	3.48%	3.13%	2.26%	3.67%	2.90%	2.35%	1.74%	3.70%	2.51%	1.40%	1.03%	0.0%	2.38%	0.0%	0.98%	0.52%	0.82%	0.37%	0.65%	0.84%	3.92%	0.0%		
		A	A	A	A	A	A																V			
BASE = Those who responded	70824	25876	8511	2106	433	446	467	83	338	78	233	141	288	78	41	109	203	191	242	268	153	237	196	0		
	100.00%	96.36%	96.52%	96.87%	97.74%	96.33%	96.89%	97.65%	98.26%	96.30%	97.49%	98.60%	98.97%	100.00%	97.62%	100.00%	99.02%	99.48%	99.18%	99.63%	99.35%	99.16%	96.08%	0.0%		
	BCDEFG																					W				
Yes	24080	9765	3326	721	165	133	171	32	132	39	112	30	132	17	13	56	78	62	103	96	60	85	80	0		
	34.00%	37.74%	39.08%	34.24%	38.11%	29.82%	36.62%	38.55%	39.05%	50.00%	48.07%	21.28%	45.83%	21.79%	31.71%	51.38%	38.42%	32.46%	42.56%	35.82%	39.22%	35.86%	40.82%	0.0%		
		ADF	ABDF		F	F						L				NOQ	N		R							
No	46744	16111	5185	1385	268	313	296	51	206	39	121	111	156	61	28	53	125	129	139	172	93	152	116	0		
	66.00%	62.26%	60.92%	65.76%	61.89%	70.18%	63.38%	61.45%	60.95%	50.00%	51.93%	78.72%	54.17%	78.21%	68.29%	48.62%	61.58%	67.54%	57.44%	64.18%	60.78%	64.14%	59.18%	0.0%		
	BC	C		BC		BCEG						M		PQ	P		P	S								
Sigma	70824	26854	8818	2174	443	463	482	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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44. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

	2018 Plan Results																									
	2018			2017			2016			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2018 DSS Quality Compass (A)	2018 UHC National Average (B)	2018 Regional West (C)	2018 Plan Total (D)	2017 Plan Total (E)	2016 Plan Total (F)	0-7 (G)	8-10 (H)	0-7 (I)	8-10 (J)	Excel./ Very Good (K)	Good/ Fair/ Poor (L)	18-34 (M)	35-44 (N)	45-54 (O)	55+ (P)	Male (Q)	Female (R)	High School or Less (S)	Some College or More (T)	Mail (U)	Phone (V)	Internet (W)	(X)		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)		
Total	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%		
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%		
No response	14 0.02%	1280 4.77%	426 4.83%	90 4.14%	15 3.39%	20 4.32%	23 4.77%	4 4.71%	9 2.62%	3 3.70%	10 4.18%	3 2.10%	7 2.41%	0 0.0%	1 2.38%	2 1.83%	5 2.44%	3 1.56%	5 2.05%	4 1.49%	3 1.95%	7 2.93%	8 3.92%	0 0.0%		
Appropriately skipped	46744 66.00%	16111 59.99%	5185 58.80%	1385 63.71%	268 60.50%	313 67.60%	296 61.41%	51 60.00%	206 59.88%	39 48.15%	121 50.63%	111 77.62%	156 53.61%	61 78.21%	28 66.67%	53 48.62%	125 60.98%	129 67.19%	139 56.97%	172 63.94%	93 60.39%	152 63.60%	116 56.86%	0 0.0%		
BASE = Those who responded	24066 33.98%	9463 35.24%	3207 36.37%	699 32.15%	160 36.12%	130 28.08%	163 33.82%	30 35.29%	129 37.50%	39 48.15%	108 45.19%	29 20.28%	128 43.99%	17 21.79%	13 30.95%	54 49.54%	75 36.59%	60 31.25%	100 40.98%	93 34.57%	58 37.66%	80 33.47%	80 39.22%	0 0.0%		
Yes	20199 83.93%	7826 82.70%	2672 83.32%	596 85.26%	143 89.38%	105 80.77%	131 80.37%	28 93.33%	114 88.37%	36 92.31%	95 87.96%	23 79.31%	117 91.41%	14 82.35%	13 100.00%	47 87.04%	68 90.67%	57 95.00%	86 86.00%	81 87.10%	54 93.10%	74 92.50%	69 86.25%	0 0.0%		
No	3867 16.07%	1637 17.30%	535 16.68%	103 14.74%	17 10.63%	25 19.23%	32 19.63%	2 6.67%	15 11.63%	3 7.69%	13 12.04%	6 20.69%	11 8.59%	3 17.65%	0 0.0%	7 12.96%	7 9.33%	3 5.00%	14 14.00%	12 12.90%	4 6.90%	6 7.50%	11 13.75%	0 0.0%		
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%		

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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45. Do you now need or take medicine prescribed by a doctor? Do not include birth control.

	2018 Plan Results																							
	2017 Quality Compass (A)	2018 DSS of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
								0-7	8-10	0-7	8-10	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
								(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	862 3.21% A	271 3.07% A	64 2.94% A	9 2.03% A	15 3.24% A	14 2.90% A	2 2.35%	5 1.45%	5 6.17%	3 1.26%	1 0.70%	4 1.37%	0 0.0%	0 0.0%	0 0.0%	2 0.98%	0 0.0%	2 0.82%	2 0.74%	0 0.0%	2 0.84%	7 3.43%	0 0.0%
BASE = Those who responded	70824 100.00% BCDEFG	25992 96.79%	8547 96.93%	2110 97.06%	434 97.97%	448 96.76%	468 97.10%	83 97.65%	339 98.55%	76 93.83%	236 98.74%	142 99.30%	287 98.63%	78 100.00%	42 100.00%	109 100.00%	203 99.02%	192 100.00%	242 99.18%	267 99.26%	154 100.00%	237 99.16%	197 96.57%	0 0.0%
Yes	46432 65.56%	17712 68.14% A	5971 69.86% ABDG	1427 67.63%	290 66.82%	295 65.85%	302 64.53%	41 49.40%	242 71.39% H	61 80.26%	178 75.42%	67 47.18%	218 75.96% L	28 35.90%	28 66.67% N	81 74.31% N	152 74.88% N	118 61.46%	172 71.07% R	184 68.91%	94 61.04%	156 65.82%	134 68.02%	0 0.0%
No	24392 34.44% BC	8280 31.86% C	2576 30.14%	683 32.37% C	144 33.18%	153 34.15%	166 35.47% C	42 50.60% I	97 28.61%	15 19.74%	58 24.58%	75 52.82% M	69 24.04% M	50 64.10% OPQ	14 33.33%	28 25.69%	51 25.12%	74 38.54% S	70 28.93%	83 31.09%	60 38.96%	81 34.18%	63 31.98%	0 0.0%
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%

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46. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

	2018 Plan Results																									
	2018			2017			2016			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2018 DSS Quality Compass (A)	2018 UHC National Average (B)	2018 Regional West (C)	2018 Plan Total (D)	2017 Plan Total (E)	2016 Plan Total (F)	0-7 (G)	8-10 (H)	0-7 (I)	8-10 (J)	0-7 (K)	8-10 (L)	Excel./Very Good (M)	Good/Fair/Poor (N)	18-34 (O)	35-44 (P)	45-54 (Q)	55+ (R)	Male (S)	Female (T)	High School or Less (U)	Some College or More (V)	Mail (W)	Phone (X)	Internet (Y)	
Total	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%		
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%		
No response	14 0.02%	1380 5.14%	432 4.90%	108 4.97%	16 3.61%	22 4.75%	26 5.39%	4 4.71%	9 2.62%	6 7.41%	7 2.93%	1 0.70%	11 3.78%	0 0.0%	0 0.0%	2 1.83%	7 3.41%	3 1.56%	6 2.46%	8 2.97%	0 0.0%	6 2.51%	10 4.90%	0 0.0%		
Appropriately skipped	24392 34.44%	8280 30.83%	2576 29.21%	683 31.42%	144 32.51%	153 33.05%	166 34.44%	42 49.41%	97 28.20%	15 18.52%	58 24.27%	75 52.45%	69 23.71%	50 64.10%	14 33.33%	28 25.69%	51 24.88%	74 38.54%	70 28.69%	83 30.86%	60 38.96%	81 33.89%	63 30.88%	0 0.0%		
BASE = Those who responded	46418 65.54%	17194 64.03%	5810 65.89%	1383 63.62%	283 63.88%	288 62.20%	290 60.17%	39 45.88%	238 69.19%	60 74.07%	174 72.80%	67 46.85%	211 72.51%	28 35.90%	28 66.67%	79 72.48%	147 71.71%	115 59.90%	168 68.85%	178 66.17%	94 61.04%	152 63.60%	131 64.22%	0 0.0%		
Yes	42544 91.65%	15916 92.57%	5392 92.81%	1276 92.26%	266 93.99%	264 91.67%	260 89.66%	37 94.87%	224 94.12%	58 96.67%	166 95.40%	65 97.01%	198 93.84%	26 92.86%	26 92.86%	76 96.20%	137 93.20%	108 93.91%	158 94.05%	164 92.13%	92 97.87%	142 93.42%	124 94.66%	0 0.0%		
No	3874 8.35%	1278 7.43%	418 7.19%	107 7.74%	17 6.01%	24 8.33%	30 10.34%	2 5.13%	14 5.88%	2 3.33%	8 4.60%	2 2.99%	13 6.16%	2 7.14%	2 7.14%	3 3.80%	10 6.80%	7 6.09%	10 5.95%	14 7.87%	2 2.13%	10 6.58%	7 5.34%	0 0.0%		
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%		

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 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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47. What is your age?

