

# 2017 CAHPS® 5.0H Member Survey

Adult Medicaid – HMO

Prepared for:

**13930 - UnitedHealthcare Community Plan (NE)**

June 2017

Prepared by:

**DSS Research**



# Table of contents

<b><u>Background and objectives</u></b>	<b>3</b>
<b><u>Executive summary</u></b>	<b>4</b>
<b><u>Methodology</u></b>	<b>11</b>
<b><u>Research findings</u></b>	<b>13</b>
<u>Overall ratings</u>	13
<u>Composite global proportions</u>	14
<u>Composite mean scores</u>	15
<u>Customer Service</u>	16
<u>Getting Needed Care</u>	18
<u>Getting Care Quickly</u>	19
<u>Doctor or Specialist Visits</u>	20
<u>How Well Doctors Communicate</u>	21
<u>Shared Decision Making</u>	22
<u>Health Promotion and Education</u>	23
<u>Coordination of Care</u>	24
<u>Flu Vaccinations for Adults Ages 18-64</u>	25
<u>Medical Assistance With Smoking and Tobacco Use Cessation</u>	26
<u>Aspirin Use and Discussion</u>	27
<u>Additional questions</u>	28
<b><u>Appendices</u></b>	<b>35</b>
<u>Appendix A: Member profile</u>	35
<u>Appendix B: Overall ratings and composite score summary tables</u>	38
<u>Appendix C: SatisAction™ key driver statistical model</u>	44
<u>Appendix D: Gap analysis</u>	52
<u>Appendix E: Voice of the Member</u>	54
<u>Appendix F: Questionnaire</u>	66
<u>Appendix G: Crosstabulations</u>	67

# 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 2017 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 2017 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)
- Coordination of Care (CoC)
- Health Promotion and Education (HPE)

Evaluation of assistance with smoking and tobacco use cessation measures.

Assessment of aspirin use for the primary prevention of cardiovascular disease.

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

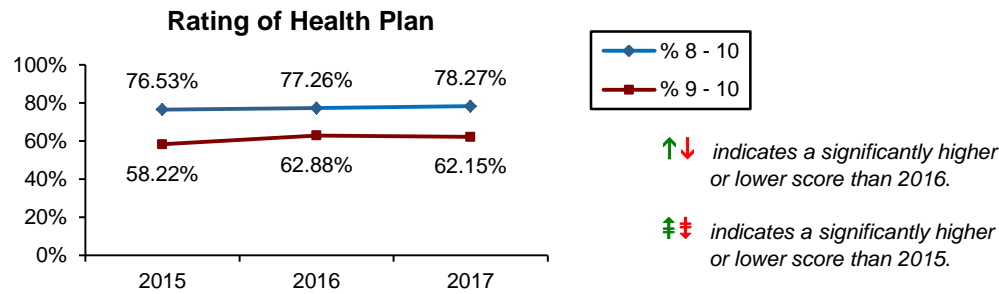
Standard measurement of all areas mentioned to facilitate meaningful comparisons among participating health plans.

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# Executive summary

**13930 - UnitedHealthcare Community Plan (NE) performed similar to last year on the overall health plan rating and performed similar to two years ago.**

- Almost eight in 10 (78.27%) gave their health plan an overall 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.
- More than six in 10 (62.15%) gave a rating of 9 or 10, which is not significantly different from last year and not significantly different from two years ago.



**A significant improvement was seen on the following composite score compared to last year:**

- Getting Needed Care composite

**Also, compared to two years ago, a significant improvement was seen on the following key measure:**

- Health Promotion and Education

Significant changes	2016 vs. 2015	2017 vs. 2016	2017 vs. 2015
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

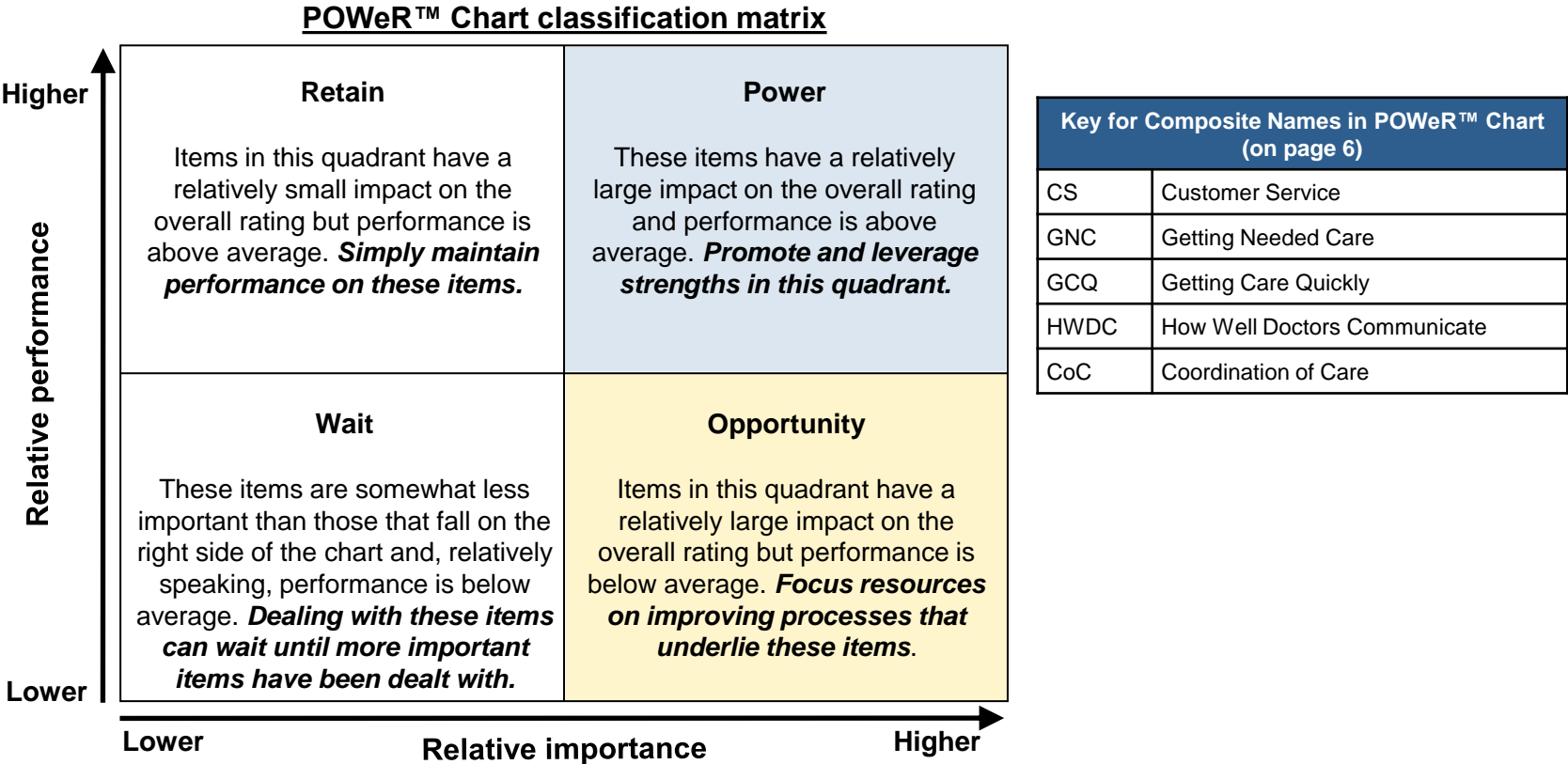
At the time of this report, AHRQ provided several resources to support health plans in their improvement efforts at the following link:  
<https://cahps.ahrq.gov/surveys-guidance/hp/improve/index.html>

### Voice of the Member

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

### Key drivers of the overall health plan rating

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



# Executive summary

## Key drivers, estimated percentiles and estimated ratings

The key drivers of the overall health plan rating 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 overall health plan rating (see [Appendix C](#) for more details).

**POWER™ Chart classification matrix - 13930 - UHC CP NE**



Survey Measure		Score	Estimated Percentile	Estimated Rating
<b>Power</b>				
Q27	Specialist overall*	82.87%	75th	4
Q23	Personal doctor overall*	84.01%	75th	4
Q13	Health care overall*	75.90%	67th	4
Q67	Mental health services overall*	69.00%	---	---
Q29	Info. provided in materials	77.45%	95th	5
<b>Opportunity</b>				
Q18	Dr. listened carefully	90.43%	33rd	3
Q20	Dr. spent enough time	89.87%	67th	4
Q19	Dr. showed respect	92.18%	33rd	3
Q17	Dr. explained things	92.16%	67th	4
<b>Wait</b>				
Q32	CS courtesy/respect	92.16%	10th	2
Q31	CS provided info./help	79.35%	25th	2
Q14	Got care/tests/treatment	85.76%	67th	4
Q34	Easy to fill out forms	90.33%	<5th	1
<b>Retain</b>				
Q22	Dr. informed about care	83.43%	50th	3
Q25	Got specialist appt.	87.69%	95th	5
Q66	CS helpful with mental health services	50.53%	---	---
Q6	Got routine care	82.45%	75th	4
Q4	Got urgent care	85.56%	67th	4

\* 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 <sup>1</sup>	Estimated Percentile <sup>2</sup>	Percentile Threshold <sup>2</sup>	Points <sup>3</sup>	
				2014 Standards <sup>4</sup>	2017 Standards <sup>4</sup>
Overall mean ratings					
Rating of Health Plan <sup>5</sup>	2.5000	81.00%	75th	2.5422	2.5422
Rating of Health Care	2.4367	78.35%	75th	1.2711	1.2711
Rating of Personal Doctor	2.6016	84.48%	75th	1.2711	1.2711
Rating of Specialist	2.5746	71.63%	50th	0.9822	0.9822
Composite mean scores					
Customer Service	2.4944	23.97%	<25th	0.2889	0.2889
Getting Needed Care	2.4978	90.87%	90th	1.4444	1.4444
Getting Care Quickly	2.4721	83.29%	75th	1.2711	1.2711
How Well Doctors Communicate <sup>6</sup>	2.6407	42.25%	25th	0.5778	---
Coordination of Care <sup>6</sup>	2.4571	79.28%	75th	---	1.2711
Total points				9.6488	10.3421

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

Percentile Threshold	Percentile	Points <sup>4</sup>
90th	Greater than or equal to 90 <sup>th</sup> percentile	1.4444
75th	Greater than or equal to 75 <sup>th</sup> percentile but less than 90 <sup>th</sup> percentile	1.2711
50th	Greater than or equal to 50 <sup>th</sup> percentile but less than 75 <sup>th</sup> percentile	0.9822
25th	Greater than or equal to 25 <sup>th</sup> percentile but less than 50 <sup>th</sup> percentile	0.5778
<25th	Less than 25 <sup>th</sup> percentile	0.2889
<b>Maximum number of points</b>		<b>13.0000</b>

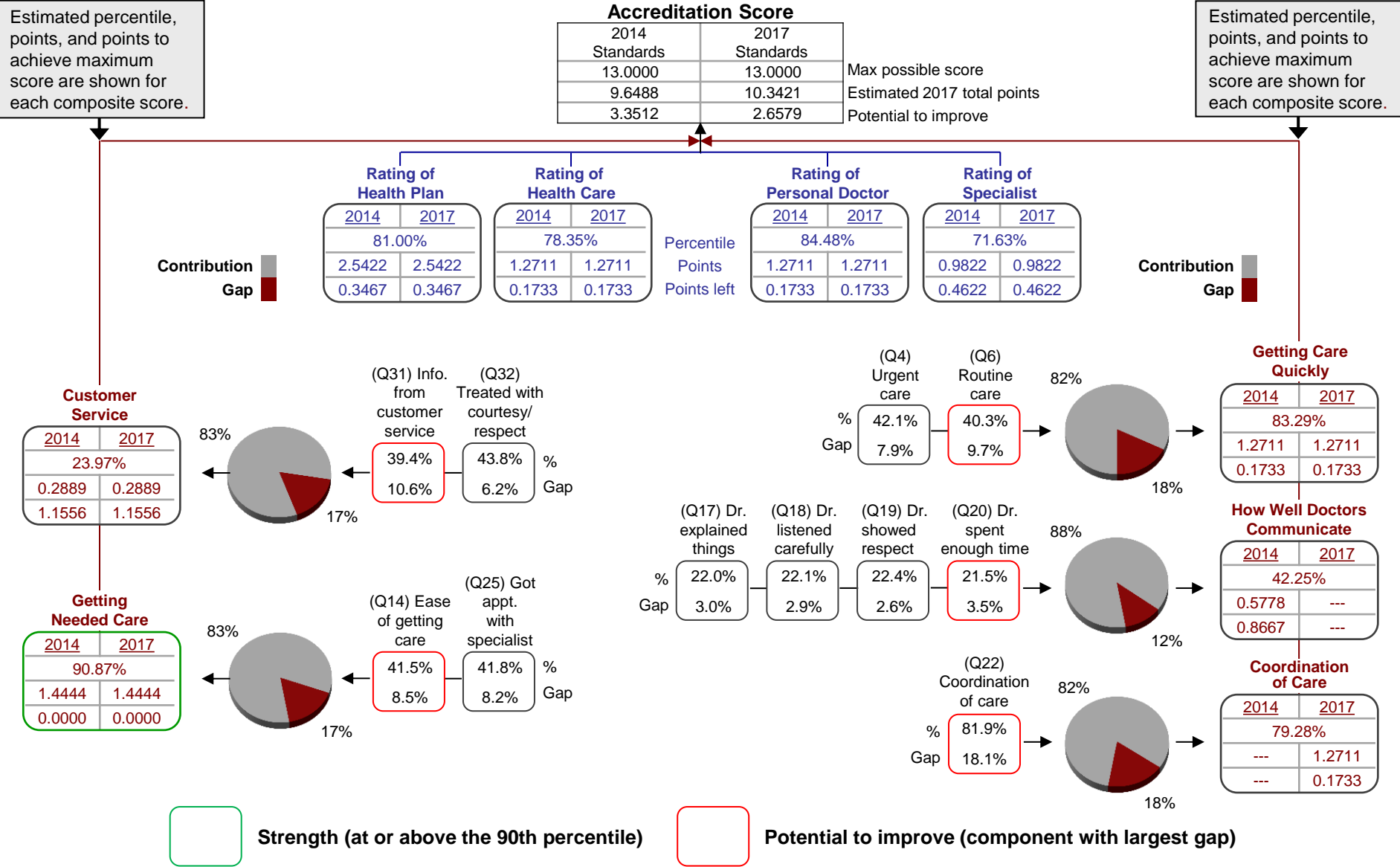
**Notes:**

- <sup>1</sup> 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.
- <sup>2</sup> The percentiles and percentile thresholds shown here are estimates and may change when the mid-year update is released, usually in September.
- <sup>3</sup> 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.
- <sup>4</sup> A health plan's standard year is based on when they submit documentation to NCQA. The 2014 standards cover submissions between July 1, 2014, and June 30, 2015, and the 2017 standards cover submissions between July 1, 2017, and June 30, 2018. For plans accredited under the 2015 and 2016 standards, NCQA will calculate scores based on the current reporting year (2017 standards) until July 1, 2018. At that time, all plans will move to the 2018 standards.
- <sup>5</sup> Rating of Health Plan is worth twice the points in each percentile band, i.e., 2.8889, 2.5422, 1.9644, 1.1556 and 0.5778, respectively.
- <sup>6</sup> The How Well Doctors Communicate composite was removed from accreditation scoring in 2015 and the Coordination of Care measure was added in 2016.