	2018 Plan Results																							
	2018			2018			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.21%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	729 2.71%	203 2.30%	49 2.25%	9 2.03%	9 2.07%	10 2.07%	2 2.35%	4 1.16%	3 3.70%	4 1.67%	1 0.70%	4 1.37%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.52%	1 0.41%	2 0.74%	0 0.0%	3 1.26%	6 2.94%	0 0.0%
BASE = Those who responded	70824 100.00%	26125 97.29%	8615 97.70%	2125 97.75%	434 97.97%	454 98.06%	471 97.72%	83 97.65%	340 98.84%	78 96.30%	235 98.33%	142 99.30%	287 98.63%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	191 99.48%	243 99.59%	267 99.26%	154 100.00%	236 98.74%	198 97.06%	0 0.0%
18-34 (NET)	20426 28.84%	6860 26.26%	2115 24.55%	382 17.98%	78 17.97%	90 19.82%	96 20.38%	18 21.69%	59 17.35%	13 16.67%	35 14.89%	42 29.58%	36 12.54%	78 100.00%	0 0.0%	0 0.0%	0 0.0%	37 19.37%	41 16.87%	39 14.61%	39 25.32%	30 12.71%	48 24.24%	0 0.0%
18 to 24 (v 21)	8563 12.09%	2818 10.79%	841 9.76%	124 5.84%	24 5.53%	29 6.39%	37 7.86%	4 4.82%	20 5.88%	4 5.13%	11 4.68%	15 10.56%	9 3.14%	24 30.77%	0 0.0%	0 0.0%	0 0.0%	7 3.66%	17 7.00%	15 5.62%	9 5.84%	10 4.24%	14 7.07%	0 0.0%
25 to 34 (v 29.5)	11863 16.75%	4042 15.47%	1274 14.79%	258 12.14%	54 12.44%	61 13.44%	59 12.53%	14 16.87%	39 11.47%	9 11.54%	24 10.21%	27 19.01%	27 9.41%	54 69.23%	0 0.0%	0 0.0%	0 0.0%	30 15.71%	24 9.88%	24 8.99%	30 19.48%	20 8.47%	34 17.17%	0 0.0%
35 to 44 (v 39.5)	10333 14.59%	3600 13.78%	1174 13.63%	230 10.82%	42 9.68%	58 12.78%	48 10.19%	14 16.87%	28 8.24%	13 16.67%	21 8.94%	13 9.15%	28 9.76%	0 0.0%	42 100.00%	0 0.0%	0 0.0%	15 7.85%	27 11.11%	22 8.24%	19 12.34%	26 11.02%	16 8.08%	0 0.0%
45 to 54 (v 49.5)	14583 20.59%	5206 19.93%	1698 19.71%	418 19.67%	109 25.12%	91 20.04%	93 19.75%	17 20.48%	90 26.47%	17 21.79%	65 27.66%	25 17.61%	83 28.92%	0 0.0%	0 0.0%	109 100.00%	0 0.0%	51 26.70%	58 23.87%	61 22.85%	46 29.87%	52 22.03%	57 28.79%	0 0.0%
55 or older (NET)	25482 35.98%	10459 40.03%	3628 42.11%	1095 51.53%	205 47.24%	215 47.36%	234 49.68%	34 40.96%	163 47.94%	35 44.87%	114 48.51%	62 43.66%	140 48.78%	0 0.0%	0 0.0%	0 0.0%	205 100.00%	88 46.07%	117 48.15%	145 54.31%	50 32.47%	128 54.24%	77 38.89%	0 0.0%
55 to 64 (v 59.5)	20178 28.49%	7880 30.16%	2683 31.14%	678 31.91%	149 34.33%	129 28.41%	145 30.79%	24 28.92%	119 35.00%	21 26.92%	81 34.47%	46 32.39%	100 34.84%	0 0.0%	0 0.0%	0 0.0%	149 72.68%	70 36.65%	79 32.51%	103 38.58%	39 25.32%	90 38.14%	59 29.80%	0 0.0%
65 to 74 (v 69.5)	3874 5.47%	1444 5.53%	539 6.26%	218 10.26%	35 8.06%	34 7.49%	48 10.19%	3 3.61%	31 9.12%	8 10.26%	22 9.36%	11 7.75%	24 8.36%	0 0.0%	0 0.0%	0 0.0%	35 17.07%	12 6.28%	23 9.47%	24 8.99%	9 5.84%	24 10.17%	11 5.56%	0 0.0%
75 or older (v 79.5)	1431 2.02%	1135 4.34%	406 4.71%	199 9.36%	21 4.84%	52 11.45%	41 8.70%	7 8.43%	13 3.82%	6 7.69%	11 4.68%	5 3.52%	16 5.57%	0 0.0%	0 0.0%	0 0.0%	21 10.24%	6 3.14%	15 6.17%	18 6.74%	2 1.30%	14 5.93%	7 3.54%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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47. What is your age?

	2018 Plan Results																							
				Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type						
	2017 Quality Compass	2018 DSS Book	2018 UHC National Average	2018 Regional Average West	2018 Plan Total	2017 Plan Total	2016 Plan Total	0-7	8-10	0-7	8-10	Excel./ Very Good	Good/ Fair/ Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
Average	45.7944	47.3785	48.1769	52.3781	50.9654	51.4901	51.4650	49.2108	51.1765	51.1154	51.9532	47.6162	52.5784	26.8846	39.5000	49.5000	63.2561	50.3927	51.4156	52.9551	46.7955	53.1229	48.3939	0
Standard deviation	15.3170	15.8162	15.7767	15.9914	14.5724	16.6101	16.4359	15.5780	14.3167	15.4611	13.9940	16.2029	13.4851	3.9231	0	0	6.6288	13.7733	15.1558	14.5978	13.8132	14.0858	14.7246	0
Sigma	70824	26854	8818	2174	443	463	482	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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48. Are you male or female?

	2018 Plan Results																									
	2018			2017			2016			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2017 Quality Compass	2018 DSS Book of Bus.	2018 UHC National Average	2018 Regional West	2018 Plan Total	2017 Plan Total	2016 Plan Total	0-7	8-10	0-7	8-10	Excel./ Very Good	Good/ Fair/ Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)		
Total	70824	26854	8818	2174	443	463	482	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0		
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
No response	0	658	189	37	7	76	72	2	3	3	3	1	2	0	0	0	0	0	0	0	0	1	6	0		
	0.0%	2.45%	2.14%	1.70%	1.58%	16.41%	14.94%	2.35%	0.87%	3.70%	1.26%	0.70%	0.69%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.42%	2.94%	0.0%		
		AD	A	A	A	ABCDE	ABCDE															V				
BASE = Those who responded	70824	26196	8629	2137	436	387	410	83	341	78	236	142	289	78	42	109	205	192	244	269	154	238	198	0		
	100.00%	97.55%	97.86%	98.30%	98.42%	83.59%	85.06%	97.65%	99.13%	96.30%	98.74%	99.30%	99.31%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.58%	97.06%	0.0%		
	BCDEFG	FG	FG	BFG	FG																	W				
Male	27572	10049	3267	872	192	157	181	38	149	31	97	72	117	37	15	51	88	192	0	119	69	98	94	0		
	38.93%	38.36%	37.86%	40.80%	44.04%	40.57%	44.15%	45.78%	43.70%	39.74%	41.10%	50.70%	40.48%	47.44%	35.71%	46.79%	42.93%	100.00%	0.0%	44.24%	44.81%	41.18%	47.47%	0.0%		
				BC	ABC		ABC					M						S								
Female	43252	16147	5362	1265	244	230	229	45	192	47	139	70	172	41	27	58	117	0	244	150	85	140	104	0		
	61.07%	61.64%	62.14%	59.20%	55.96%	59.43%	55.85%	54.22%	56.30%	60.26%	58.90%	49.30%	59.52%	52.56%	64.29%	53.21%	57.07%	0.0%	100.00%	55.76%	55.19%	58.82%	52.53%	0.0%		
	EG	DEG	DEG									L						R								
Sigma	70824	26854	8818	2174	443	463	482	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		

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49. What is the highest grade or level of school that you have completed?

	2018 Plan Results																							
	2018			2018			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./Very Good (L)	Good/Fair/Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	1098 4.09%	325 3.69%	89 4.09%	20 4.51%	27 5.83%	23 4.77%	3 3.53%	15 4.36%	4 4.94%	13 5.44%	5 3.50%	10 3.44%	0 0.0%	1 2.38%	2 1.83%	10 4.88%	4 2.08%	9 3.69%	0 0.0%	0 0.0%	4 1.67%	16 7.84%	0 0.0%
BASE = Those who responded	70824 100.00%	25756 95.91%	8493 96.31%	2085 95.91%	423 95.49%	436 94.17%	459 95.23%	82 96.47%	329 95.64%	77 95.06%	226 94.56%	138 96.50%	281 96.56%	78 100.00%	41 97.62%	107 98.17%	195 95.12%	188 97.92%	235 96.31%	269 100.00%	154 100.00%	235 98.33%	188 92.16%	0 0.0%
High school or less (NET)	44251 62.48%	15815 61.40%	5398 63.56%	1155 55.40%	269 63.59%	263 60.32%	292 63.62%	46 56.10%	215 65.35%	52 67.53%	137 60.62%	75 54.35%	190 67.62%	39 50.00%	22 53.66%	61 57.01%	145 74.36%	119 63.30%	150 63.83%	269 100.00%	0 0.0%	148 62.98%	121 64.36%	0 0.0%
8th grade or less	5368 7.58%	1941 7.54%	729 8.58%	199 9.54%	47 11.11%	82 18.81%	70 15.25%	8 9.76%	36 10.94%	8 10.39%	25 11.06%	9 6.52%	37 13.17%	1 1.28%	2 4.88%	7 6.54%	37 18.97%	23 12.23%	24 10.21%	47 17.47%	0 0.0%	26 11.06%	21 11.17%	0 0.0%
Some high school, but did not graduate	11856 16.74%	4017 15.60%	1347 15.86%	251 12.04%	76 17.97%	45 10.32%	71 15.47%	11 13.41%	62 18.84%	13 16.88%	40 17.70%	15 10.87%	60 21.35%	9 11.54%	5 12.20%	17 15.89%	43 22.05%	33 17.55%	43 18.30%	76 28.25%	0 0.0%	44 18.72%	32 17.02%	0 0.0%
High school graduate or GED	27026 38.16%	9857 38.27%	3322 39.11%	705 33.81%	146 34.52%	136 31.19%	151 32.90%	27 32.93%	117 35.56%	31 40.26%	72 31.86%	51 36.96%	93 33.10%	29 37.18%	15 36.59%	37 34.58%	65 33.33%	63 33.51%	83 35.32%	146 54.28%	0 0.0%	78 33.19%	68 36.17%	0 0.0%
Some college or 2-year degree	19300 27.25%	7176 27.86%	2286 26.92%	650 31.18%	116 27.42%	123 28.21%	111 24.18%	31 37.80%	82 24.92%	21 27.27%	61 26.99%	45 32.61%	71 25.27%	30 38.46%	15 36.59%	39 36.45%	32 16.41%	53 28.19%	63 26.81%	0 0.0%	116 75.32%	68 28.94%	48 25.53%	0 0.0%
College graduate or more (NET)	7274 10.27%	2765 10.74%	809 9.53%	280 13.43%	38 8.98%	50 11.47%	56 12.20%	5 6.10%	32 9.73%	4 5.19%	28 12.39%	18 13.04%	20 7.12%	9 11.54%	4 9.76%	7 6.54%	18 9.23%	16 8.51%	22 9.36%	0 0.0%	38 24.68%	19 8.09%	19 10.11%	0 0.0%
4-year college graduate	4589 6.48%	1746 6.78%	513 6.04%	167 8.01%	24 5.67%	29 6.65%	27 5.88%	2 2.44%	21 6.38%	3 3.90%	19 8.41%	12 8.70%	12 4.27%	4 5.13%	3 7.32%	5 4.67%	12 6.15%	13 6.91%	11 4.68%	0 0.0%	24 15.58%	10 4.26%	14 7.45%	0 0.0%
More than 4-year college degree	2684 3.79%	1019 3.96%	296 3.49%	113 5.42%	14 3.31%	21 4.82%	29 6.32%	3 3.66%	11 3.34%	1 1.30%	9 3.98%	6 4.35%	8 2.85%	5 6.41%	1 2.44%	2 1.87%	6 3.08%	3 1.60%	11 4.68%	0 0.0%	14 9.09%	9 3.83%	5 2.66%	0 0.0%
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%

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50. Are you of Hispanic or Latino origin or descent?

	2018 Plan Results																									
	2018			2017			2016			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2017 Quality Compass (A)	DSS Book of Bus. (B)	UHC National Average (C)	2018 Regional West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)		
Total	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%		
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%		
No response	0 0.0%	1559 5.81% AG	486 5.51% A	116 5.34% A	24 5.42% A	32 6.91% AG	19 3.94% A	6 7.06%	16 4.65%	7 8.64%	11 4.60%	4 2.80%	16 5.50%	1 1.28%	0 0.0%	8 7.34% NO	8 3.90% O	6 3.13%	11 4.51%	10 3.72%	4 2.60%	8 3.35%	16 7.84% V	0 0.0%		
BASE = Those who responded	70824 100.00% BCDEFG	25295 94.19%	8332 94.49%	2058 94.66%	419 94.58%	431 93.09%	463 96.06% EF	79 92.94%	328 95.35%	74 91.36%	228 95.40%	139 97.20%	275 94.50%	77 98.72% P	42 100.00% Q	101 92.66%	197 96.10%	186 96.88%	233 95.49%	259 96.28%	150 97.40%	231 96.65% W	188 92.16%	0 0.0%		
Yes, Hispanic or Latino	13095 18.49% BC	4031 15.94%	1328 15.94%	569 27.65% ABC	256 61.10% ABCDG	239 55.45% ABCD	250 54.00% ABCD	42 53.16%	209 63.72%	46 62.16%	144 63.16%	79 56.83%	174 63.27%	44 57.14%	19 45.24%	67 66.34%	124 62.94% O	113 60.75% O	143 61.37%	186 71.81% U	62 41.33%	131 56.71%	125 66.49% V	0 0.0%		
No, not Hispanic or Latino	57729 81.51% DEFG	21264 84.06% ADEFG	7004 84.06% ADEF	1489 72.35% EFG	163 38.90%	192 44.55%	213 46.00% E	37 46.84%	119 36.28%	28 37.84%	84 36.84%	60 43.17%	101 36.73%	33 42.86%	23 54.76% PQ	34 33.66%	73 37.06%	73 39.25%	90 38.63%	73 28.19%	88 58.67% T	100 43.29% W	63 33.51%	0 0.0%		
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%		

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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51. What is your race?

	2018 Plan Results																									
	2018			2017			2016			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2018 DSS Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)		
Total	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%		
No response	0 0.0%	1541 5.74%	436 4.94%	152 6.99%	50 11.29%	68 14.69%	54 11.20%	12 14.12%	36 10.47%	11 13.58%	23 9.62%	14 9.79%	31 10.65%	8 10.26%	2 4.76%	9 8.26%	23 11.22%	22 11.46%	21 8.61%	29 10.78%	10 6.49%	15 6.28%	35 17.16%	0 0.0%		
BASE = Those who responded	70824 100.00%	25313 94.26%	8382 95.06%	2022 93.01%	393 88.71%	395 85.31%	428 88.80%	73 85.88%	308 89.53%	70 86.42%	216 90.38%	129 90.21%	260 89.35%	70 89.74%	40 95.24%	100 91.74%	182 88.78%	170 88.54%	223 91.39%	240 89.22%	144 93.51%	224 93.72%	169 82.84%	0 0.0%		
White	38521 54.39%	16616 65.64%	5463 65.18%	1237 61.18%	230 58.52%	232 58.73%	252 58.88%	43 58.90%	180 58.44%	46 65.71%	132 61.11%	81 62.79%	146 56.15%	40 57.14%	27 67.50%	56 56.00%	107 58.79%	104 61.18%	126 56.50%	117 48.75%	105 72.92%	133 59.38%	97 57.40%	0 0.0%		
Black or African-American	17883 25.25%	5609 22.16%	1827 21.80%	144 7.12%	20 5.09%	23 5.82%	20 4.67%	6 8.22%	13 4.22%	1 1.43%	10 4.63%	8 6.20%	12 4.62%	4 5.71%	2 5.00%	5 5.00%	9 4.95%	12 7.06%	8 3.59%	13 5.42%	7 4.86%	10 4.46%	10 5.92%	0 0.0%		
Asian	3371 4.76%	1469 5.80%	533 6.36%	325 16.07%	10 2.54%	9 2.28%	10 2.34%	2 2.74%	7 2.27%	2 2.86%	4 1.85%	5 3.88%	5 1.92%	2 2.86%	2 5.00%	0 0.0%	6 3.30%	4 2.35%	6 2.69%	6 2.50%	3 2.08%	3 1.34%	7 4.14%	0 0.0%		
Native Hawaiian or other Pacific Islander	1069 1.51%	451 1.78%	180 2.15%	133 6.58%	3 0.76%	3 0.76%	3 0.70%	1 1.37%	2 0.65%	0 0.0%	3 1.39%	1 0.78%	2 0.77%	0 0.0%	1 2.50%	2 2.00%	0 0.0%	1 0.59%	2 0.90%	2 0.83%	1 0.69%	2 0.89%	1 0.59%	0 0.0%		
American Indian or Alaska Native	2826 3.99%	1134 4.48%	389 4.64%	135 6.68%	53 13.49%	62 15.70%	62 14.49%	10 13.70%	41 13.31%	9 12.86%	29 13.43%	19 14.73%	34 13.08%	11 15.71%	3 7.50%	20 20.00%	19 10.44%	24 14.12%	29 13.00%	35 14.58%	17 11.81%	18 8.04%	35 20.71%	0 0.0%		
Other	7153 10.10%	2733 10.80%	898 10.71%	381 18.84%	146 37.15%	113 28.61%	135 31.54%	23 31.51%	118 38.31%	25 35.71%	79 36.57%	36 27.91%	108 41.54%	21 30.00%	7 17.50%	44 44.00%	73 40.11%	68 40.00%	78 34.98%	105 43.75%	39 27.08%	70 31.25%	76 44.97%	0 0.0%		
Sigma	70824 100.00%	29553 110.05%	9726 110.30%	2507 115.32%	512 115.58%	510 110.15%	536 111.20%	97 114.12%	397 115.41%	94 116.05%	280 117.15%	164 114.69%	338 116.15%	86 110.26%	44 104.76%	136 124.77%	237 115.61%	235 122.40%	270 110.66%	307 114.13%	182 118.18%	251 105.02%	261 127.94%	0 0.0%		

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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52. Did someone help you complete this survey?

	2018 Plan Results																									
	2018			2017			2016			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2018 DSS Quality Compass (A)	2018 UHC National Average (B)	2018 Regional West (C)	2018 Plan Total (D)	2017 Plan Total (E)	2016 Plan Total (F)	0-7 (G)	8-10 (H)	0-7 (I)	8-10 (J)	Excel./Very Good (K)	Good/Fair/Poor (L)	18-34 (M)	35-44 (N)	45-54 (O)	55+ (P)	Male (Q)	Female (R)	High School or Less (S)	Some College or More (T)	Mail (U)	Phone (V)	Internet (W)	(X)		
Total	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%		
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.21%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%		
No response	0 0.0%	527 1.96%	154 1.75%	36 1.66%	3 0.68%	14 3.02%	10 2.07%	2 2.35%	1 0.29%	2 2.47%	1 0.42%	2 1.40%	1 0.34%	0 0.0%	0 0.0%	0 0.0%	2 0.98%	1 0.52%	1 0.41%	1 0.37%	0 0.0%	3 1.26%	0 0.0%	0 0.0%		
Appropriately skipped	0 0.0%	8349 31.09%	2568 29.12%	595 27.37%	204 46.05%	167 36.07%	152 31.54%	35 41.18%	163 47.38%	36 44.44%	107 44.77%	73 51.05%	125 42.96%	48 61.54%	16 38.10%	57 52.29%	77 37.56%	94 48.96%	104 42.62%	121 44.98%	67 43.51%	0 0.0%	204 100.00%	0 0.0%		
BASE = Those who responded	70824 100.00%	17978 66.95%	6096 69.13%	1543 70.98%	236 53.27%	282 60.91%	319 66.18%	48 56.47%	180 52.33%	43 53.09%	131 54.81%	68 47.55%	165 56.70%	30 38.46%	26 61.90%	52 47.71%	126 61.46%	97 50.52%	139 56.97%	147 54.65%	87 56.49%	236 98.74%	0 0.0%	0 0.0%		
Yes	12593 17.78%	3181 17.69%	1196 19.62%	288 18.66%	53 22.46%	78 27.66%	86 26.96%	10 20.83%	42 23.33%	15 34.88%	25 19.08%	12 17.65%	40 24.24%	6 20.00%	6 23.08%	10 19.23%	29 23.02%	24 24.74%	29 20.86%	45 30.61%	7 8.05%	53 22.46%	0 0.0%	0 0.0%		
No	58231 82.22%	14797 82.31%	4900 80.38%	1255 81.34%	183 77.54%	204 72.34%	233 73.04%	38 79.17%	138 76.67%	28 65.12%	106 80.92%	56 82.35%	125 75.76%	24 80.00%	20 76.92%	42 80.77%	97 76.98%	73 75.26%	110 79.14%	102 69.39%	80 91.95%	183 77.54%	0 0.0%	0 0.0%		
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%		

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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53. How did that person help you?