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# Executive summary

The flowchart below shows how the items used in the calculation of the plan's 2017 estimated accreditation score perform relative to each other. See [Appendix D](#) for more details.

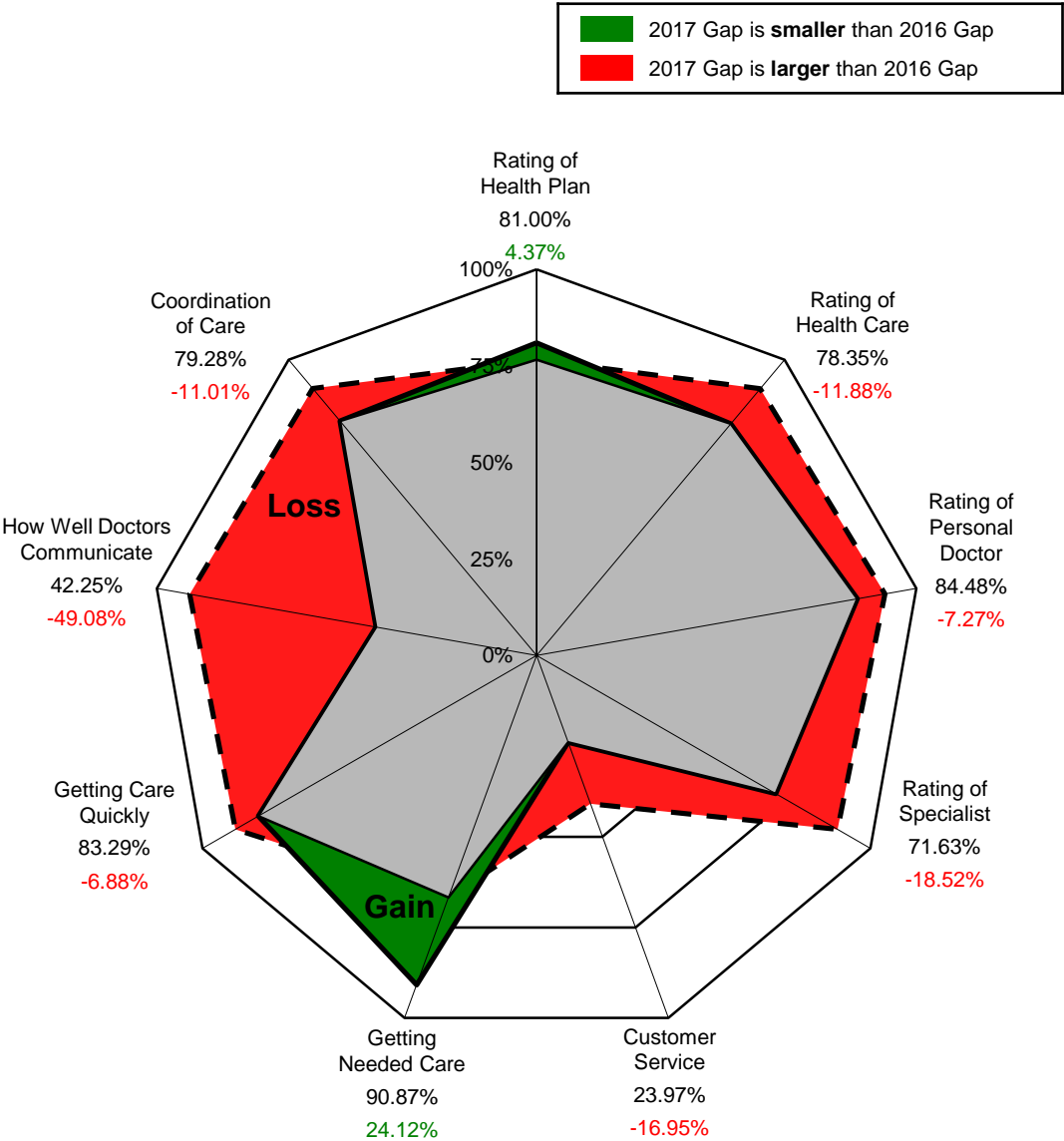




# Executive summary

**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:
  - Getting Needed Care composite
  - Rating of Health Plan
- However, the percentile gap increased on these measures:
  - How Well Doctors Communicate composite
  - Rating of Specialist
  - Customer Service composite
  - Rating of Health Care
  - Coordination of Care
  - Rating of Personal Doctor
  - Getting Care Quickly composite



# 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 2016 Quality Compass® data since the 2017 data were not available at the time of this report.

	Score*	Percentile	Rating
Consumer Satisfaction			4.0
Getting Care			4.5
Getting care easily	86.72%	90th	5.0
Getting care quickly	84.00%	67th	4.0
Satisfaction with physicians			4.0
Rating of doctor	71.27%	67th	4.0
Rating of specialists	69.06%	67th	4.0
Rating of care	59.04%	67th	4.0
Coordination of care	83.43%	33rd	3.0
Health promotion and education	75.23%	67th	4.0
Satisfaction with health plan services			3.0
Rating of health plan	62.15%	67th	4.0
Customer service	85.76%	10th	2.0

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\* Scores are top 2 ratings (% Always or Usually or % 9 or 10) for the consumer satisfaction category.

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.

# 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® 2017 Volume 3: Specifications for Survey Measures* was used. A synopsis is outlined below.

Survey Protocol	Timeframe	Date
First questionnaire mailing	0 days	1/31/2017
First reminder postcard	4 - 10 days	2/7/2017
Second questionnaire mailing	35 days	3/7/2017
Second reminder postcard	39 - 45 days	3/14/2017
Initiate telephone interviewing	56 days	3/28/2017
Complete telephone interviewing	70 days	4/11/2017
Last day to accept completed surveys	Minimum of 81 days	5/20/2017
Data submission to NCQA		5/25/2017

**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 445 members was obtained with an overall sampling error of +/- 4.6% 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	2015	2016	2017
Total mailed	1,890	1,921	1,890
Required sample	1,350	1,350	1,350
Oversample	540	571	540
Total ineligible	67	56	71
Total completed surveys	472	453	445
Mail completes	296	316	330
Phone completes	176	137	115
Adjusted response rate	25.89%	24.29%	24.46%
Overall sampling error	+/- 4.5%	+/- 4.6%	+/- 4.6%

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

**Comparison averages.** Most measures are compared to the 2016 Quality Compass Average (2016 QC Avg.) and the 2017 UHC Adult Medicaid Average (2017 UHC Avg.).

**Spanish surveys.** Respondents were given the option of completing the survey in Spanish. All members selected in the sample received both an English and a Spanish mail survey. Additionally, cover letters included a telephone number for members to call and complete the survey in Spanish. There were 29 surveys completed in Spanish.

# Overall ratings

**Compared to the 2016 plan result:**

- None of the differences are significant.

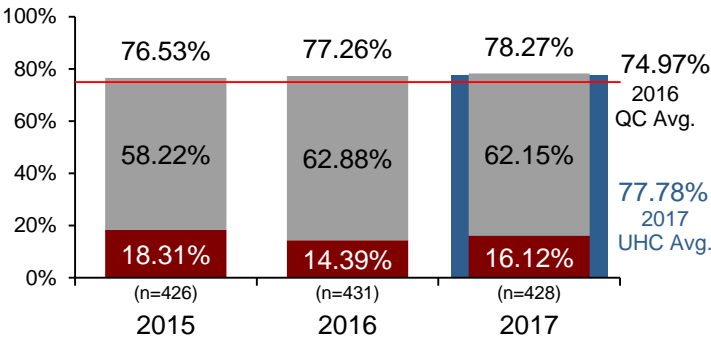
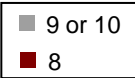
**Compared to the 2016 QC Average:**

- None of the differences are significant.

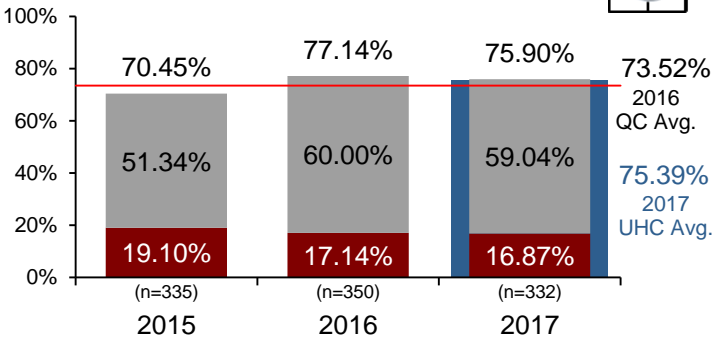
**Compared to the 2017 UHC Average:**

- None of the differences are significant.

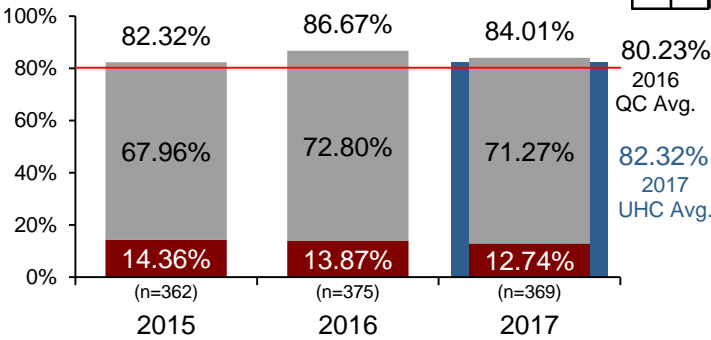
**Q35. Rating of Health Plan**



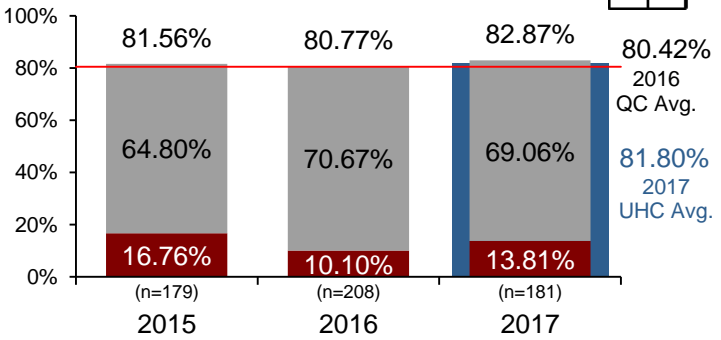
**Q13. Rating of Health Care**



**Q23. Rating of Personal Doctor**



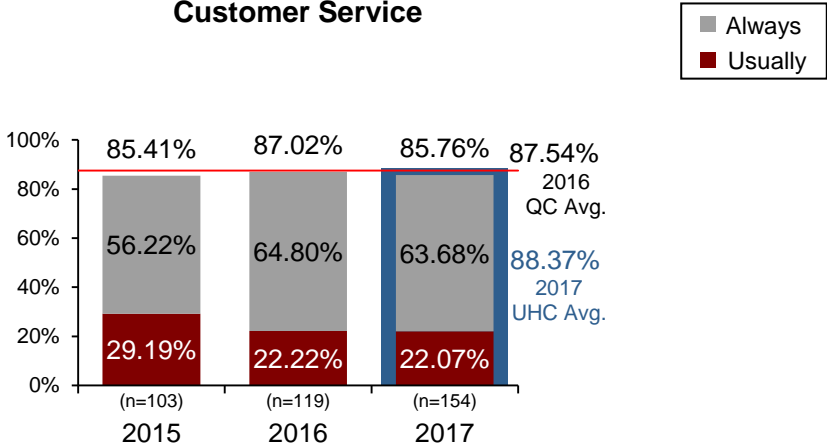
**Q27. Rating of Specialist**



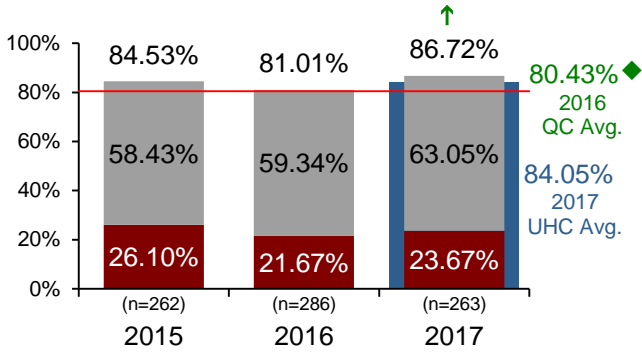
↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.  
◆ ◆ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.  
✱ ✱ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