	2018 Plan Results																									
	2018			2017			2016			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)		
Total	70824 100.00%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%		
No response	35 0.05%	573 2.13%	178 2.02%	42 1.93%	4 0.90%	15 3.24%	13 2.70%	2 2.35%	2 0.58%	2 2.47%	2 0.84%	2 1.40%	2 0.69%	0 0.0%	0 0.0%	0 0.0%	3 1.46%	2 1.04%	1 0.41%	2 0.74%	0 0.0%	4 1.67%	0 0.0%	0 0.0%		
Appropriately skipped	58231 82.22%	23146 86.19%	7468 84.69%	1850 85.10%	387 87.36%	371 80.13%	385 79.88%	73 85.88%	301 87.50%	64 79.01%	213 89.12%	129 90.21%	250 85.91%	72 92.31%	36 85.71%	99 90.83%	174 84.88%	167 86.98%	214 87.70%	223 82.90%	147 95.45%	183 76.57%	204 100.00%	0 0.0%		
BASE = Those who responded	12557 17.73%	3135 11.67%	1172 13.29%	282 12.97%	52 11.74%	77 16.63%	84 17.43%	10 11.76%	41 11.92%	15 18.52%	24 10.04%	12 8.39%	39 13.40%	6 7.69%	6 14.29%	10 9.17%	28 13.66%	23 11.98%	29 11.89%	44 16.36%	7 4.55%	52 21.76%	0 0.0%	0 0.0%		
Read the questions to me	4547 36.21%	1447 46.16%	538 45.90%	113 40.07%	27 51.92%	44 57.14%	50 59.52%	4 40.00%	23 56.10%	11 73.33%	12 50.00%	5 41.67%	22 56.41%	2 33.33%	2 33.33%	8 80.00%	15 53.57%	13 56.52%	14 48.28%	21 47.73%	6 85.71%	27 51.92%	0 0.0%	0 0.0%		
Wrote down the answers I gave	2982 23.75%	996 31.77%	368 31.40%	90 31.91%	22 42.31%	27 35.06%	32 38.10%	5 50.00%	16 39.02%	8 53.33%	9 37.50%	4 33.33%	18 46.15%	0 0.0%	3 50.00%	6 60.00%	12 42.86%	10 43.48%	12 41.38%	17 38.64%	5 71.43%	22 42.31%	0 0.0%	0 0.0%		
Answered the questions for me	2649 21.09%	1068 34.07%	399 34.04%	96 34.04%	15 28.85%	17 22.08%	18 21.43%	3 30.00%	12 29.27%	2 13.33%	7 29.17%	6 50.00%	8 20.51%	3 50.00%	4 66.67%	3 30.00%	5 17.86%	7 30.43%	8 27.59%	13 29.55%	1 14.29%	15 28.85%	0 0.0%	0 0.0%		
Translated the questions into my language	1346 10.72%	423 13.49%	178 15.19%	74 26.24%	9 17.31%	26 33.77%	29 34.52%	2 20.00%	7 17.07%	3 20.00%	3 12.50%	3 25.00%	6 15.38%	1 16.67%	2 33.33%	0 0.0%	6 21.43%	4 17.39%	5 17.24%	8 18.18%	1 14.29%	9 17.31%	0 0.0%	0 0.0%		
Helped in some other way	1034 8.23%	312 9.95%	110 9.39%	33 11.70%	6 11.54%	3 3.90%	13 15.48%	0 0.0%	6 14.63%	1 6.67%	3 12.50%	1 8.33%	5 12.82%	1 16.67%	1 16.67%	0 0.0%	3 10.71%	4 17.39%	2 6.90%	6 13.64%	0 0.0%	6 11.54%	0 0.0%	0 0.0%		
Sigma	70824 100.00%	27965 104.14%	9239 104.77%	2298 105.70%	470 106.09%	503 108.64%	540 112.03%	89 104.71%	367 106.69%	91 112.35%	249 104.18%	150 104.90%	311 106.87%	79 101.28%	48 114.29%	116 106.42%	218 106.34%	207 107.81%	256 104.92%	290 107.81%	160 103.90%	266 111.30%	204 100.00%	0 0.0%		

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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54. A fall is when your body goes to the ground without being pushed. In the past 6 months, did you talk with your doctor or other health provider about falling or problems with balance or walking?

	2018 Plan Results																									
	2018			2017			2016			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2017 Quality Compass	2018 DSS of Bus.	2018 UHC National Average	2018 Regional West	2018 Plan Total	2017 Plan Total	2016 Plan Total	0-7	8-10	0-7	8-10	Excel./ Very Good	Good/ Fair/ Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)		
Total	0	0	0	0	443	463	482	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0		
	0.0%	0.0%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		
Multiple mark	0	0	0	0	0	0	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.87%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
							EF																			
No response	0	0	0	0	21	28	18	5	12	6	6	6	11	6	1	4	4	10	5	7	8	11	10	0		
	0.0%	0.0%	0.0%	0.0%	4.74%	6.05%	3.73%	5.88%	3.49%	7.41%	2.51%	4.20%	3.78%	7.69%	2.38%	3.67%	1.95%	5.21%	2.05%	2.60%	5.19%	4.60%	4.90%	0.0%		
I had no visits in the past 6 months	0	0	0	0	20	26	31	9	10	4	6	7	13	2	2	5	10	9	10	11	8	19	1	0		
	0.0%	0.0%	0.0%	0.0%	4.51%	5.62%	6.43%	10.59%	2.91%	4.94%	2.51%	4.90%	4.47%	2.56%	4.76%	4.59%	4.88%	4.69%	4.10%	4.09%	5.19%	7.95%	0.49%	0.0%		
								I														W				
BASE = Those who responded	0	0	0	0	402	409	424	71	322	71	227	130	267	70	39	100	191	173	229	251	138	209	193	0		
	0.0%	0.0%	0.0%	0.0%	90.74%	88.34%	87.97%	83.53%	93.60%	87.65%	94.98%	90.91%	91.75%	89.74%	92.86%	91.74%	93.17%	90.10%	93.85%	93.31%	89.61%	87.45%	94.61%	0.0%		
								H														V				
Yes	0	0	0	0	99	109	124	16	82	27	64	15	82	4	10	32	52	38	61	72	25	49	50	0		
	0.0%	0.0%	0.0%	0.0%	24.63%	26.65%	29.25%	22.54%	25.47%	38.03%	28.19%	11.54%	30.71%	5.71%	25.64%	32.00%	27.23%	21.97%	26.64%	28.69%	18.12%	23.44%	25.91%	0.0%		
												L			N	N	N			U						
No	0	0	0	0	303	300	300	55	240	44	163	115	185	66	29	68	139	135	168	179	113	160	143	0		
	0.0%	0.0%	0.0%	0.0%	75.37%	73.35%	70.75%	77.46%	74.53%	61.97%	71.81%	88.46%	69.29%	94.29%	74.36%	68.00%	72.77%	78.03%	73.36%	71.31%	81.88%	76.56%	74.09%	0.0%		
												M		OPQ						T						
Sigma	0	0	0	0	443	463	482	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0		
	0.0%	0.0%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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55. Did you fall in the past 6 months?

	2018 Plan Results																							
	2017 Quality Compass (A)	2018 DSS of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
								0-7	8-10	0-7	8-10	Excel./ Very Good	Good/ Fair/ Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet
								(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
Total	0 0.0%	0 0.0%	0 0.0%	0 0.0%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	0 0.0%	0 0.0%	0 0.0%	19 4.29%	20 4.32%	20 4.15%	5 5.88%	12 3.49%	5 6.17%	9 3.77%	5 3.50%	9 3.09%	5 6.41%	1 2.38%	4 3.67%	3 1.46%	9 4.69%	4 1.64%	7 2.60%	5 3.25%	8 3.35%	11 5.39%	0 0.0%
BASE = Those who responded	0 0.0%	0 0.0%	0 0.0%	0 0.0%	424 95.71%	443 95.68%	462 95.85%	80 94.12%	332 96.51%	76 93.83%	230 96.23%	138 96.50%	282 96.91%	73 93.59%	41 97.62%	105 96.33%	202 98.54%	183 95.31%	240 98.36%	262 97.40%	149 96.75%	231 96.65%	193 94.61%	0 0.0%
Yes	0 0.0%	0 0.0%	0 0.0%	0 0.0%	86 20.28%	113 25.51%	117 25.32%	19 23.75%	65 19.58%	23 30.26%	54 23.48%	13 9.42%	71 25.18%	4 5.48%	7 17.07%	31 29.52%	43 21.29%	33 18.03%	53 22.08%	55 20.99%	28 18.79%	44 19.05%	42 21.76%	0 0.0%
No	0 0.0%	0 0.0%	0 0.0%	0 0.0%	338 79.72%	330 74.49%	345 74.68%	61 76.25%	267 80.42%	53 69.74%	176 76.52%	125 90.58%	211 74.82%	69 94.52%	34 82.93%	74 70.48%	159 78.71%	150 81.97%	187 77.92%	207 79.01%	121 81.21%	187 80.95%	151 78.24%	0 0.0%
Sigma	0 0.0%	0 0.0%	0 0.0%	0 0.0%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
 2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

56. In the past 6 months, have you had a problem with balance or walking?

	2018 Plan Results																							
	2017 Quality Compass (A)	2018 DSS of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
								0-7	8-10	0-7	8-10	Excel./ Very Good	Good/ Fair/ Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet
								(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
Total	0	0	0	0	443	463	482	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0
Multiple mark	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
No response	0	0	0	0	23	19	18	5	15	6	13	5	13	5	1	4	7	11	6	8	7	9	14	0
BASE = Those who responded	0	0	0	0	420	444	462	80	329	75	226	138	278	73	41	105	198	181	238	261	147	230	190	0
Yes	0	0	0	0	151	167	184	34	116	45	81	19	130	8	17	43	81	66	85	110	38	89	62	0
No	0	0	0	0	269	277	278	46	213	30	145	119	148	65	24	62	117	115	153	151	109	141	128	0
Sigma	0	0	0	0	443	463	482	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
 2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

57. Has your doctor or other health provider done anything to help prevent falls or treat problems with balance or walking? Some thing they might do include: Suggest that you use a cane or walker / Check your blood pressure lying or standing / Suggest that you do an exercise or physical therapy program / Suggest a vision or hearing testing