# Composite global proportions

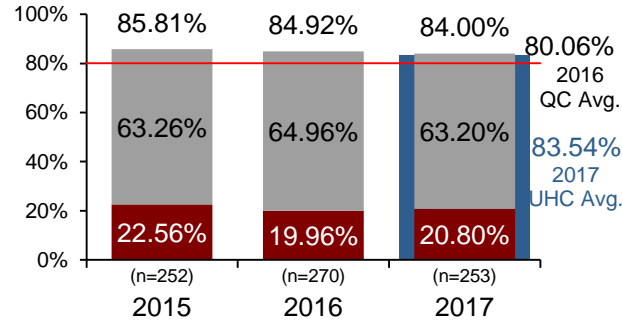
Customer Service



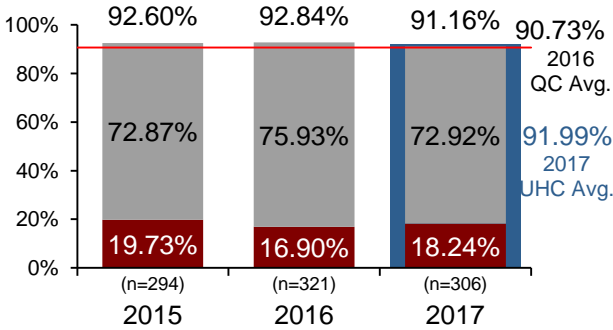
Getting Needed Care



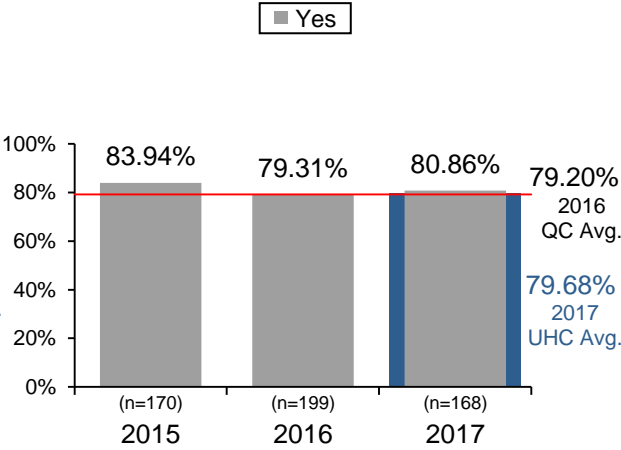
Getting Care Quickly



How Well Doctors Communicate



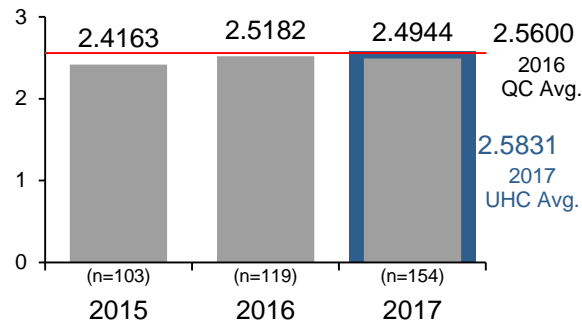
Shared Decision Making



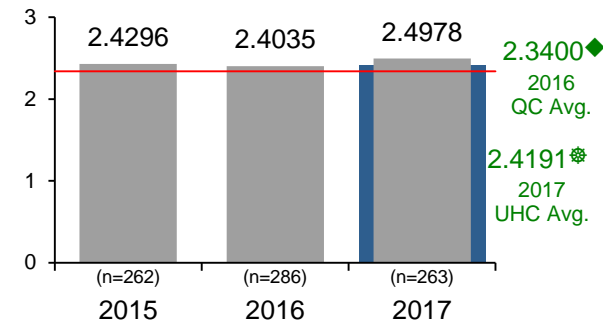
↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.  
◆ ♦ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.  
✱ ✱ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

# Composite mean scores

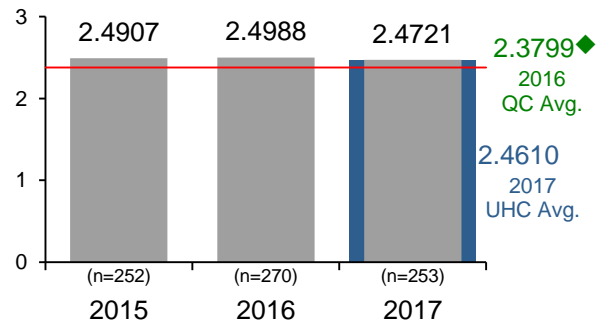
Customer Service



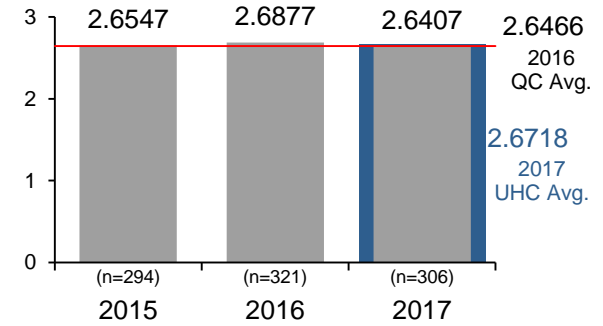
Getting Needed Care



Getting Care Quickly



How Well Doctors Communicate



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.  
◆ ◆ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.  
✱ ✱ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

# Customer Service

**Compared to the 2016 plan result:**

- None of the differences are significant.

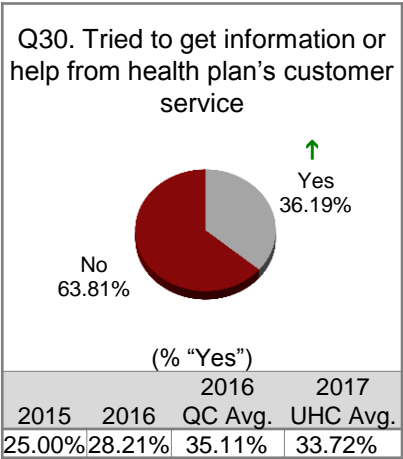
**Compared to the 2016 QC Average:**

- None of the differences are significant.

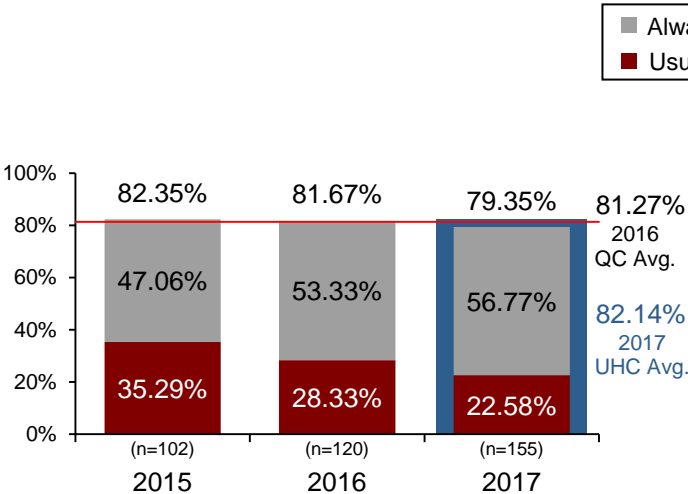
**Compared to the 2017 UHC Average:**

- None of the differences are significant.

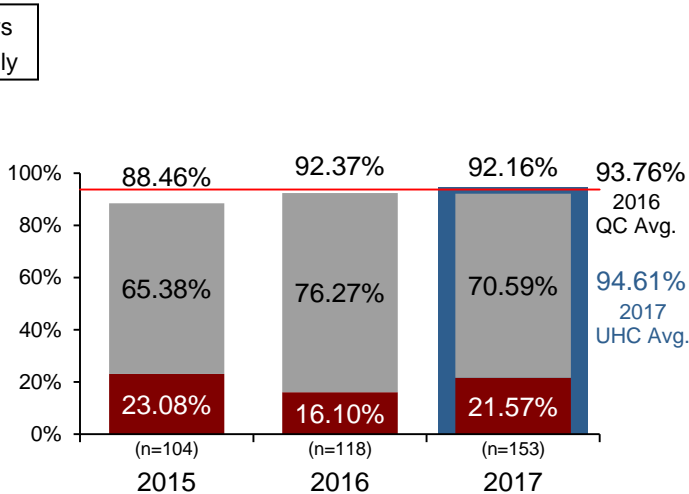
Customer Service composite					
	2015	2016	2017	2016 QC Avg.	2017 UHC Avg.
Global proportion	85.41%	87.02%	85.76%	87.54%	88.37%
Mean score	2.4163	2.5182	2.4944	2.5600	2.5831



**Q31. Customer service provided needed information or help**



**Q32. Customer service treated member with courtesy and respect**



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.  
◆ ◆ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.  
✱ ✱ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.



Compared to the 2016 plan result:

- None of the differences are significant.

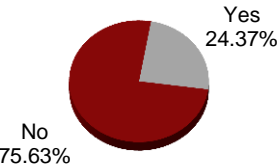
Compared to the 2016 QC Average:

- Information in written materials is significantly higher.
- Ease of filling out forms is significantly lower.

Compared to the 2017 UHC Average:

- Information in written materials is significantly higher.
- Ease of filling out forms is significantly lower.

Q28. Looked for information in written materials/on the Internet



(% "Yes")

2015	2016	2016 QC Avg.	2017 UHC Avg.
16.17%	20.67%	21.89%	21.64%

Q33. Health plan gave member forms to fill out

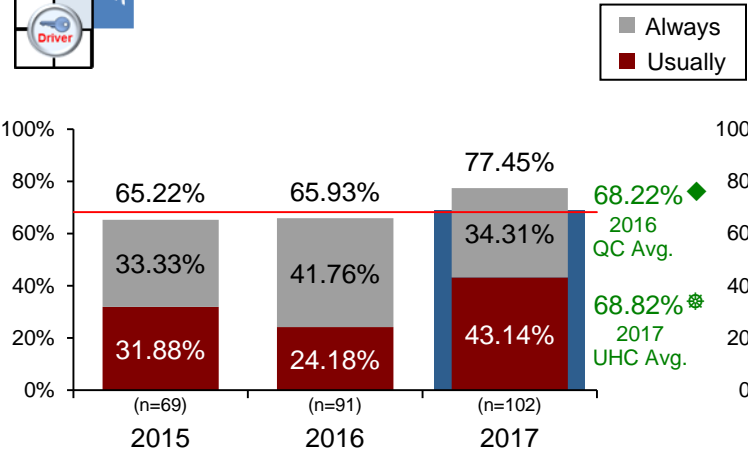


(% "Yes")

2015	2016	2016 QC Avg.	2017 UHC Avg.
25.65%	27.38%	28.86%	26.75%

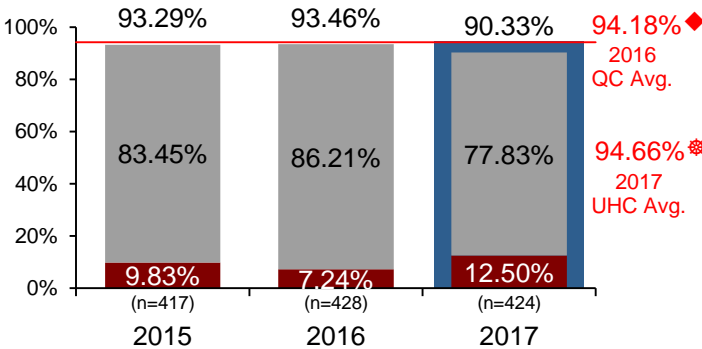
- ↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
- ◆ ♦ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.
- ✱ ✨ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

Q29. Written materials or Internet provided needed information



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.



# Getting Needed Care

**Compared to the 2016 plan result:**

- Got appointment with specialist is significantly higher.

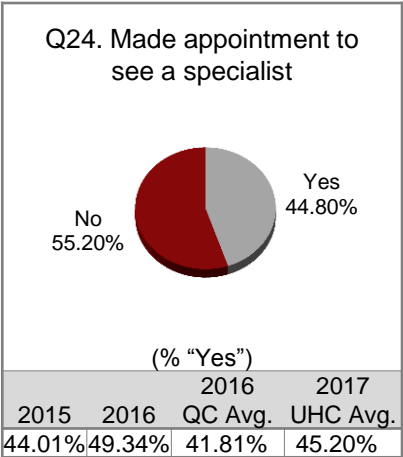
**Compared to the 2016 QC Average:**

- Got appointment with specialist is significantly higher.

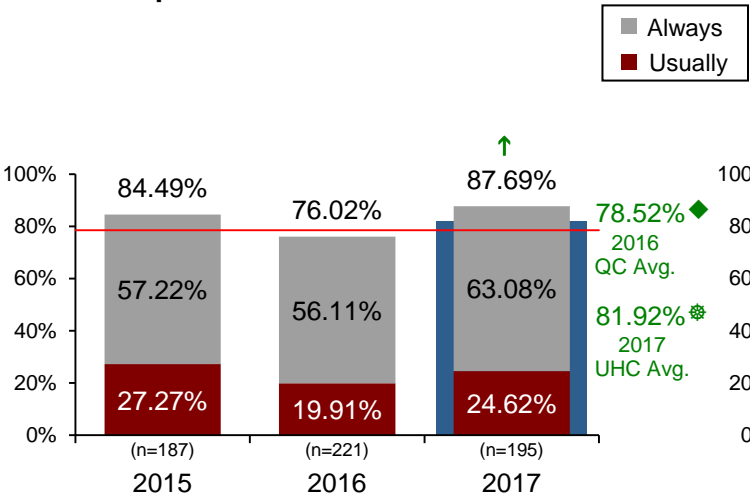
**Compared to the 2017 UHC Average:**

- Got appointment with specialist is significantly higher.

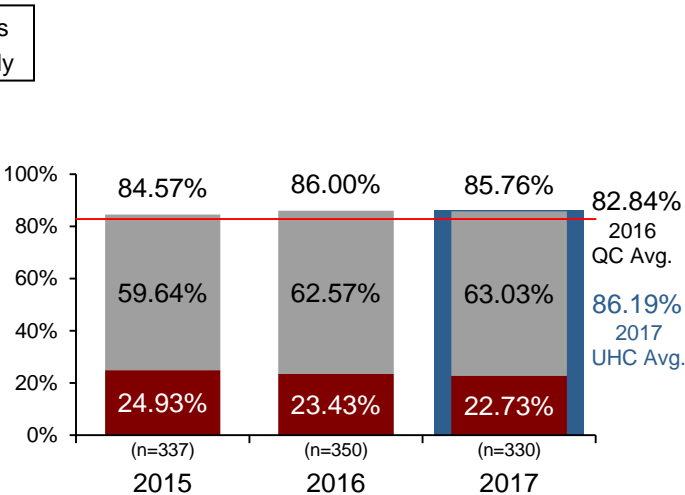
Getting Needed Care composite					
	2015	2016	2017	2016 QC Avg.	2017 UHC Avg.
Global proportion	84.53%	81.01%	86.72% ↑	80.43% ♦	84.05%
Mean score	2.4296	2.4035	2.4978	2.3400 ♦	2.4191 ⚙



**Q25. Got appointment with specialist as soon as needed**



**Q14. Ease of getting care, tests or treatment**



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.  
♦ ♦ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.  
⚙ ⚙ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

# Getting Care Quickly

### Compared to the 2016 plan result:

- None of the differences are significant.

### Compared to the 2016 QC Average:

- Got check-up or routine appointment is significantly higher.

### Compared to the 2017 UHC Average:

- None of the differences are significant.

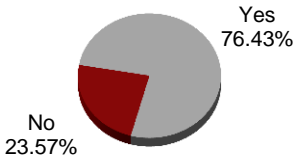
Q3. Had illness/injury/condition that needed care right away



(% "Yes")

2015	2016	2017
44.82%	47.87%	41.76%
2015	2016	2017
44.82%	47.87%	41.76%

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



(% "Yes")

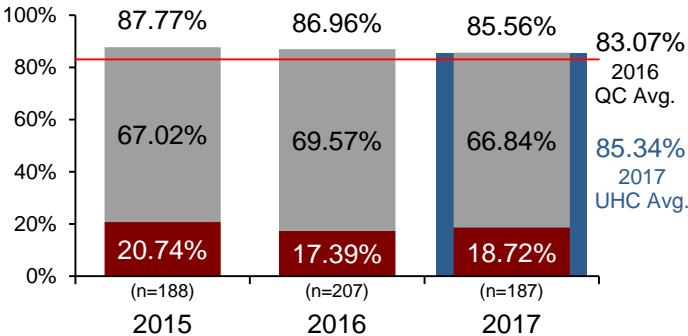
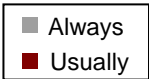
2015	2016	2017
74.15%	77.35%	71.97%
2015	2016	2017
74.15%	77.35%	71.97%

- ↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
- ◆ ♦ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.
- ◆ ♦ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

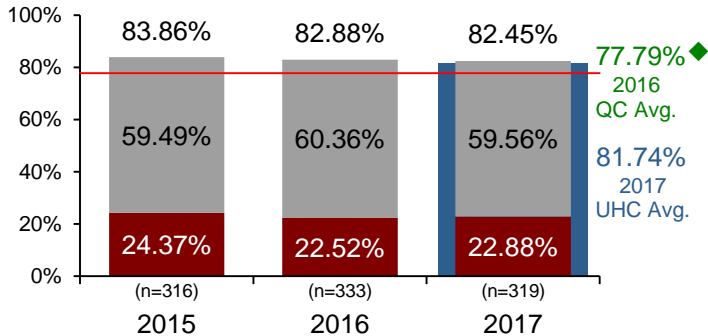
## Getting Care Quickly composite

	2015	2016	2017	2016 QC Avg.	2017 UHC Avg.
Global proportion	85.81%	84.92%	84.00%	80.06%	83.54%
Mean score	2.4907	2.4988	2.4721	2.3799 ◆	2.4610

Q4. Got urgent care as soon as needed



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



# Doctor or Specialist Visits

**Compared to the 2016 plan result:**

- None of the differences are significant.

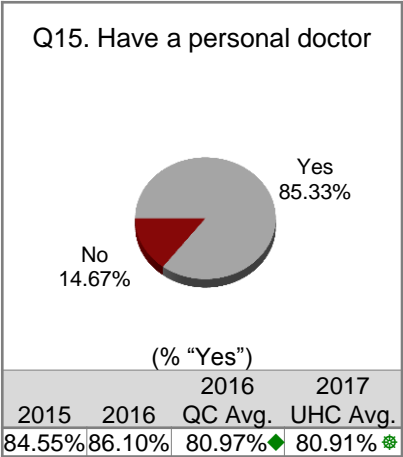
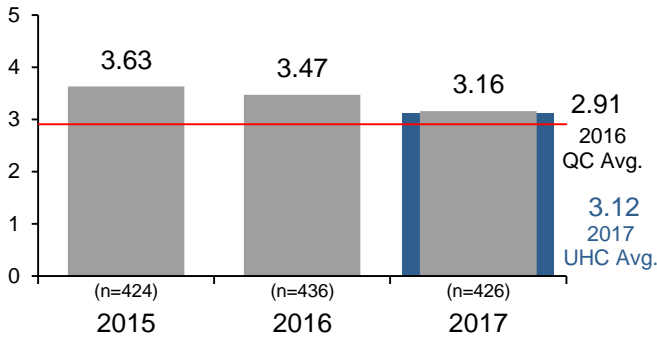
**Compared to the 2016 QC Average:**

- Average number of specialists seen is significantly higher.

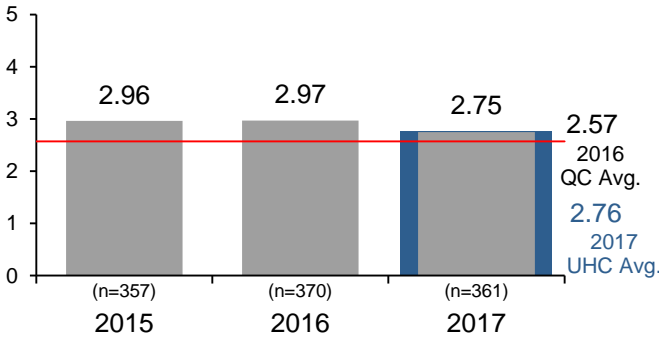
**Compared to the 2017 UHC Average:**

- None of the differences are significant.

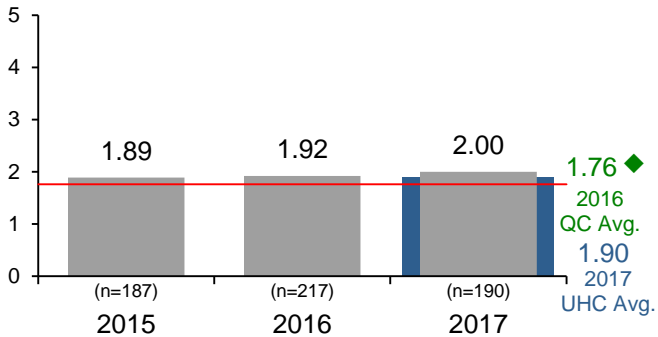
**Q7. Average number of visits to doctor's office or clinic**



**Q16. Average number of visits to personal doctor**



**Q26. Average number of specialists seen**



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.  
♦ ♦ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.  
♦ ♦ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

# How Well Doctors Communicate

**Compared to the 2016 plan result:**

- None of the differences are significant.

**Compared to the 2016 QC Average:**

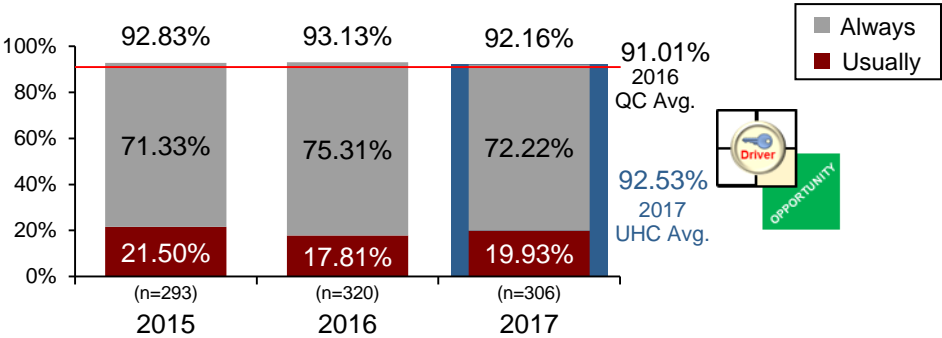
- None of the differences are significant.

**Compared to the 2017 UHC Average:**

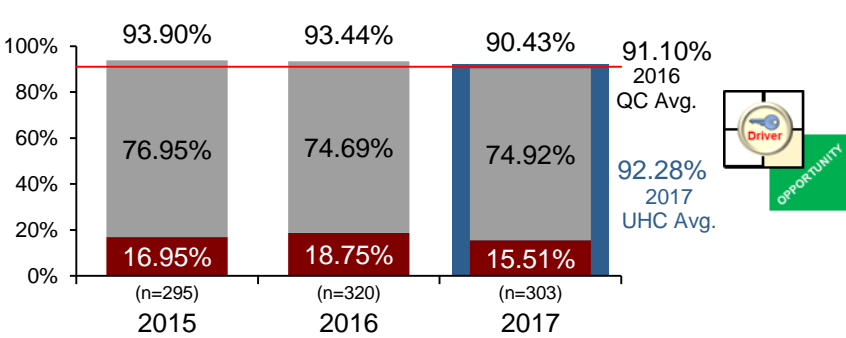
- None of the differences are significant.

How Well Doctors Communicate composite					
	2015	2016	2017	2016 QC Avg.	2017 UHC Avg.
Global proportion	92.60%	92.84%	91.16%	90.73%	91.99%
Mean score	2.6547	2.6877	2.6407	2.6466	2.6718

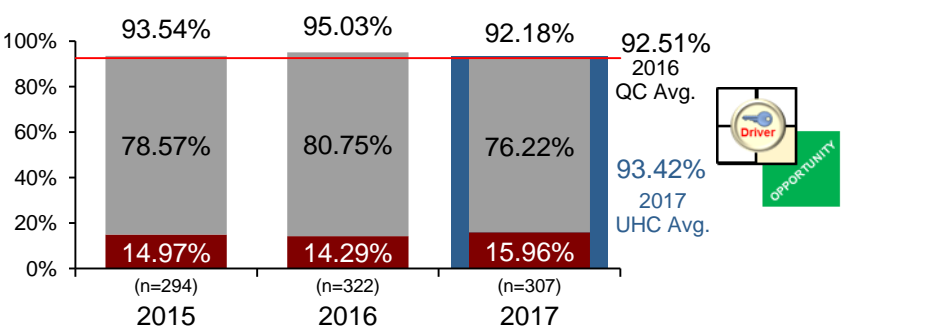
**Q17. Personal doctor explained things**



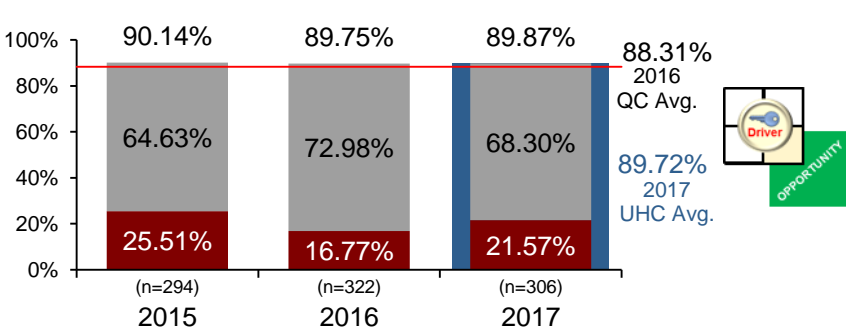
**Q18. Personal doctor listened carefully**



**Q19. Personal doctor showed respect**



**Q20. Personal doctor spent enough time**



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.  
◆ ◆ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.  
✱ ✱ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

# Shared Decision Making

**Compared to the 2016 plan result:**

- None of the differences are significant.

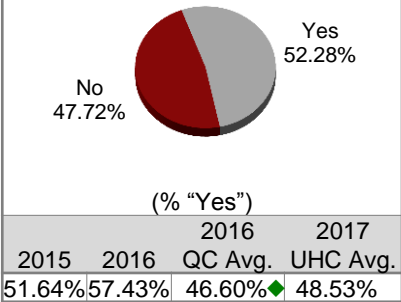
**Compared to the 2016 QC Average:**

- None of the differences are significant.

**Compared to the 2017 UHC Average:**

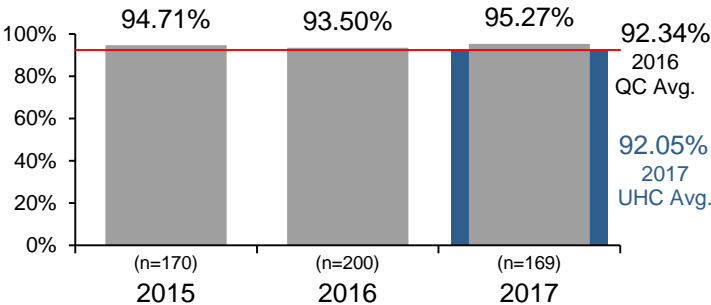
- None of the differences are significant.

Q9. Doctor discussed starting or stopping a prescription medicine

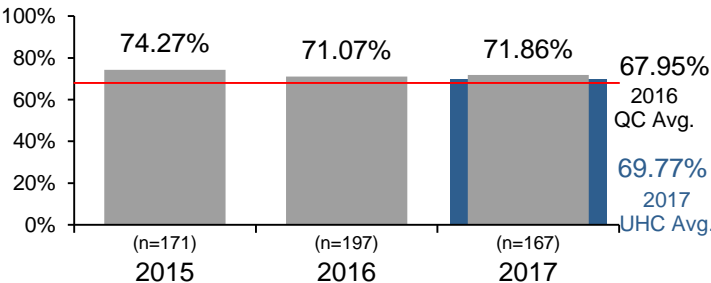


Shared Decision Making composite					
	2015	2016	2017	2016 QC Avg.	2017 UHC Avg.
Global proportion	83.94%	79.31%	80.86%	79.20%	79.68%

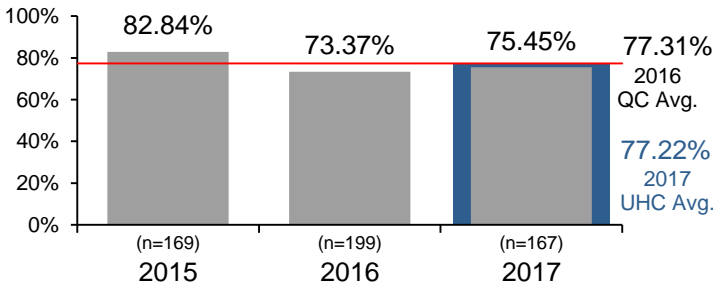
Q10. Doctor discussed reasons to take a medicine (% "Yes")



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 2017 plan result and the 2016 plan result.  
◆ ◆ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.  
✱ ✱ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

Compared to the 2016 plan result:

- The difference is not significant.

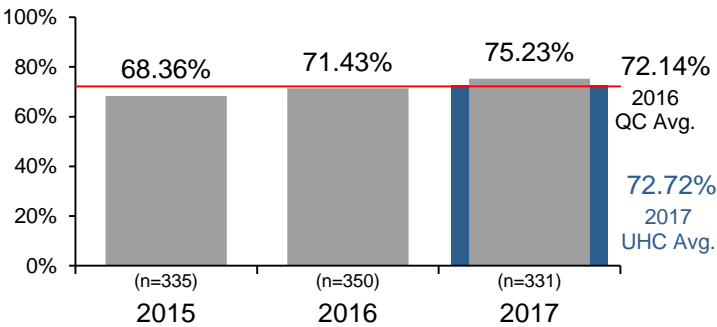
Compared to the 2016 QC Average:

- The difference is not significant.