	2018 Plan Results																									
	2018			2017			2016			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	Quality Book	DSS of Bus.	UHC National Average	Regional Average West	2018 Plan Total	2017 Plan Total	2016 Plan Total	0-7	8-10	0-7	8-10	Excel./ Very Good	Good/ Fair/ Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)		
Total	0	0	0	0	443	463	482	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0		
	0.0%	0.0%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		
Multiple mark	0	0	0	0	0	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.24%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
No response	0	0	0	0	29	33	26	6	19	5	19	7	16	6	1	6	10	13	10	15	8	16	13	0		
	0.0%	0.0%	0.0%	0.0%	6.55%	7.13%	5.39%	7.06%	5.52%	6.17%	7.95%	4.90%	5.50%	7.69%	2.38%	5.50%	4.88%	6.77%	4.10%	5.58%	5.19%	6.69%	6.37%	0.0%		
I had no visits in the past 6 months	0	0	0	0	38	49	62	10	26	6	8	13	25	6	4	12	16	16	22	23	15	37	1	0		
	0.0%	0.0%	0.0%	0.0%	8.58%	10.58%	12.86%	11.76%	7.56%	7.41%	3.35%	9.09%	8.59%	7.69%	9.52%	11.01%	7.80%	8.33%	9.02%	8.55%	9.74%	15.48%	0.49%	0.0%		
BASE = Those who responded	0	0	0	0	376	381	388	69	299	70	212	123	250	66	37	91	179	163	212	231	131	186	190	0		
	0.0%	0.0%	0.0%	0.0%	84.88%	82.29%	80.50%	81.18%	86.92%	86.42%	88.70%	86.01%	85.91%	84.62%	88.10%	83.49%	87.32%	84.90%	86.89%	85.87%	85.06%	77.82%	93.14%	0.0%		
Yes	0	0	0	0	111	133	147	16	94	29	67	14	97	5	9	34	61	41	70	79	28	56	55	0		
	0.0%	0.0%	0.0%	0.0%	29.52%	34.91%	37.89%	23.19%	31.44%	41.43%	31.60%	11.38%	38.80%	7.58%	24.32%	37.36%	34.08%	25.15%	33.02%	34.20%	21.37%	30.11%	28.95%	0.0%		
No	0	0	0	0	265	248	241	53	205	41	145	109	153	61	28	57	118	122	142	152	103	130	135	0		
	0.0%	0.0%	0.0%	0.0%	70.48%	65.09%	62.11%	76.81%	68.56%	58.57%	68.40%	88.62%	61.20%	92.42%	75.68%	62.64%	65.92%	74.85%	66.98%	65.80%	78.63%	69.89%	71.05%	0.0%		
Sigma	0	0	0	0	443	463	482	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0		
	0.0%	0.0%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		

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14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
 2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

58. In the last 6 months, did anyone from your health plan, doctor's office, or clinic help coordinate your care among these doctors or other health providers?

	2018 Plan Results																							
	2017 Quality Compass (A)	2018 DSS of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
								0-7	8-10	0-7	8-10	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
								(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
Total	0 0.0%	0 0.0%	0 0.0%	0 0.0%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.21%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	0 0.0%	0 0.0%	0 0.0%	23 5.19%	32 6.91%	26 5.39%	4 4.71%	15 4.36%	8 9.88%	11 4.60%	5 3.50%	14 4.81%	5 6.41%	1 2.38%	5 4.59%	6 2.93%	8 4.17%	9 3.69%	9 3.35%	8 5.19%	8 3.35%	15 7.35%	0 0.0%
BASE = Those who responded	0 0.0%	0 0.0%	0 0.0%	0 0.0%	420 94.81%	431 93.09%	455 94.40%	81 95.29%	329 95.64%	73 90.12%	228 95.40%	138 96.50%	277 95.19%	73 93.59%	41 97.62%	104 95.41%	199 97.07%	184 95.83%	235 96.31%	260 96.65%	146 94.81%	231 96.65%	189 92.65%	0 0.0%
Yes	0 0.0%	0 0.0%	0 0.0%	0 0.0%	122 29.05%	137 31.79%	167 36.70%	12 14.81%	107 32.52%	26 35.62%	82 35.96%	23 16.67%	98 35.38%	5 6.85%	12 29.27%	41 39.42%	63 31.66%	48 26.09%	74 31.49%	72 27.69%	45 30.82%	69 29.87%	53 28.04%	0 0.0%
No	0 0.0%	0 0.0%	0 0.0%	0 0.0%	298 70.95%	294 68.21%	288 63.30%	69 85.19%	222 67.48%	47 64.38%	146 64.04%	115 83.33%	179 64.62%	68 93.15%	29 70.73%	63 60.58%	136 68.34%	136 73.91%	161 68.51%	188 72.31%	101 69.18%	162 70.13%	136 71.96%	0 0.0%
Sigma	0 0.0%	0 0.0%	0 0.0%	0 0.0%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

59. In the last 6 months, who helped you coordinate your care?

	2018 Plan Results																								
	2018			Overall Rating of Plan				Overall Rating of Health Care				Health Status		Age				Gender		Education		Survey Type			
	2017	DSS	UHC	2018	2017	2016	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet		
	Compass	Book	National	Regional	Plan	Plan	Total	Total	Total	Total	Very	Fair/	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	(V)	(W)	(X)		
Total	0	0	639	122	122	463	100.00%	100.00%	100.00%	100.00%	23	98	5	12	41	63	48	74	72	45	69	53	0		
	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		
No response	0	0	58	16	16	81	17.49%	18.26%	25.00%	11.21%	19.23%	12.20%	13.04%	13.27%	20.00%	16.67%	9.76%	14.29%	18.75%	9.46%	9.72%	20.00%	15.94%	9.43%	0
	0.0%	0.0%	9.08%	13.11%	13.11%	17.49%	C	C	25.00%	11.21%	19.23%	12.20%	13.04%	13.27%	20.00%	16.67%	9.76%	14.29%	18.75%	9.46%	9.72%	20.00%	15.94%	9.43%	0.0%
Not Applicable	0	0	60	0	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0
	0.0%	0.0%	9.39%	0.0%	0.0%	0.0%	DEF	DEF	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BASE = Those who responded	0	0	521	106	106	382	82.51%	81.74%	75.00%	88.79%	80.77%	87.80%	86.96%	86.73%	80.00%	83.33%	90.24%	85.71%	81.25%	90.54%	90.28%	80.00%	84.06%	90.57%	0
	0.0%	0.0%	81.53%	86.89%	86.89%	82.51%	81.74%	75.00%	88.79%	80.77%	87.80%	86.96%	86.73%	80.00%	83.33%	90.24%	85.71%	81.25%	90.54%	90.28%	80.00%	84.06%	90.57%	0.0%	
Someone from your health plan	0	0	54	19	19	69	18.06%	11.68%	0.0%	18.95%	14.29%	16.67%	20.00%	17.65%	25.00%	10.00%	21.62%	14.81%	12.82%	20.90%	18.46%	19.44%	24.14%	10.42%	0
	0.0%	0.0%	10.36%	17.92%	17.92%	18.06%	CG	CG	0.0%	18.95%	14.29%	16.67%	20.00%	17.65%	25.00%	10.00%	21.62%	14.81%	12.82%	20.90%	18.46%	19.44%	24.14%	10.42%	0.0%
Someone from your doctor's office or clinic	0	0	176	54	54	92	24.08%	21.07%	33.33%	52.63%	47.62%	55.56%	50.00%	50.59%	50.00%	50.00%	48.65%	53.70%	53.85%	49.25%	44.62%	58.33%	50.00%	52.08%	0
	0.0%	0.0%	33.78%	50.94%	50.94%	24.08%	CFG	CFG	33.33%	52.63%	47.62%	55.56%	50.00%	50.59%	50.00%	50.00%	48.65%	53.70%	53.85%	49.25%	44.62%	58.33%	50.00%	52.08%	0.0%
Someone from another organization	0	0	13	6	6	9	2.36%	5.08%	3.33%	3.16%	9.52%	2.78%	10.00%	4.71%	25.00%	10.00%	5.41%	3.70%	10.26%	2.99%	4.62%	8.33%	3.45%	8.33%	0
	0.0%	0.0%	2.50%	5.66%	5.66%	2.36%	CF	CF	3.33%	3.16%	9.52%	2.78%	10.00%	4.71%	25.00%	10.00%	5.41%	3.70%	10.26%	2.99%	4.62%	8.33%	3.45%	8.33%	0.0%
A friend or family member	0	0	84	11	11	19	4.97%	22.84%	11.11%	10.53%	19.05%	8.33%	5.00%	11.76%	0.0%	30.00%	8.11%	9.26%	12.82%	8.96%	13.85%	2.78%	10.34%	10.42%	0
	0.0%	0.0%	16.12%	10.38%	10.38%	4.97%	CDEF	CDEF	11.11%	10.53%	19.05%	8.33%	5.00%	11.76%	0.0%	30.00%	8.11%	9.26%	12.82%	8.96%	13.85%	2.78%	10.34%	10.42%	0.0%
You	0	0	194	16	16	193	50.52%	39.34%	22.22%	14.74%	9.52%	16.67%	15.00%	15.29%	0.0%	0.0%	16.22%	18.52%	10.26%	17.91%	18.46%	11.11%	12.07%	18.75%	0
	0.0%	0.0%	37.24%	15.09%	15.09%	50.52%	CDEG	DE	22.22%	14.74%	9.52%	16.67%	15.00%	15.29%	0.0%	0.0%	16.22%	18.52%	10.26%	17.91%	18.46%	11.11%	12.07%	18.75%	0.0%
Sigma	0	0	639	122	122	463	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0
	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

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14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