Compared to the 2017 UHC Average:

- The difference is not significant.

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



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.  
◆ ◆ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.  
⊗ ⊗ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

# Coordination of Care

**Compared to the 2016 plan result:**

- The difference is not significant.

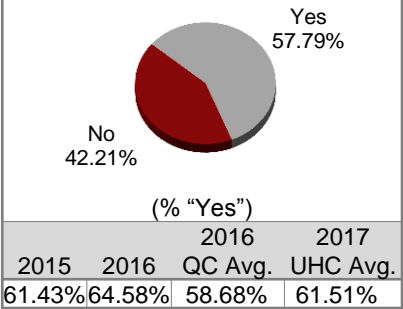
**Compared to the 2016 QC Average:**

- The difference is not significant.

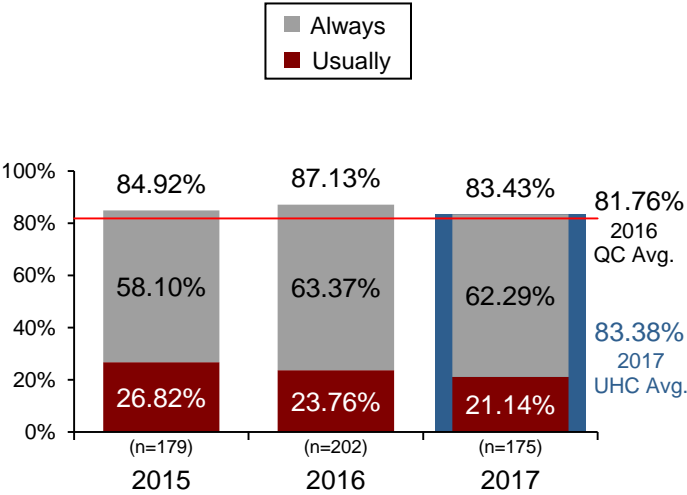
**Compared to the 2017 UHC Average:**

- The difference is not significant.

Q21. Received care from doctor or health provider besides personal doctor



Q22. Personal doctor seemed informed about care from other providers



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.  
◆ ♦ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.  
✱ ✱ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.



# Flu Vaccinations for Adults Ages 18-64

**Compared to the 2016 plan result:**

- The difference is not significant.

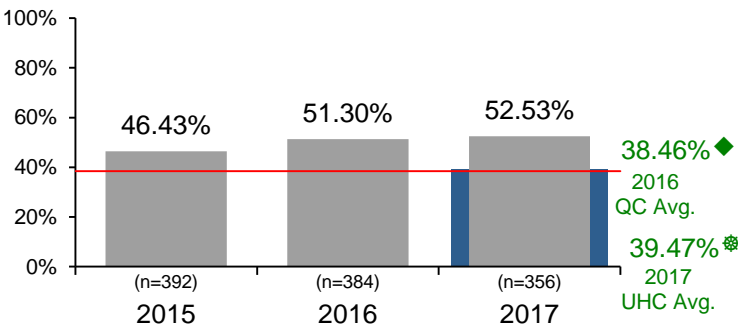
**Compared to the 2016 QC Average:**

- Flu shot is significantly higher.

**Compared to the 2017 UHC Average:**

- Flu shot is significantly higher.

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



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.  
♦ ♦ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.  
⚙ ⚙ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

# Medical Assistance With Smoking and Tobacco Use Cessation

**Compared to the 2016 plan result:**

- None of the differences are significant.

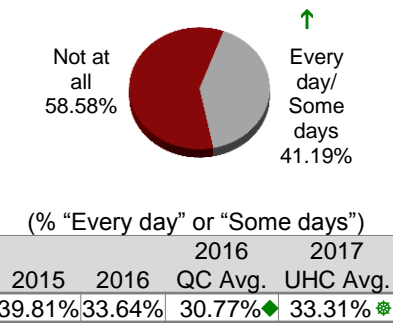
**Compared to the 2016 QC Average:**

- None of the differences are significant.

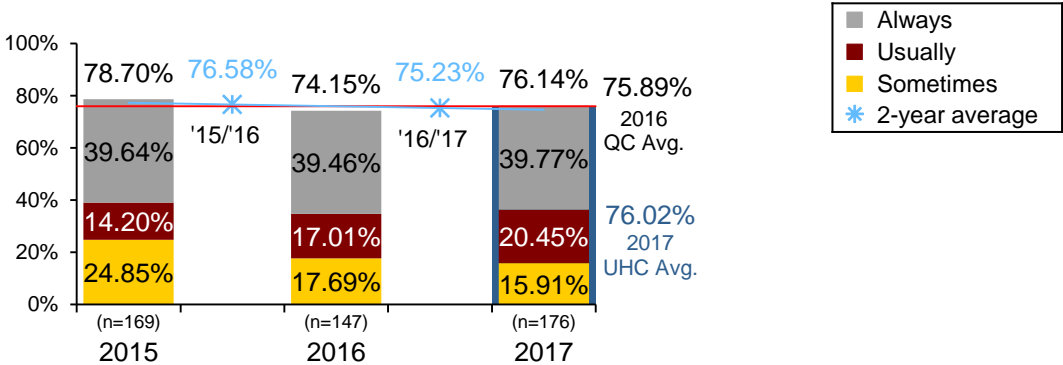
**Compared to the 2017 UHC Average:**

- None of the differences are significant.

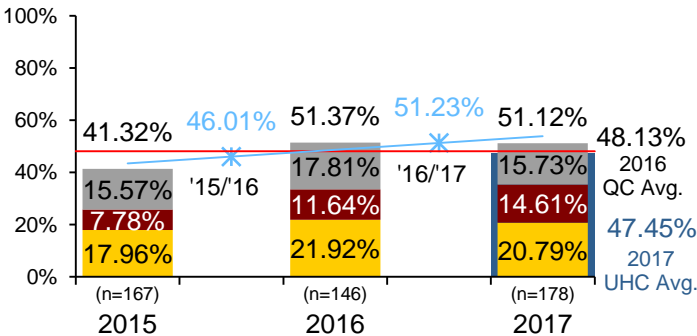
**Q39. Currently smoke cigarettes/  
use tobacco**



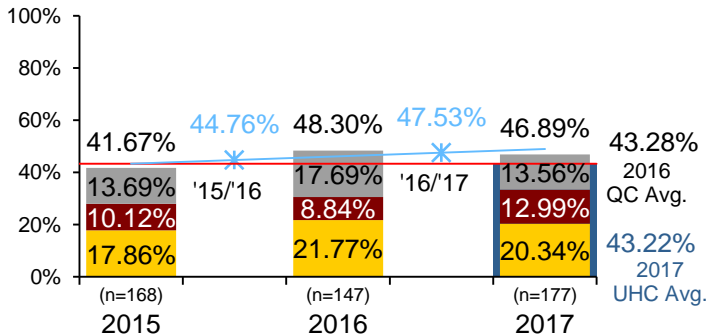
**Q40. Advising Smokers and  
Tobacco Users to Quit**



**Q41. Discussing Cessation Medications**



**Q42. Discussing Cessation Strategies**



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.  
◆ ◆ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.  
✱ ✱ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

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

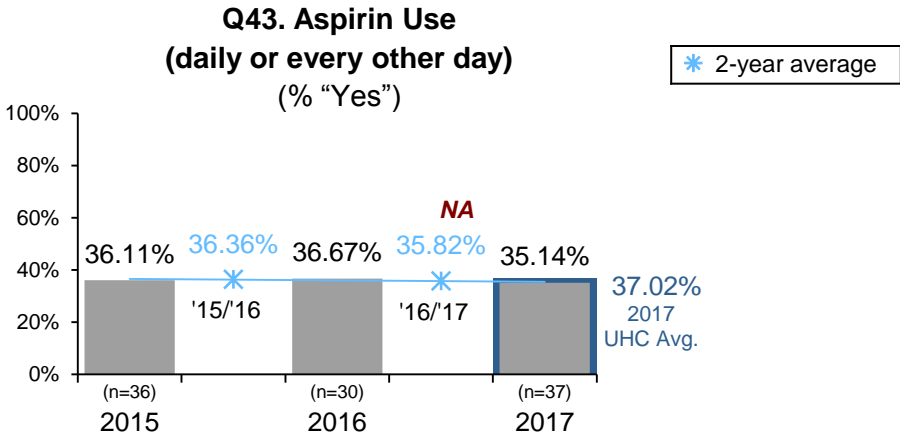
# Aspirin Use and Discussion

**Compared to the 2016 plan result:**

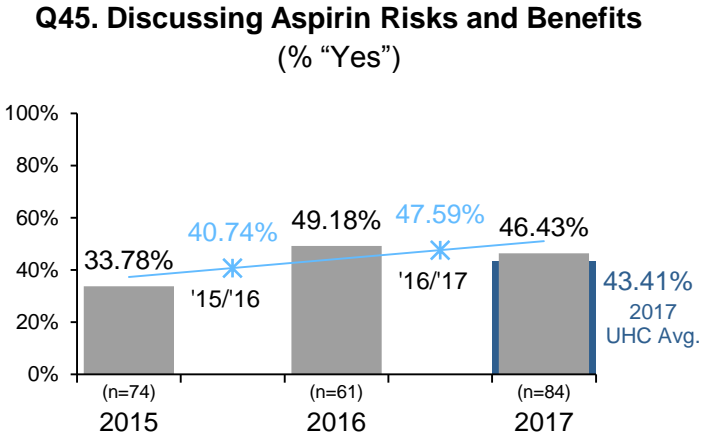
- None of the differences are significant.

**Compared to the 2017 UHC Average:**

- None of the differences are significant.



NA = NCQA will assign a measure result of NA for 2017 because the denominator is less than 100 for the current 2-year average.



NCQA only reports this measure for the following members:

Those who do not have a health problem or take medication that makes taking aspirin unsafe (Q44 = "No"), do not have an exclusion (any response to Q47) and who are:

1. Women age 56-79 with at least two risk factors
2. Men age 46-65 with at least one risk factor
3. Men age 66-79

Risk factors include:

- Q39 = Smoke/use tobacco "every day" or "some days"
- Q46 = Have "high cholesterol"
- Q46 = Have "high blood pressure"
- Q46 = Have "parent or sibling with heart attack before the age of 60"

NCQA only reports this measure for the following members:

Those who do not have an exclusion (any response to Q47) and who are:

1. Women age 56-79
2. Men age 46-79

Q47 exclusions include:

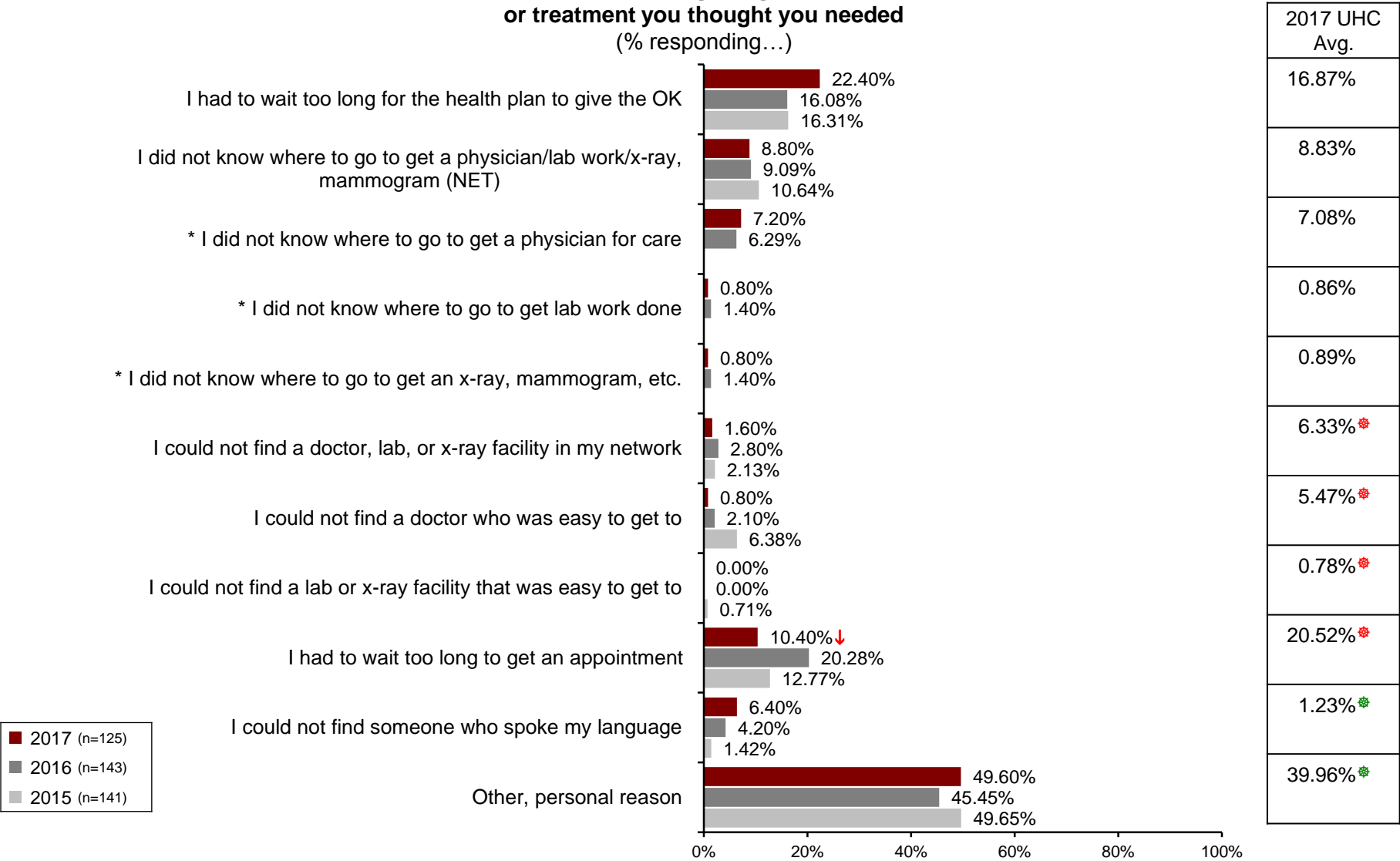
- A heart attack
- Angina or coronary heart disease
- A stroke
- Any kind of diabetes or high blood sugar

↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.  
⚙️ ⚙️ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

## **Additional questions**

Getting needed care

Q59. Problems with getting the care, tests or treatment you thought you needed  
(% responding...)