60. How satisfied are you with the help you received to coordinate your care in the last 6 months?

	2018 Plan Results																							
	2017 Quality Compass (A)	2018 DSS of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
								0-7	8-10	0-7	8-10	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
								(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
Total	0 0.0%	0 0.0%	0 0.0%	0 0.0%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	0 0.0%	0 0.0%	0 0.0%	32 7.22%	54 11.66%	43 8.92%	4 4.71%	21 6.10%	6 7.41%	16 6.69%	10 6.99%	15 5.15%	7 8.97%	2 4.76%	4 3.67%	13 6.34%	13 6.77%	13 5.33%	15 5.58%	9 5.84%	15 6.28%	17 8.33%	0 0.0%
BASE = Those who responded	0 0.0%	0 0.0%	0 0.0%	0 0.0%	411 92.78%	409 88.34%	439 91.08%	81 95.29%	323 93.90%	75 92.59%	223 93.31%	133 93.01%	276 94.85%	71 91.03%	40 95.24%	105 96.33%	192 93.66%	179 93.23%	231 94.67%	254 94.42%	145 94.16%	224 93.72%	187 91.67%	0 0.0%
5 - Very satisfied	0 0.0%	0 0.0%	0 0.0%	0 0.0%	149 36.25%	154 37.65%	148 33.71%	10 12.35%	139 43.03%	12 16.00%	111 49.78%	56 42.11%	91 32.97%	28 39.44%	11 27.50%	43 40.95%	67 34.90%	61 34.08%	88 38.10%	85 33.46%	60 41.38%	73 32.59%	76 40.64%	0 0.0%
4 - Satisfied	0 0.0%	0 0.0%	0 0.0%	0 0.0%	165 40.15%	176 43.03%	199 45.33%	23 28.40%	138 42.72%	28 37.33%	90 40.36%	49 36.84%	116 42.03%	26 36.62%	14 35.00%	40 38.10%	84 43.75%	74 41.34%	91 39.39%	112 44.09%	46 31.72%	85 37.95%	80 42.78%	0 0.0%
Top Two Box	0 0.0%	0 0.0%	0 0.0%	0 0.0%	314 76.40%	330 80.68%	347 79.04%	33 40.74%	277 85.76%	40 53.33%	201 90.13%	105 78.95%	207 75.00%	54 76.06%	25 62.50%	83 79.05%	151 78.65%	135 75.42%	179 77.49%	197 77.56%	106 73.10%	158 70.54%	156 83.42%	0 0.0%
3 - Neither dissatisfied nor satisfied	0 0.0%	0 0.0%	0 0.0%	0 0.0%	75 18.25%	60 14.67%	64 14.58%	34 41.98%	39 12.07%	23 30.67%	18 8.07%	23 17.29%	52 18.84%	16 22.54%	11 27.50%	15 14.29%	32 16.67%	32 17.88%	42 18.18%	44 17.32%	30 20.69%	55 24.55%	20 10.70%	0 0.0%
Top Three Box	0 0.0%	0 0.0%	0 0.0%	0 0.0%	389 94.65%	390 95.35%	411 93.62%	67 82.72%	316 97.83%	63 84.00%	219 98.21%	128 96.24%	259 93.84%	70 98.59%	36 90.00%	98 93.33%	183 95.31%	167 93.30%	221 95.67%	241 94.88%	136 93.79%	213 95.09%	176 94.12%	0 0.0%
2 - Dissatisfied	0 0.0%	0 0.0%	0 0.0%	0 0.0%	14 3.41%	9 2.20%	14 3.19%	11 13.58%	3 0.93%	8 10.67%	1 0.45%	5 3.76%	9 3.26%	1 1.41%	2 5.00%	6 5.71%	5 2.60%	9 5.03%	5 2.16%	9 3.54%	5 3.45%	5 2.23%	9 4.81%	0 0.0%
1 - Very dissatisfied	0 0.0%	0 0.0%	0 0.0%	0 0.0%	8 1.95%	10 2.44%	14 3.19%	3 3.70%	4 1.24%	4 5.33%	3 1.35%	0 0.0%	8 2.90%	0 0.0%	2 5.00%	1 0.95%	4 2.08%	3 1.68%	5 2.16%	4 1.57%	4 2.76%	6 2.68%	2 1.07%	0 0.0%
Average	0	0	0	0	4.0535	4.1125	4.0319	3.3210	4.2539	3.4800	4.3677	4.1729	3.9891	4.1408	3.7500	4.1238	4.0677	4.0112	4.0909	4.0433	4.0552	3.9554	4.1711	0
Standard deviation	0	0	0	0	0.9239	0.9048	0.9468	0.9791	0.7970	1.0502	0.7631	0.8453	0.9536	0.8101	1.0665	0.9227	0.8959	0.9335	0.9143	0.8885	1.0019	0.9486	0.8791	0
Sigma	0 0.0%	0 0.0%	0 0.0%	0 0.0%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
 2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

61. In the last 6 months, have you received any material from your health plan about good health and how to stay healthy?

	2018 Plan Results																							
	2017 Quality Compass (A)	2018 DSS of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
								0-7	8-10	0-7	8-10	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
								(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
Total	0 0.0%	0 0.0%	0 0.0%	0 0.0%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.41%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	0 0.0%	0 0.0%	0 0.0%	25 5.64%	32 6.91%	15 3.11%	6 7.06%	16 4.65%	6 7.41%	13 5.44%	8 5.59%	13 4.47%	5 6.41%	1 2.38%	5 4.59%	8 3.90%	12 6.25%	7 2.87%	7 2.60%	10 6.49%	10 4.18%	15 7.35%	0 0.0%
BASE = Those who responded	0 0.0%	0 0.0%	0 0.0%	0 0.0%	418 94.36%	431 93.09%	465 96.47%	79 92.94%	328 95.35%	75 92.59%	226 94.56%	135 94.41%	278 95.53%	73 93.59%	41 97.62%	104 95.41%	197 96.10%	180 93.75%	237 97.13%	262 97.40%	144 93.51%	229 95.82%	189 92.65%	0 0.0%
Yes	0 0.0%	0 0.0%	0 0.0%	0 0.0%	247 59.09%	260 60.32%	311 66.88%	37 46.84%	203 61.89%	48 64.00%	140 61.95%	79 58.52%	166 59.71%	40 54.79%	21 51.22%	66 63.46%	120 60.91%	107 59.44%	140 59.07%	148 56.49%	96 66.67%	141 61.57%	106 56.08%	0 0.0%
No	0 0.0%	0 0.0%	0 0.0%	0 0.0%	171 40.91%	171 39.68%	154 33.12%	42 53.16%	125 38.11%	27 36.00%	86 38.05%	56 41.48%	112 40.29%	33 45.21%	20 48.78%	38 36.54%	77 39.09%	73 40.56%	97 40.93%	114 43.51%	48 33.33%	88 38.43%	83 43.92%	0 0.0%
Sigma	0 0.0%	0 0.0%	0 0.0%	0 0.0%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

62. In the last 6 months, have you received any material from your health plan about care coordination and how to contact the care coordination unit?

	2018 Plan Results																							
	2018			2018			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2017 Quality Compass (A)	2018 DSS of Bus. (B)	2018 UHC National Average (C)	2018 Regional West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./Very Good (L)	Good/Fair/Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	0	0	0	0	443	463	482	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0
	0.0%	0.0%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.62%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	0	0	0	0	31	34	23	9	18	10	14	7	19	6	1	8	10	16	9	12	12	8	23	0
	0.0%	0.0%	0.0%	0.0%	7.00%	7.34%	4.77%	10.59%	5.23%	12.35%	5.86%	4.90%	6.53%	7.69%	2.38%	7.34%	4.88%	8.33%	3.69%	4.46%	7.79%	3.35%	11.27%	0.0%
BASE = Those who responded	0	0	0	0	412	429	456	76	326	71	225	136	272	72	41	101	195	176	235	257	142	231	181	0
	0.0%	0.0%	0.0%	0.0%	93.00%	92.66%	94.61%	89.41%	94.77%	87.65%	94.14%	95.10%	93.47%	92.31%	97.62%	92.66%	95.12%	91.67%	96.31%	95.54%	92.21%	96.65%	88.73%	0.0%
Yes	0	0	0	0	219	206	268	29	186	38	134	73	144	30	21	58	108	95	123	141	72	123	96	0
	0.0%	0.0%	0.0%	0.0%	53.16%	48.02%	58.77%	38.16%	57.06%	53.52%	59.56%	53.68%	52.94%	41.67%	51.22%	57.43%	55.38%	53.98%	52.34%	54.86%	50.70%	53.25%	53.04%	0.0%
No	0	0	0	0	193	223	188	47	140	33	91	63	128	42	20	43	87	81	112	116	70	108	85	0
	0.0%	0.0%	0.0%	0.0%	46.84%	51.98%	41.23%	61.84%	42.94%	46.48%	40.44%	46.32%	47.06%	58.33%	48.78%	42.57%	44.62%	46.02%	47.66%	45.14%	49.30%	46.75%	46.96%	0.0%
Sigma	0	0	0	0	443	463	482	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0
	0.0%	0.0%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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 2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

63. Did your Care Coordinator sit down with you and create a Plan of Care?

	2018 Plan Results																							
	2017 Quality Compass (A)	2018 DSS of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
								0-7	8-10	0-7	8-10	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
								(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
Total	0 0.0%	0 0.0%	0 0.0%	0 0.0%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 0.62%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	0 0.0%	0 0.0%	0 0.0%	29 6.55%	34 7.34%	27 5.60%	7 8.24%	19 5.52%	8 9.88%	16 6.69%	9 6.29%	16 5.50%	6 7.69%	3 7.14%	6 5.50%	8 3.90%	16 8.33%	7 2.87%	15 5.58%	8 5.19%	8 3.35%	21 10.29%	0 0.0%
BASE = Those who responded	0 0.0%	0 0.0%	0 0.0%	0 0.0%	414 93.45%	429 92.66%	452 93.78%	78 91.76%	325 94.48%	73 90.12%	223 93.31%	134 93.71%	275 94.50%	72 92.31%	39 92.86%	103 94.50%	197 96.10%	176 91.67%	237 97.13%	254 94.42%	146 94.81%	231 96.65%	183 89.71%	0 0.0%
Yes	0 0.0%	0 0.0%	0 0.0%	0 0.0%	119 28.74%	143 33.33%	160 35.40%	15 19.23%	101 31.08%	25 34.25%	79 35.43%	30 22.39%	88 32.00%	8 11.11%	7 17.95%	29 28.16%	72 36.55%	41 23.30%	77 32.49%	81 31.89%	30 20.55%	71 30.74%	48 26.23%	0 0.0%
No	0 0.0%	0 0.0%	0 0.0%	0 0.0%	295 71.26%	286 66.67%	292 64.60%	63 80.77%	224 68.92%	48 65.75%	144 64.57%	104 77.61%	187 68.00%	64 88.89%	32 82.05%	74 71.84%	125 63.45%	135 76.70%	160 67.51%	173 68.11%	116 79.45%	160 69.26%	135 73.77%	0 0.0%
Sigma	0 0.0%	0 0.0%	0 0.0%	0 0.0%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

64. Are you satisfied that your care plan talks about the help you need to stay healthy and remain in your home?

	2018 Plan Results																							
	2017 Quality Compass (A)	2018 DSS of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
								0-7	8-10	0-7	8-10	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
								(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
Total	0	0	0	0	443	463	482	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0
Multiple mark	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
No response	0	0	0	0	40	53	36	8	25	7	20	10	25	7	3	9	15	18	16	18	15	17	23	0
	0.0%	0.0%	0.0%	0.0%	9.03%	11.45%	7.47%	1.8%	5.4%	1.6%	4.3%	2.3%	6.5%	1.7%	0.8%	2.3%	3.7%	4.5%	4.0%	4.1%	3.4%	4.0%	9.5%	0.0%
BASE = Those who responded	0	0	0	0	403	410	444	77	319	74	219	133	266	71	39	100	190	174	228	251	139	222	181	0
	0.0%	0.0%	0.0%	0.0%	90.97%	88.55%	92.12%	17.3%	82.7%	16.3%	91.63%	93.01%	91.41%	91.03%	92.86%	91.74%	92.68%	90.63%	93.44%	93.31%	90.26%	92.89%	88.73%	0.0%
5 - Very satisfied	0	0	0	0	104	119	138	5	99	12	76	43	60	19	7	24	53	37	66	62	38	54	50	0
	0.0%	0.0%	0.0%	0.0%	25.81%	29.02%	31.08%	1.1%	28.3%	2.8%	17.1%	15.4%	22.5%	26.7%	17.9%	24.0%	27.8%	21.2%	28.9%	24.7%	27.3%	24.3%	27.6%	0.0%
4 - Satisfied	0	0	0	0	181	173	177	24	156	30	106	48	131	26	12	47	95	81	100	129	43	92	89	0
	0.0%	0.0%	0.0%	0.0%	44.91%	42.20%	39.86%	5.4%	45.6%	6.7%	23.9%	36.0%	49.2%	36.6%	30.7%	47.0%	50.0%	46.5%	43.8%	51.3%	30.9%	41.4%	49.1%	0.0%
Top Two Box	0	0	0	0	285	292	315	29	255	42	182	91	191	45	19	71	148	118	166	191	81	146	139	0
	0.0%	0.0%	0.0%	0.0%	70.72%	71.22%	70.95%	6.6%	79.9%	12.0%	83.11%	68.42%	71.80%	63.38%	48.72%	71.00%	77.89%	67.82%	72.81%	76.10%	58.27%	65.77%	76.80%	0.0%
3 - Neither dissatisfied nor satisfied	0	0	0	0	89	99	103	33	51	21	28	34	54	22	14	20	33	39	50	46	43	57	32	0
	0.0%	0.0%	0.0%	0.0%	22.08%	24.15%	23.20%	7.5%	15.9%	5.3%	12.79%	25.56%	20.30%	30.99%	35.90%	20.00%	17.37%	22.41%	21.93%	18.33%	30.94%	25.68%	17.68%	0.0%
Top Three Box	0	0	0	0	374	391	418	62	306	63	210	125	245	67	33	91	181	157	216	237	124	203	171	0
	0.0%	0.0%	0.0%	0.0%	92.80%	95.37%	94.14%	14.2%	95.92%	18.5%	95.89%	93.98%	92.11%	94.37%	84.62%	91.00%	95.26%	90.23%	94.74%	94.42%	89.21%	91.44%	94.48%	0.0%
2 - Dissatisfied	0	0	0	0	13	14	12	7	6	5	3	4	9	1	1	5	6	10	3	7	6	6	7	0
	0.0%	0.0%	0.0%	0.0%	3.23%	3.41%	2.70%	1.6%	1.88%	1.2%	0.7%	1.1%	2.4%	0.3%	0.3%	1.2%	3.1%	5.7%	1.3%	2.7%	4.3%	2.7%	3.8%	0.0%
1 - Very dissatisfied	0	0	0	0	16	5	14	8	7	6	6	4	12	3	5	4	3	7	9	7	9	13	3	0
	0.0%	0.0%	0.0%	0.0%	3.97%	1.22%	3.15%	1.8%	2.1%	1.4%	1.4%	1.1%	2.7%	0.7%	1.4%	1.0%	1.5%	4.0%	3.9%	2.7%	6.4%	5.8%	1.6%	0.0%
Average	0	0	0	0	3.8536	3.9439	3.9302	3.1429	4.0470	3.5000	4.1096	3.9173	3.8195	3.8028	3.3846	3.8200	3.9947	3.7529	3.9254	3.9243	3.6835	3.7568	3.9724	0
Standard deviation	0	0	0	0	0.9715	0.8803	0.9643	1.0284	0.8607	1.0936	0.8742	0.9814	0.9682	0.9875	1.1900	0.9837	0.8491	0.9837	0.9545	0.8872	1.1126	1.0373	0.8696	0
Sigma	0	0	0	0	443	463	482	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0
	0.0%	0.0%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

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65. In the last 6 months, how often was it hard to find a personal doctor who understands your culture?

	2018 Plan Results																									
	2018			2017			2016			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2017 Quality Compass (A)	DSS of Bus. (B)	UHC Average (C)	Regional West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./Very Good (L)	Good/Fair/Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)		
Total	0	0	8183	1539	443	463	0	85	344	81	239	143	291	78	42	109	205	192	244	269	154	239	204	0		
	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
No response	0	0	850	366	35	43	0	10	21	10	17	11	18	9	2	5	13	20	9	17	11	16	19	0		
	0.0%	0.0%	10.39%	23.78%	7.90%	9.29%	0.0%	11.76%	6.10%	12.35%	7.11%	7.69%	6.19%	11.54%	4.76%	4.59%	6.34%	10.42%	3.69%	6.32%	7.14%	6.69%	9.31%	0.0%		
BASE = Those who responded	0	0	7333	1173	408	420	0	75	323	71	222	132	273	69	40	104	192	172	235	252	143	223	185	0		
	0.0%	0.0%	89.61%	76.22%	92.10%	90.71%	0.0%	88.24%	93.90%	87.65%	92.89%	92.31%	93.81%	88.46%	95.24%	95.41%	93.66%	89.58%	96.31%	93.68%	92.86%	93.31%	90.69%	0.0%		
Never	0	0	5418	801	254	263	0	41	207	33	144	86	166	45	23	62	122	103	151	154	94	158	96	0		
	0.0%	0.0%	73.89%	68.29%	62.25%	62.62%	0.0%	54.67%	64.09%	46.48%	64.86%	65.15%	60.81%	65.22%	57.50%	59.62%	63.54%	59.88%	64.26%	61.11%	65.73%	70.85%	51.89%	0.0%		
Sometimes	0	0	594	126	53	58	0	14	38	18	17	15	37	9	5	12	26	26	26	34	16	30	23	0		
	0.0%	0.0%	8.10%	10.74%	12.99%	13.81%	0.0%	18.67%	11.76%	25.35%	7.66%	11.36%	13.55%	13.04%	12.50%	11.54%	13.54%	15.12%	11.06%	13.49%	11.19%	13.45%	12.43%	0.0%		
Bottom Two Box (%Never + %Sometimes)	0	0	6012	927	307	321	0	55	245	51	161	101	203	54	28	74	148	129	177	188	110	188	119	0		
	0.0%	0.0%	81.99%	79.03%	75.25%	76.43%	0.0%	73.33%	75.85%	71.83%	72.52%	76.52%	74.36%	78.26%	70.00%	71.15%	77.08%	75.00%	75.32%	74.60%	76.92%	84.30%	64.32%	0.0%		
Usually	0	0	371	88	36	42	0	9	26	12	17	9	27	6	5	9	16	13	23	23	12	16	20	0		
	0.0%	0.0%	5.06%	7.50%	8.82%	10.00%	0.0%	12.00%	8.05%	16.90%	7.66%	6.82%	9.89%	8.70%	12.50%	8.65%	8.33%	7.56%	9.79%	9.13%	8.39%	7.17%	10.81%	0.0%		
Always	0	0	950	158	65	57	0	11	52	8	44	22	43	9	7	21	28	30	35	41	21	19	46	0		
	0.0%	0.0%	12.96%	13.47%	15.93%	13.57%	0.0%	14.67%	16.10%	11.27%	19.82%	16.67%	15.75%	13.04%	17.50%	20.19%	14.58%	17.44%	14.89%	16.27%	14.69%	8.52%	24.86%	0.0%		
Top Two Box (%Always + %Usually)	0	0	1321	246	101	99	0	20	78	20	61	31	70	15	12	30	44	43	58	64	33	35	66	0		
	0.0%	0.0%	18.01%	20.97%	24.75%	23.57%	0.0%	26.67%	24.15%	28.17%	27.48%	23.48%	25.64%	21.74%	30.00%	28.85%	22.92%	25.00%	24.68%	25.40%	23.08%	15.70%	35.68%	0.0%		
4-point composite mean	0	0	1.5708	1.6616	1.7843	1.7452	0	1.8667	1.7616	1.9296	1.8243	1.7500	1.8059	1.6957	1.9000	1.8942	1.7396	1.8256	1.7532	1.8056	1.7203	1.5336	2.0865	0		
	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		

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2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

Survey Language

2018 Plan Results																								
2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
							0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Plan (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)	
Total	0 0.0%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%
No response	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
BASE = Those who responded	0 0.0%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%
English	0 0.0%	25630 95.44%	8421 95.50%	2041 93.88%	413 93.23%	439 94.82%	474 98.34%	82 96.47%	318 92.44%	79 97.53%	220 92.05%	138 96.50%	267 91.75%	76 97.44%	42 100.00%	98 89.91%	189 92.20%	180 93.75%	227 93.03%	249 92.57%	151 98.05%	239 100.00%	174 85.29%	0 0.0%
		D	D			BCDEF				K		M		PQ	PQ						T	W		
Spanish	0 0.0%	1224 4.56%	397 4.50%	133 6.12%	30 6.77%	24 5.18%	8 1.66%	3 3.53%	26 7.56%	2 2.47%	19 7.95%	5 3.50%	24 8.25%	2 2.56%	0 0.0%	11 10.09%	16 7.80%	12 6.25%	17 6.97%	20 7.43%	3 1.95%	0 0.0%	30 14.71%	0 0.0%
		G	G	BCG	G	G				J		L			NO	NO				U		V		
Sigma	0 0.0%	26854 100.00%	8818 100.00%	2174 100.00%	443 100.00%	463 100.00%	482 100.00%	85 100.00%	344 100.00%	81 100.00%	239 100.00%	143 100.00%	291 100.00%	78 100.00%	42 100.00%	109 100.00%	205 100.00%	192 100.00%	244 100.00%	269 100.00%	154 100.00%	239 100.00%	204 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
 2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