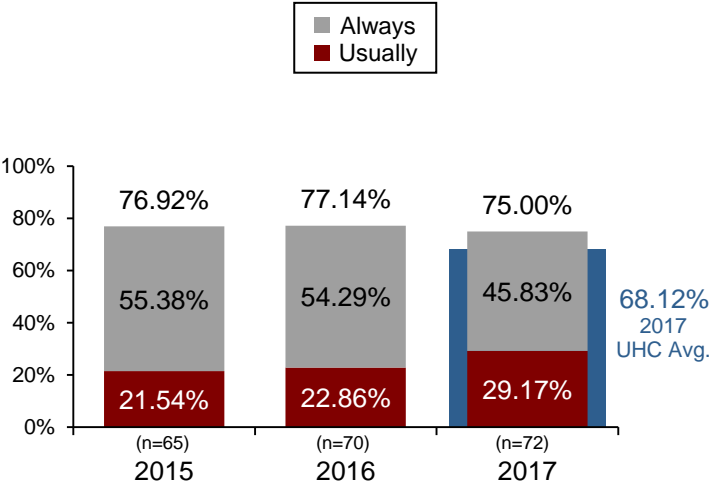
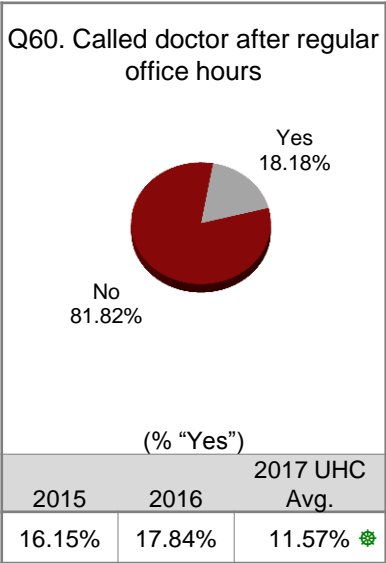
2017 (n=125)  
2016 (n=143)  
2015 (n=141)

↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.  
\* Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

\*Response option split in 2016 and NET shown for trending purposes.

Calling a doctor’s office or clinic after regular office hours

Q61. Got help you wanted

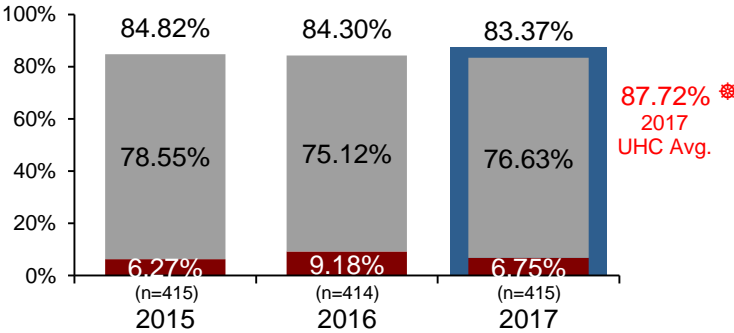
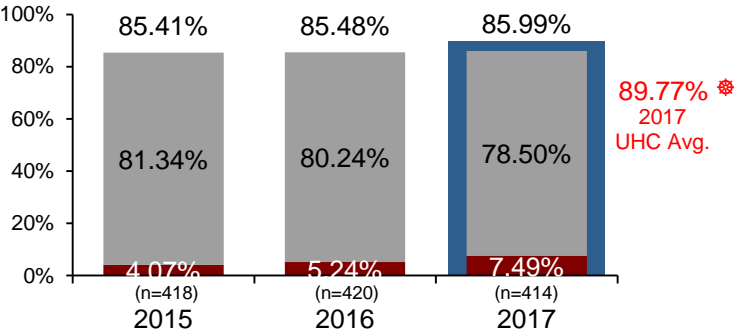
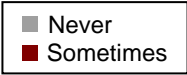


Indicates a significant difference between the 2017 plan result and the 2016 plan result.  
 Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

Language or cultural barriers

Q62. Hard to find a doctor who speaks your language

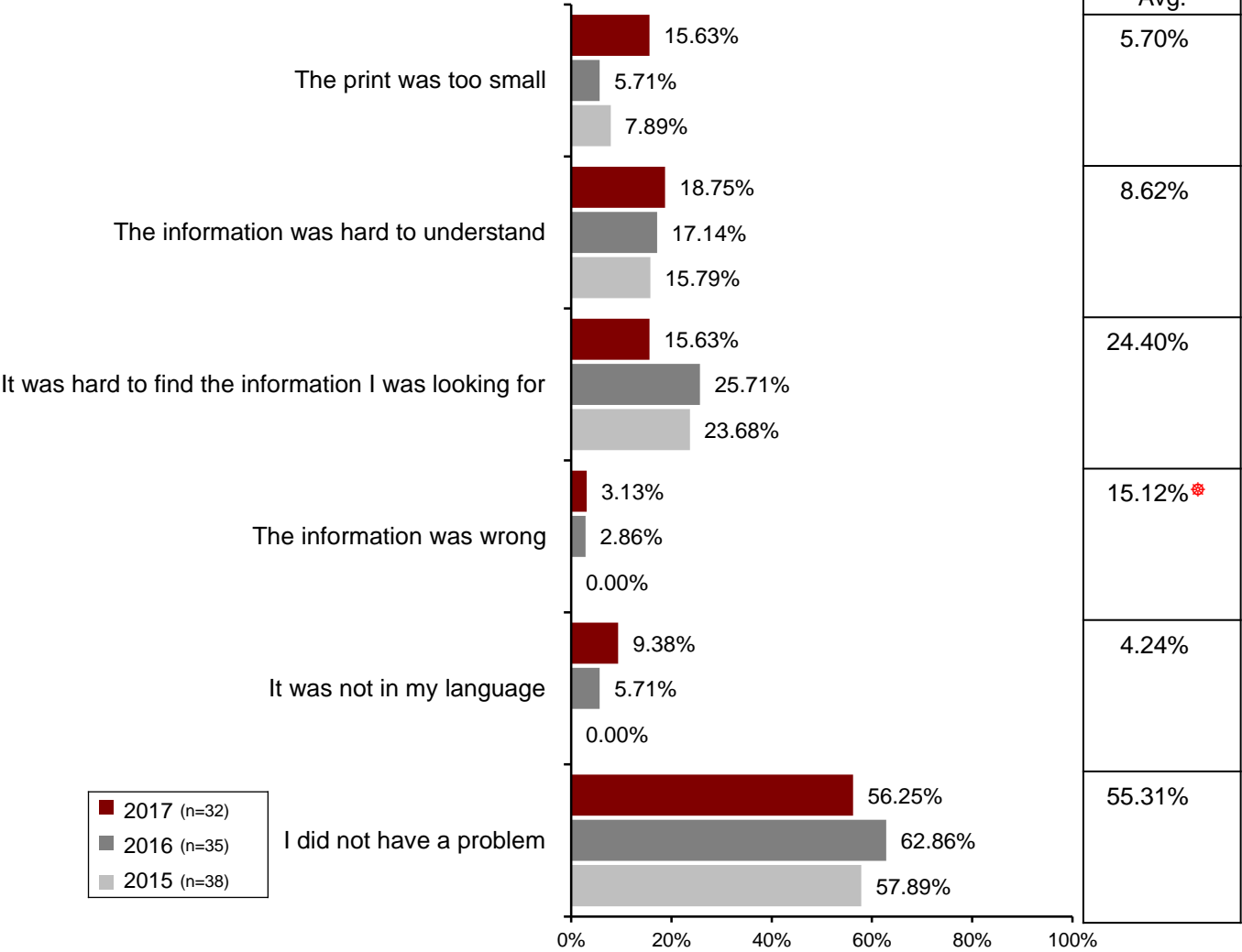
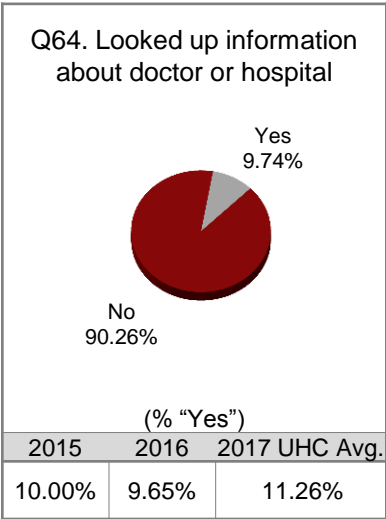
Q63. Hard to find a doctor who understands your culture



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.  
⚙️ ⚙️ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

Website

Q65. Problems encountered when website was not useful in finding a doctor or hospital  
(% responding...)

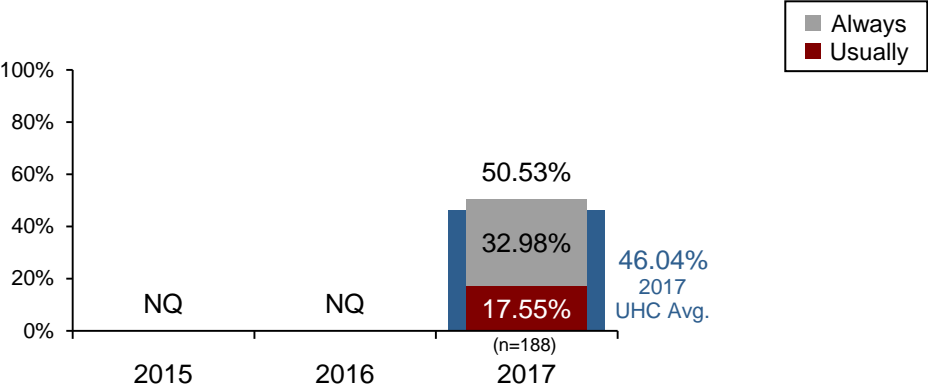


↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.  
\* Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

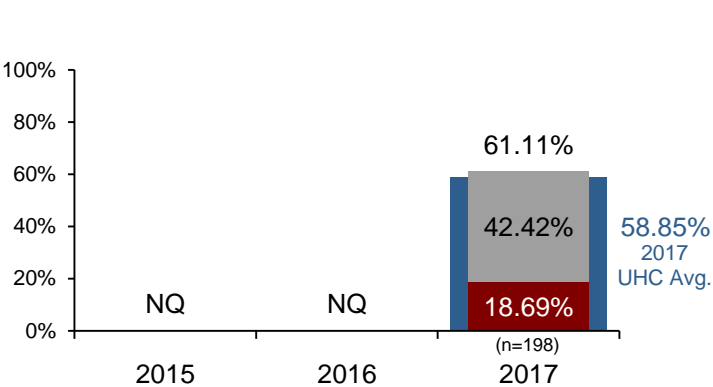


Mental health services

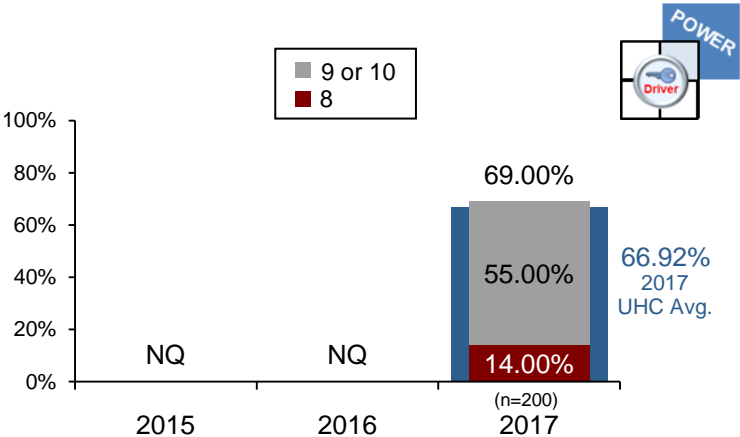
Q66. Customer service staff was helpful and provided help needed



Q68. Easy to get appointment with mental health specialist



Q67. Mental health services overall

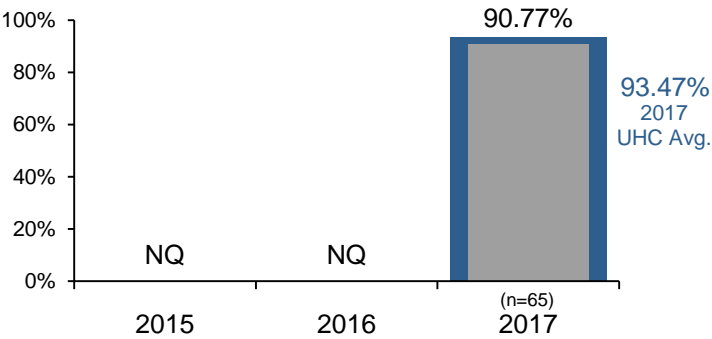
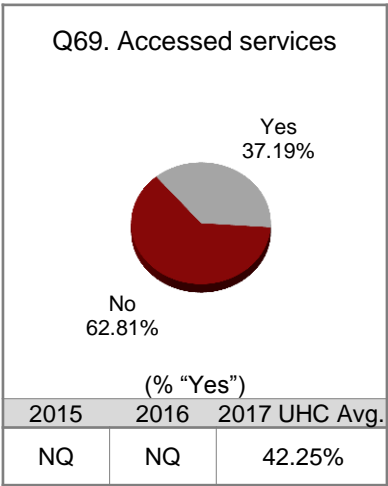


Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

NQ = New question in 2017.