Customer Service Composite Score

	2018 Plan Results																								
	2018			2017			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type				
	2018	2018	2018	2018	2017	2016	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet		
	Quality	DSS	UHC	Regional	Plan	Plan	Plan	Very	Fair/	Very	Fair/	Good	Poor	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	(V)	(W)	(X)	
Compass	of Bus.	National	Average	Total	Total	Total	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	or Less	or More	(V)	(W)	(X)		
(A)	(B)	(C)	(D)	(E)	(F)	(G)													(T)	(U)	(V)	(W)	(X)		
Customer Service Composite Score (BASE)	25213	8582	2884	713	181	164	152	27	153	40	103	49	129	31	14	56	77	77	102	113	61	78	103	0	
NEVER/SOMETIMES COMPOSITE	11.85%	11.63%	11.11%	10.93%	10.82%	13.19%	12.60%	35.19%	6.57%	22.50%	5.39%	8.16%	12.09%	4.84%	10.71%	9.82%	13.78%	9.09%	11.85%	11.59%	9.02%	8.41%	12.62%	0.0%	
USUALLY COMPOSITE	19.03%	19.43%	18.07%	20.32%	20.51%	18.40%	21.92%	22.22%	20.34%	27.50%	17.09%	14.29%	23.36%	20.97%	28.57%	19.64%	20.28%	22.73%	19.23%	21.79%	19.67%	24.56%	17.48%	0.0%	
ALWAYS COMPOSITE	69.13%	68.94%	70.82%	68.74%	68.67%	68.40%	65.48%	42.59%	73.08%	50.00%	77.52%	77.55%	64.54%	74.19%	60.71%	70.54%	65.93%	68.18%	68.92%	66.62%	71.31%	67.03%	69.90%	0.0%	
CAHPS RATE	88.15%	88.37%	88.89%	89.07%	89.18%	86.81%	87.40%	64.81%	93.43%	77.50%	94.61%	91.84%	87.91%	95.16%	89.29%	90.18%	86.22%	90.91%	88.15%	88.41%	90.98%	91.59%	87.38%	0.0%	
AVERAGE	2.5728	2.5731	2.5970	2.5781	2.5785	2.5521	2.5288	2.0741	2.6651	2.2750	2.7213	2.6939	2.5245	2.6935	2.5000	2.6071	2.5215	2.5909	2.5707	2.5503	2.6230	2.5862	2.5728	0	
Standard deviation	0.6640	0.6619	0.6493	0.6573	0.6465	0.6790	0.6807	0.8273	0.5607	0.7774	0.5244	0.5957	0.6621	0.5400	0.6641	0.6320	0.6821	0.6127	0.6685	0.6584	0.6242	0.6232	0.6601	0	

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Getting Needed Care Composite Score

	2018 Plan Results																							
	2017 Quality Compass (A)	2018 DSS of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average West (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
								0-7	8-10	0-7	8-10	Excel./ Very Good	Good/ Fair/ Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet
								(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
Getting Needed Care Composite Score (BASE)	70824	20961	7005	1657	333	339	361	54	274	80	238	95	229	50	34	88	154	134	193	197	119	183	150	0
NEVER/SOMETIMES COMPOSITE	18.02% BC	16.96%	16.55%	17.59%	15.72%	19.95%	20.18%	36.33% I	11.89%	36.78% K	9.45%	12.85%	16.71%	14.58%	19.90%	14.29%	14.99%	14.31%	15.80%	14.04%	17.02%	12.95%	19.41%	0.0%
USUALLY COMPOSITE	26.18%	27.18%	26.56%	29.50% ABC	29.99%	27.02%	29.49%	39.22%	28.12%	35.21%	27.11%	31.62%	29.90%	36.46%	29.51%	29.81%	28.24%	25.25%	32.80%	29.05%	30.91%	31.31%	28.44%	0.0%
ALWAYS COMPOSITE	55.80% DG	55.85% DG	56.89% DG	52.91%	54.30%	53.04%	50.33%	24.46%	60.00% H	28.01%	63.44% J	55.52%	53.39%	48.96%	50.59%	55.90%	56.78%	60.44%	51.40%	56.91%	52.07%	55.74%	52.15%	0.0%
CAHPS RATE	81.98%	83.04% A	83.45% A	82.41%	84.28%	80.05%	79.82%	63.67%	88.11% H	63.22%	90.55% J	87.15%	83.29%	85.42%	80.10%	85.71%	85.01%	85.69%	84.20%	85.96%	82.98%	87.05%	80.59%	0.0%
AVERAGE	2.3778	2.3889	2.4034	2.3532	2.3858	2.3309	2.3016	1.8813	2.4811	1.9124	2.5399	2.4267	2.3668	2.3438	2.3069	2.4160	2.4179	2.4613	2.3560	2.4288	2.3505	2.4278	2.3275	0
Standard deviation	0.7705	0.7580	0.7544	0.7607	0.7412	0.7876	0.7821	0.7566	0.6945	0.7805	0.6510	0.6887	0.7525	0.7130	0.7636	0.7269	0.7290	0.7294	0.7370	0.7248	0.7499	0.7095	0.7754	0

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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 2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

Getting Care Quickly Composite Score

	2018 Plan Results																							
	2017 Quality Compass (A)	2018 DSS of Bus. (B)	2018 UHC National Average (C)	2018 Regional West Average (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
								0-7	8-10	0-7	8-10	Excel./ Very Good	Good/ Fair/ Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet
								(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
Getting Care Quickly Composite Score (BASE)	51680	20165	6775	1623	324	340	339	53	265	72	213	91	227	46	34	88	148	135	183	185	122	176	148	0
NEVER/SOMETIMES COMPOSITE	18.17%	17.38%	17.06%	19.41% BC	18.71%	20.25%	21.05%	25.22%	17.35%	28.58% K	14.80%	14.65%	19.55%	16.79%	21.67%	17.36%	17.97%	21.99%	15.29%	18.54%	17.41%	18.12%	19.46%	0.0%
USUALLY COMPOSITE	21.66%	21.88%	21.24%	22.47%	18.89%	19.87%	19.53%	25.22%	17.28%	25.74%	17.05%	18.91%	19.20%	35.48% PQ	16.67%	17.04%	16.90%	12.76%	23.70% R	17.46%	23.66%	23.68% W	13.27%	0.0%
ALWAYS COMPOSITE	60.17%	60.74% D	61.70% D	58.12%	62.40%	59.88%	59.42%	49.55%	65.37% H	45.68%	68.16% J	66.44%	61.25%	47.74%	61.67%	65.60% N	65.14% N	65.25%	61.01%	64.00%	58.93%	58.20%	67.27%	0.0%
CAHPS RATE	81.83%	82.62% D	82.94% D	80.59%	81.29%	79.75%	78.95%	74.78%	82.65%	71.42%	85.20% J	85.35%	80.45%	83.21%	78.33%	82.64%	82.03%	78.01%	84.71%	81.46%	82.59%	81.88%	80.54%	0.0%
AVERAGE	2.4200	2.4337	2.4464	2.3870	2.4369	2.3964	2.3836	2.2433	2.4802	2.1710	2.5336	2.5179	2.4170	2.3095	2.4000	2.4823	2.4717	2.4327	2.4573	2.4546	2.4152	2.4008	2.4780	0
Standard deviation	0.7763	0.7671	0.7650	0.7856	0.7787	0.7984	0.8083	0.8236	0.7580	0.8351	0.7267	0.7186	0.7893	0.7070	0.8144	0.7640	0.7757	0.8172	0.7380	0.7772	0.7621	0.7706	0.7858	0

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
 2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

How Well Doctors Communicate Composite Score

	2018 Plan Results																							
	2018			Overall Rating of Plan				Overall Rating of Health Care				Health Status		Age				Gender		Education		Survey Type		
	2017 Quality Compass	2018 DSS of Bus.	2018 UHC National Average	2018 Regional West	2018 Plan Total	2017 Plan Total	2016 Plan Total	0-7	8-10	0-7	8-10	Excel./ Very Good	Good/ Fair/ Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
How Well Doctors Communicate Composite Score (BASE)	47870	17130	5741	1338	275	268	285	40	232	57	192	76	193	32	28	79	131	109	163	173	89	148	127	0
NEVER/SOMETIMES COMPOSITE	8.62%	8.42%	8.55%	10.30% B	10.14%	11.20%	10.64%	22.29% I	7.34%	24.78% K	5.08%	7.57%	10.43%	1.56%	25.00%	9.49% N	7.89%	8.31%	10.62%	9.74%	8.43%	7.31%	13.43%	0.0%
USUALLY COMPOSITE	16.58%	16.61%	16.58%	19.15% ABC	19.63%	16.96%	18.47%	21.04%	19.65%	25.68%	18.88%	17.43%	21.12%	21.09%	13.39%	20.89%	20.03%	16.84%	21.70%	20.37%	20.79%	24.11% W	14.43%	0.0%
ALWAYS COMPOSITE	74.80% D	74.97% D	74.88% D	70.55%	70.23%	71.84%	70.89%	56.67%	73.01%	49.54%	76.04% J	75.00%	68.45%	77.34%	61.61%	69.62%	72.08%	74.85%	67.68%	69.89%	70.79%	68.58%	72.15%	0.0%
CAHPS RATE	91.38%	91.58% D	91.45%	89.70%	89.86%	88.80%	89.36%	77.71%	92.66% H	75.22%	94.92% J	92.43%	89.57%	98.44% P	75.00%	90.51%	92.11%	91.69%	89.38%	90.26%	91.57%	92.69%	86.57%	0.0%
AVERAGE	2.6619	2.6655	2.6633	2.6026	2.6010	2.6063	2.6025	2.3438	2.6567	2.2476	2.7096	2.6743	2.5802	2.7578	2.3661	2.6013	2.6419	2.6654	2.5706	2.6014	2.6236	2.6128	2.5872	0
Standard deviation	0.6260	0.6225	0.6253	0.6646	0.6597	0.6738	0.6686	0.8153	0.6027	0.8222	0.5461	0.5871	0.6689	0.4301	0.8517	0.6435	0.6163	0.6170	0.6709	0.6515	0.6268	0.6142	0.7080	0

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
 2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25851)

Shared Decision Making Composite Score

	2018 Plan Results																							
				Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type						
	2017 Quality Compass	2018 DSS of Bus.	2018 UHC National Average	2018 Regional West	2018 Plan Total	2017 Plan Total	2016 Plan Total	0-7	8-10	0-7	8-10	Excel./ Very Good	Good/ Fair/ Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
Shared Decision Making Composite Score (BASE)	25929	9293	3132	751	147	158	149	26	118	40	107	35	110	22	17	46	59	53	92	81	60	81	66	0
YES COMPOSITE	79.76%	79.59%	79.44%	80.12%	82.09%	82.59%	82.40%	80.77%	82.77%	73.33%	85.36%	83.81%	82.73%	86.36%	80.39%	88.41%	76.27%	76.73%	85.51%	81.48%	82.22%	81.07%	83.33%	0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X