Mental health or substance abuse services

Q70. Provider was helpful  
(% “Yes”)



Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

## **Appendix A**

### **Member profile**

Member profile

	2015	2016	2017	2016 QC Avg.	2017 UHC Avg.
Member health					
Overall health (Q36)					
Excellent/Very good	29.37%	31.29%	28.74%	33.91% <span>◆</span>	30.65%
Good	33.80%	30.16%	30.57%	33.20%	32.39%
Fair/Poor	36.83%	38.55%	40.69%	32.88% <span>◆</span>	36.96%
Overall mental/emotional health (Q37)					
Excellent/Very good	37.88%	35.47%	35.73%	44.36% <span>◆</span>	39.70%
Good	29.33%	30.89%	31.55%	28.40%	29.24%
Fair/Poor	32.79%	33.64%	32.71%	27.24% <span>◆</span>	31.06%
Aspirin use and discussion					
Aspirin Use (Q43) – All respondents	22.51%	25.06%	30.30%	---	26.83%
Aspirin Use (Q43) – Qualified respondents	36.11%	36.67%	35.14%	---	37.02%
Have a health problem/take medication that makes taking aspirin unsafe (Q44)	12.76%	10.34%	14.25%	---	11.54%
Discussing Aspirin Risks and Benefits (Q45) – All respondents	35.03%	37.59%	44.14% <span>↑</span>	---	41.91%
Discussing Aspirin Risks and Benefits (Q45) – Qualified respondents	33.78%	49.18%	46.43%	---	43.41%
Aware of having of any of the following conditions (Q46):					
High cholesterol	23.52%	26.05%	35.28% <span>↑</span>	---	29.66% <span>⚙</span>
High blood pressure	32.20%	34.66%	42.70% <span>↑</span>	---	39.11%
Parent or sibling with heart attack before the age of 60	16.10%	18.10%	22.70%	---	19.82%
Doctor has told you that you have the following conditions (Q47):					
Heart attack	3.39%	4.19%	5.39%	---	5.78%
Angina or coronary heart disease	4.03%	5.74%	7.64%	---	5.57%
Stroke	4.24%	7.06%	8.31%	---	6.03%
Any kind of diabetes or high blood sugar	19.49%	23.84%	28.54%	---	21.95% <span>⚙</span>
Got health care 3 or more times for the same condition or problem in the last 6 months (Q48)	37.94%	43.19%	41.11%	33.21% <span>◆</span>	35.54% <span>⚙</span>
Condition or problem has lasted for at least 3 months (not including pregnancy or menopause) (Q49)	77.22%	83.70%	84.75%	82.95%	85.00%
Now need or take medicine prescribed by a doctor (not including birth control) (Q50)	65.43%	67.13%	73.50% <span>↑</span>	62.57% <span>◆</span>	68.34% <span>⚙</span>
Medicine is to treat a condition that has lasted for at least 3 months (not including pregnancy or menopause) (Q51)	90.58%	89.40%	91.03%	91.12%	92.02%

↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.  
◆ ◆ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.  
⚙ ⚙ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

Member profile

	2015	2016	2017	2016 QC Avg.	2017 UHC Avg.
Member demographics					
Age (Q52)					
18-34	34.49%	37.73%	23.67% ↓	31.87% ◆	25.79%
35-44	18.52%	15.68%	14.39%	16.43%	14.21%
45-54	19.21%	19.09%	16.47%	20.38% ◆	20.59% ⚙
55 or older	27.78%	27.50%	45.48% ↑	31.32% ◆	39.41% ⚙
Gender (Q53)					
Male	28.31%	31.20%	34.33%	37.43%	38.23%
Female	71.69%	68.80%	65.67%	62.57%	61.77%
Education (Q54)					
High school or less	62.74%	59.47%	67.38% ↑	62.40% ◆	62.37% ⚙
Some college	26.89%	30.46%	27.42%	27.39%	27.99%
College graduate or more	10.38%	10.07%	5.20% ↓	10.21% ◆	9.64% ⚙
Race/ethnicity (Q55/Q56)					
White	64.25%	60.51%	60.77%	53.89% ◆	65.94% ⚙
Hispanic or Latino	8.41%	9.20%	13.01%	19.35% ◆	16.02%
Black or African-American	26.09%	25.93%	23.92%	24.29%	22.44%
Asian	6.28%	8.41%	7.89%	5.99%	5.25% ⚙
Native Hawaiian or other Pacific Islander	0.24%	1.40%	1.67%	1.23%	2.23%
American Indian or Alaska Native	5.56%	5.14%	6.22%	4.00%	5.03%
Other	7.00%	7.71%	10.77%	10.60%	10.14%

↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.  
◆ ◆ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.  
⚙ ⚙ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

## **Appendix B**




### **Overall ratings and composite score summary tables**







Key measures – global proportions and summary rates

	2015	2016	2017	2017 Num.	2017 Den.	2016 QC Avg.	2017 UHC Avg.
Rating of Health Plan (Q35) (% 8, 9 or 10)	76.53%	77.26%	78.27%	335	428	74.97%	77.78%
Rating of Health Care (Q13) (% 8, 9 or 10)	70.45%	77.14%	75.90%	252	332	73.52%	75.39%
Rating of Personal Doctor (Q23) (% 8, 9 or 10)	82.32%	86.67%	84.01%	310	369	80.23%	82.32%
Rating of Specialist (Q27) (% 8, 9 or 10)	81.56%	80.77%	82.87%	150	181	80.42%	81.80%
Customer Service (% Always or Usually)	85.41%	87.02%	85.76%	---	154	87.54%	88.37%
Q31. Got needed information from customer service	82.35%	81.67%	79.35%	123	155	81.27%	82.14%
Q32. Staff treated you with courtesy and respect	88.46%	92.37%	92.16%	141	153	93.76%	94.61%
Getting Needed Care (% Always or Usually)	84.53%	81.01%	86.72% ↑	---	263	80.43% ◆	84.05%
Q25. Got appointment with specialist as soon as needed	84.49%	76.02%	87.69% ↑	171	195	78.52% ◆	81.92% ✱
Q14. Ease of getting needed care, tests or treatment	84.57%	86.00%	85.76%	283	330	82.84%	86.19%
Getting Care Quickly (% Always or Usually)	85.81%	84.92%	84.00%	---	253	80.06%	83.54%
Q4. Got urgent care as soon as needed	87.77%	86.96%	85.56%	160	187	83.07%	85.34%
Q6. Got routine appointment as soon as needed	83.86%	82.88%	82.45%	263	319	77.79% ◆	81.74%
How Well Doctors Communicate (% Always or Usually)	92.60%	92.84%	91.16%	---	306	90.73%	91.99%
Q17. Personal doctor explained things	92.83%	93.13%	92.16%	282	306	91.01%	92.53%
Q18. Personal doctor listened carefully	93.90%	93.44%	90.43%	274	303	91.10%	92.28%
Q19. Personal doctor showed respect	93.54%	95.03%	92.18%	283	307	92.51%	93.42%
Q20. Personal doctor spent enough time	90.14%	89.75%	89.87%	275	306	88.31%	89.72%
Shared Decision Making (% Yes)	83.94%	79.31%	80.86%	---	168	79.20%	79.68%
Q10. Doctor discussed reasons to take medicines	94.71%	93.50%	95.27%	161	169	92.34%	92.05%
Q11. Doctor discussed reasons to not take medicines	74.27%	71.07%	71.86%	120	167	67.95%	69.77%
Q12. Doctor asked what you thought was best	82.84%	73.37%	75.45%	126	167	77.31%	77.22%
Health Promotion and Education (Q8) (% Yes)	68.36%	71.43%	75.23%	249	331	72.14%	72.72%
Coordination of Care (Q22) (% Always or Usually)	84.92%	87.13%	83.43%	146	175	81.76%	83.38%
Flu Vaccinations for Adults Ages 18-64 (Q38) (% Yes)	46.43%	51.30%	52.53%	187	356	38.46% ◆	39.47% ✱
Medical Assistance With Smoking and Tobacco Use Cessation (% Always, Usually or Sometimes) (Two-year average)							
	2015/2016		2016/2017				
Q40. Advising Smokers and Tobacco Users to Quit	---	76.58%	75.23%	243	323	75.89%	76.02%
Q41. Discussing Cessation Medications	---	46.01%	51.23%	166	324	48.13%	47.45%
Q42. Discussing Cessation Strategies	---	44.76%	47.53%	154	324	43.28%	43.22%
Aspirin Use and Discussion (Two-year average)							
Q43. Aspirin Use – Qualified respondents	---	36.36%	35.82%	24	67	---	37.02%
Q45. Discussing Aspirin Risks and Benefits – Qualified respondents	---	40.74%	47.59%	69	145	---	43.41%

↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.  
◆ ◆ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.  
✱ ✱ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

Overall ratings and composites – global proportions and summary rates

	2015	2016	2017	2016 QC Avg.	2017 UHC Avg.
Overall ratings					
Rating of Health Plan (Q35) (% 8, 9 or 10)	76.53%	77.26%	78.27%	74.97%	77.78%
Rating of Health Care (Q13) (% 8, 9 or 10)	70.45%	77.14%	75.90%	73.52%	75.39%
Rating of Personal Doctor (Q23) (% 8, 9 or 10)	82.32%	86.67%	84.01%	80.23%	82.32%
Rating of Specialist (Q27) (% 8, 9 or 10)	81.56%	80.77%	82.87%	80.42%	81.80%
Overall ratings and composite scores					
Rating of Health Plan (Q35) (% 9 or 10)	58.22%	62.88%	62.15%	57.69%	61.34%
Rating of Health Care (Q13) (% 9 or 10)	51.34%	60.00%	59.04%	53.64%	56.43%
Rating of Personal Doctor (Q23) (% 9 or 10)	67.96%	72.80%	71.27%	65.41% 	68.10%
Rating of Specialist (Q27) (% 9 or 10)	64.80%	70.67%	69.06%	65.97%	68.31%
Customer Service (% Always or Usually)	85.41%	87.02%	85.76%	87.54%	88.37%
Getting Needed Care (% Always or Usually)	84.53%	81.01%	86.72% 	80.43% 	84.05%
Getting Care Quickly (% Always or Usually)	85.81%	84.92%	84.00%	80.06%	83.54%
How Well Doctors Communicate (% Always or Usually)	92.60%	92.84%	91.16%	90.73%	91.99%
Shared Decision Making (% Yes)	83.94%	79.31%	80.86%	79.20%	79.68%
Health Promotion and Education (Q8) (% Yes)	68.36%	71.43%	75.23%	72.14%	72.72%
Coordination of Care (Q22) (% Always or Usually)	84.92%	87.13%	83.43%	81.76%	83.38%

  Indicates a significant difference between the 2017 plan result and the 2016 plan result.  
  Indicates a significant difference between the 2017 plan result and the 2016 QC Average.  
  Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.



Overall ratings and composites – mean scores

	2015	2016	2017	2016 QC Avg.	2017 UHC Avg.
Overall mean ratings: 0 - 10 scale					
Rating of Health Plan (Q35)	8.4061	8.5336	8.5678	8.3436 ♦	8.5034
Rating of Health Care (Q13)	8.0836	8.4857	8.4127	8.2609	8.3777
Rating of Personal Doctor (Q23)	8.7845	8.9467	8.8049	8.6084	8.7245
Rating of Specialist (Q27)	8.5922	8.7067	8.7459	8.6203	8.6787
Overall ratings and composite scores: Three-point mean scores					
Rating of Health Plan (Q35)	2.4319	2.4965	2.5000	2.4199 ♦	2.4759
Rating of Health Care (Q13)	2.3224	2.4629	2.4367	2.3738	2.4190
Rating of Personal Doctor (Q23)	2.5773	2.6453	2.6016	2.5282	2.5691
Rating of Specialist (Q27)	2.5363	2.5962	2.5746	2.5373	2.5663
Customer Service	2.4163	2.5182	2.4944	2.5600	2.5831
Getting Needed Care	2.4296	2.4035	2.4978	2.3400 ♦	2.4191 ⚙
Getting Care Quickly	2.4907	2.4988	2.4721	2.3799 ♦	2.4610
How Well Doctors Communicate	2.6547	2.6877	2.6407	2.6466	2.6718
Health Promotion and Education (Q8)	2.3672	2.4286	2.5045	2.4428	2.4545
Coordination of Care (Q22)	2.4302	2.5050	2.4571	2.3899	2.4236

↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.  
♦ ♦ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.  
⚙ ⚙ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

# Overall ratings and composites – percentiles

	2017 Plan		National Percentiles from 2016 Quality Compass (Adult Medicaid)								
	Score	Percentile	5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>
<b>Rating of Health Plan (Q35) (% 8, 9 or 10)</b>	<b>78.27%</b>	<b>67th</b>	65.94	68.10	71.67	72.73	75.70	77.72	78.78	81.37	83.10
<b>Rating of Health Care (Q13) (% 8, 9 or 10)</b>	<b>75.90%</b>	<b>67th</b>	65.25	67.51	70.83	71.88	74.06	75.64	76.47	78.91	79.82
<b>Rating of Personal Doctor (Q23) (% 8, 9 or 10)</b>	<b>84.01%</b>	<b>75th</b>	74.09	75.55	77.88	79.06	80.58	81.74	82.48	84.80	85.61
<b>Rating of Specialist (Q27) (% 8, 9 or 10)</b>	<b>82.87%</b>	<b>75th</b>	74.61	75.62	78.10	79.17	80.75	82.02	82.78	84.81	86.40
<b>Customer Service (% Always or Usually)</b>	<b>85.76%</b>	<b>25th</b>	82.42	84.07	85.45	86.56	87.45	88.94	89.80	91.04	91.88
Q31. Got needed information from customer service	79.35%	25th	74.84	75.73	78.23	79.43	81.56	82.79	83.74	87.00	88.19
Q32. Staff treated you with courtesy and respect	92.16%	10th	89.62	91.13	92.56	93.04	93.94	94.78	95.21	96.52	97.06
<b>Getting Needed Care (% Always or Usually)</b>	<b>86.72%</b>	<b>95th</b>	73.09	75.07	78.23	79.23	81.11	82.57	83.36	85.67	86.45
Q25. Got appointment with specialist as soon as needed	87.69%	95th	70.63	72.79	75.76	76.97	78.72	80.79	81.57	84.21	85.47
Q14. Ease of getting care, tests or treatment	85.76%	67th	75.77	77.08	79.93	81.25	83.22	85.07	86.26	88.29	88.94
<b>Getting Care Quickly (% Always or Usually)</b>	<b>84.00%</b>	<b>75th</b>	70.47	74.32	77.74	78.84	80.52	82.55	83.36	85.67	86.05
Q4. Got urgent care as soon as needed	85.56%	67th	76.35	77.85	80.53	81.41	83.17	85.11	86.15	88.11	88.82
Q6. Got routine appointment as soon as needed	82.45%	75th	66.82	70.55	74.54	76.40	78.82	80.60	81.86	83.81	84.98
<b>How Well Doctors Communicate (% Always or Usually)</b>	<b>91.16%</b>	<b>50th</b>	86.78	87.82	89.48	89.93	90.96	91.75	92.37	93.47	94.29
Q17. Personal doctor explained things	92.16%	67th	86.54	87.75	89.38	90.27	91.09	92.15	92.53	94.31	94.87
Q18. Personal doctor listened carefully	90.43%	33rd	86.80	87.64	89.66	90.10	91.35	92.61	92.95	93.93	94.78
Q19. Personal doctor showed respect	92.18%	33rd	88.54	89.90	91.30	91.71	92.71	93.47	93.94	95.18	95.73
Q20. Personal doctor spent enough time	89.87%	67th	83.33	84.24	86.59	87.36	88.58	89.74	90.24	91.85	93.07
<b>Shared Decision Making (% Yes)</b>	<b>80.86%</b>	<b>67th</b>	73.31	74.73	77.37	78.31	79.70	80.57	81.24	82.80	83.65
Q10. Doctor discussed reasons to take medicines	95.27%	75th	87.45	88.97	90.72	91.52	92.59	93.88	94.30	95.52	96.43
Q11. Doctor discussed reasons to not take medicines	71.86%	75th	57.98	61.74	65.32	66.00	67.92	70.07	71.07	74.78	76.07
Q12. Doctor asked what you thought was best	75.45%	25th	70.23	71.54	74.53	75.86	77.42	79.10	80.18	82.22	83.72
<b>Health Promotion and Education (Q8) (% Yes)</b>	<b>75.23%</b>	<b>75th</b>	64.18	66.37	69.40	70.27	72.01	74.08	75.10	77.29	80.28
<b>Coordination of Care (Q22) (% Always or Usually)</b>	<b>83.43%</b>	<b>50th</b>	74.80	75.84	79.65	80.17	81.57	83.80	84.62	86.61	87.80
<b>Flu Vaccinations for Adults Ages 18-64 (Q38) (% Yes)</b>	<b>52.53%</b>	<b>95th</b>	25.44	28.7	33.79	35.06	38.03	41.87	43.54	48.01	51.30
<b>Medical Assistance With Smoking and Tobacco Use Cessation (% Always, Usually or Sometimes) (Two-year average)</b>											
Q40. Advising Smokers and Tobacco Users to Quit	75.23%	33rd	64.56	67.83	73.14	74.65	76.59	78.48	79.36	81.85	83.89
Q41. Discussing Cessation Medications	51.23%	50th	33.54	36.67	43.01	45.16	48.31	51.75	53.85	58.39	60.42
Q42. Discussing Cessation Strategies	47.53%	67th	31.46	34.00	38.86	40.67	43.82	46.36	47.83	51.75	54.43
<b>Other reported measures</b>											
Q29. Written materials or Internet provided needed information (% Always or Usually)	77.45%	95th	60.78	62.00	65.45	66.04	67.78	70.87	71.88	74.64	75.47
Q34. Health plan forms were easy to fill out (% Always or Usually)	90.33%	<5th	90.68	92.06	93.12	93.54	94.52	95.14	95.46	96.09	96.64
Q36. Rating of overall health (% Excellent or Very good)	28.74%	25th	21.02	22.92	28.63	30.26	33.41	36.92	39.31	45.03	47.54
Q37. Rating of overall mental/emotional health (% Excellent or Very good)	35.73%	10th	28.96	33.45	37.80	40.69	44.59	48.66	50.33	55.81	59.01

Overall ratings and composites – demographic analysis

	Health Status		Age				Gender		Education		Survey Type	
	Excellent or Very good	Good, Fair or Poor	18-34	35-44	45-54	55+	Male	Female	High school or less	Some college or more	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
Total respondents	125	310	102	62	71	196	138	264	285	138	330	115
Rating of Health Plan (Q35) (% 8, 9 or 10)	82.11%	77.00%	77.00% <sup>D</sup>	61.29%	78.87% <sup>D</sup>	83.96% <sup>D</sup>	76.64%	79.45%	79.50%	73.68%	79.00%	76.15%
Rating of Health Care (Q13) (% 8, 9 or 10)	74.16%	76.92%	78.87%	66.67%	72.73%	77.99%	78.85%	75.49%	75.12%	76.99%	78.04%	68.83%
Rating of Personal Doctor (Q23) (% 8, 9 or 10)	84.16%	84.17%	84.81%	81.82%	79.37%	86.13%	82.05%	84.93%	84.65%	82.64%	84.70%	82.18%
Rating of Specialist (Q27) (% 8, 9 or 10)	87.80%	81.62%	73.33%	82.61%	76.67%	88.54%	84.48%	81.42%	80.81%	86.11%	83.80%	79.49%
Customer Service (% Always or Usually)	87.18%	85.75%	87.18%	85.60%	80.43%	87.47%	86.46%	85.34%	89.21%	79.71%	87.55%	80.95%
Q31. Got needed information from customer service	82.35%	78.43%	84.62%	76.19%	73.91%	79.41%	81.25%	78.13%	84.95% <sup>J</sup>	69.23%	82.30%	71.43%
Q32. Staff treated you with courtesy and respect	92.00%	93.07%	89.74%	95.00%	86.96%	95.52%	91.67%	92.55%	93.48%	90.20%	92.79%	90.48%
Getting Needed Care (% Always or Usually)	84.18%	88.08%	84.13%	77.56%	89.57%	87.90%	84.53%	87.33%	88.51%	84.70%	87.98%	82.63%
Q25. Got appointment with specialist as soon as needed	84.09%	89.04%	78.13%	83.33%	88.24%	91.09%	84.75%	87.90%	92.52%	82.67%	87.42%	88.64%
Q14. Ease of getting care, tests or treatment	84.27%	87.12%	90.14% <sup>D</sup>	71.79%	90.91% <sup>D</sup>	84.71%	84.31%	86.76%	84.50%	86.73%	88.54% <sup>L</sup>	76.62%
Getting Care Quickly (% Always or Usually)	85.65%	84.24%	80.39%	83.13%	83.25%	85.40%	79.12%	86.74%	84.56%	81.10%	85.43%	79.15%
Q4. Got urgent care as soon as needed	86.96%	86.03%	84.21%	83.33%	82.86%	87.36%	79.25%	88.71%	87.16%	80.88%	87.59%	78.57%
Q6. Got routine appointment as soon as needed	84.34%	82.46%	76.56%	82.93%	83.64%	83.44%	79.00%	84.77%	81.96%	81.31%	83.27%	79.73%
How Well Doctors Communicate (% Always or Usually)	89.87%	91.78%	95.00%	86.71%	87.98%	91.60%	87.56%	92.85%	90.72%	91.26%	91.26%	90.84%
Q17. Personal doctor explained things	96.10%	90.99%	96.36%	91.67%	90.20%	91.72%	90.29%	92.97%	90.72%	93.68%	93.48%	88.16%
Q18. Personal doctor listened carefully	89.33%	90.95%	92.73%	85.71%	87.50%	91.14%	87.13%	91.89%	90.16%	90.32%	90.31%	90.79%
Q19. Personal doctor showed respect	89.61%	93.27%	96.36%	88.89%	88.24%	92.41%	88.35%	93.55%	93.33%	89.47%	91.30%	94.81%
Q20. Personal doctor spent enough time	84.42%	91.89%	94.55%	80.56%	86.00%	91.14%	84.47%	92.97% <sup>G</sup>	88.66%	91.58%	89.96%	89.61%
Shared Decision Making (% Yes)	76.79%	82.45%	83.81%	82.46%	73.56%	81.93%	76.63%	83.14%	80.61%	82.59%	82.49%	75.58%
Q10. Doctor discussed reasons to take medicine	90.48%	96.75%	94.29%	94.74%	96.55%	95.18%	93.88%	95.61%	92.39%	98.51%	96.90%	90.00%
Q11. Doctor discussed reasons to not take medicine	64.29%	75.21%	71.43%	89.47%	51.72%	75.31%	64.58%	75.22%	71.43%	74.63%	73.23%	67.50%
Q12. Doctor asked what you thought was best	75.61%	75.41%	85.71%	63.16%	72.41%	75.31%	71.43%	78.57%	78.02%	74.63%	77.34%	69.23%
Health Promotion and Education (Q8) (% Yes)	61.80%	80.26% <sup>A</sup>	59.15%	71.79%	81.82% <sup>C</sup>	81.01% <sup>C</sup>	75.73%	76.96%	73.50%	77.88%	77.25%	68.42%
Coordination of Care (Q22) (% Always or Usually)	73.17%	86.15%	76.92%	75.00%	75.86%	88.42%	78.43%	86.49%	83.17%	81.25%	86.36%	74.42%
Flu Vaccinations for Adults Ages 18-64 (Q38) (% Yes)	49.04%	53.82%	34.12%	54.24% <sup>C</sup>	54.29% <sup>C</sup>	62.04% <sup>C</sup>	59.13%	53.11%	51.33%	52.89%	57.42% <sup>L</sup>	40.00%
Medical Assistance With Smoking and Tobacco Use Cessation (% Always, Usually or Sometimes)												
Q40. Advising Smokers and Tobacco Users to Quit	70.27%	78.26%	68.75%	74.07%	81.58%	76.92%	82.61%	74.19%	73.17%	81.63%	75.78%	77.08%
Q41. Discussing Cessation Medications	54.05%	50.00%	50.00%	40.74%	44.74%	58.75%	53.62%	51.58%	47.20%	59.18%	46.15%	64.58% <sup>K</sup>
Q42. Discussing Cessation Strategies	43.24%	48.20%	34.38%	40.74%	44.74%	55.70% <sup>C</sup>	48.53%	46.32%	44.35%	51.02%	44.19%	54.17%
Aspirin Use and Discussion												
Q43. Aspirin Use – Qualified respondents	NR	36.67%	NR	NR	NR	33.33%	38.89%	25.00%	32.14%	NR	38.71%	NR
Q45. Discussing Aspirin Risks and Benefits – Qualified respondents	43.75%	46.97%	NR	NR	36.36%	46.38%	51.61%	40.82%	44.64%	47.62%	43.48%	60.00%

NR = Not reportable. Base size < 11.

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 overall 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 overall 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.

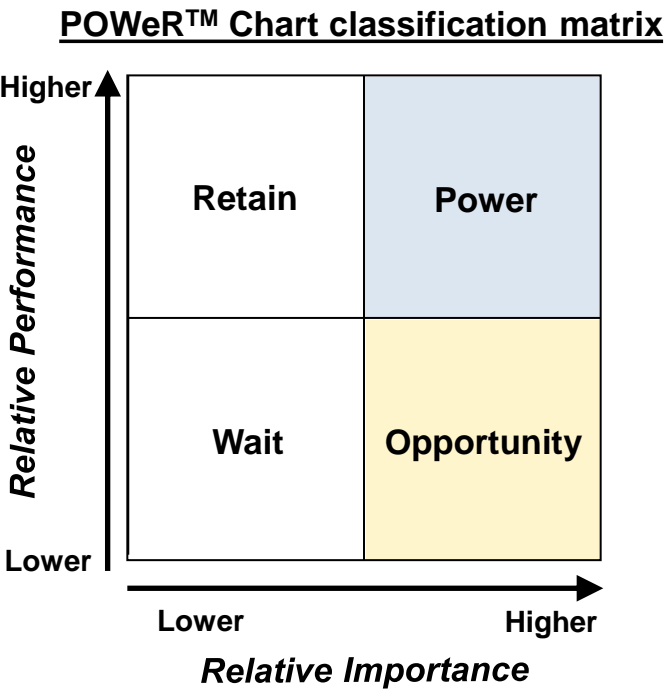
*Regression Analysis.* Regression analysis is then used to predict the overall rating of the health plan on the factors created in the previous step. As noted above, regression analysis is run in two steps. The first step is used to derive preliminary estimates of the importance of the various satisfaction 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.

**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 overall 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 overall 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 overall health plan rating.
- *Wait.* Though these items still impact the overall 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 overall rating of the health plan but your performance is above average. Simply maintain performance on these items.



# 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 – overall 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)
<i>Dependent Variable</i>		
Q35	Rating of overall health plan	0 through 10, All other = missing
<i>Independent Variables</i>		
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	
Q66	CS helpful with mental health services	
Q67	Mental health services overall	0 through 10, All other = missing



**Factor analysis.** Factor analysis reduced the 18 highly-correlated model variables to 7 orthogonal (uncorrelated) factors that explain 73.1% 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	0.878						
Q20	Dr. spent enough time	0.846						
Q19	Dr. showed respect	0.801						
Q23	Personal doctor overall	0.747				0.354		
Q17	Dr. explained things	0.681	0.329					
Q22	Dr. informed about care	0.591						
Q06	Got routine care		0.781			0.319		
Q04	Got urgent care	0.282	0.716					
Q14	Got care/tests/treatment	0.309	0.583	0.329				
Q25	Got specialist appt.		0.526	0.516			0.322	
Q27	Specialist overall			0.823				
Q13	Health care overall	0.486		0.617				
Q31	CS provided info./help				0.841			
Q32	CS courtesy/respect	0.284			0.778			
Q67	Mental health services overall			0.283		0.735		0.294
Q29	Info. provided in materials		0.278		0.323	0.713		
Q34	Easy to fill out forms						0.919	
Q66	CS helpful with mental health services							0.899

# Results

**Regression analysis.** The 7 factors identified in the previous step were used as predictors in a regression model with Q35, overall health plan rating, 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 overall health plan rating. These coefficients provide estimates of the relative importance of each factor in determining the overall health plan rating. The table below shows the raw regression coefficients, beta coefficients (standardized regression coefficients) and the statistical significance of those coefficients. This model explains 37.8% of the variation in the dependent variable ( $R^2 = 0.378$ ).

Regression Coefficients

Variable	Unstandardized coefficients	Standardized (Beta) coefficients	Significance level
Constant	8.7992	0.0000	0.0000
Factor 1 -- Q18, Q20, Q19, Q23, Q17, Q22	0.5289	0.3315	0.0000
Factor 2 -- Q6, Q4, Q14, Q25	0.1165	0.0799	0.0458
Factor 3 -- Q27, Q13	0.5443	0.3819	0.0000
Factor 4 -- Q31, Q32	0.2853	0.1826	0.0000
Factor 5 -- Q67, Q29	0.3754	0.2616	0.0000
Factor 6 -- Q34	-0.0587	-0.0403	0.3140
Factor 7 -- Q66	0.2076	0.1435	0.0004

# 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
Q27	Specialist overall	100	62
Q18	Dr. listened carefully	97	14
Q20	Dr. spent enough time	90	48
Q23	Personal doctor overall	86	76
Q13	Health care overall	85	52
Q19	Dr. showed respect	79	29
Q67	Mental health services overall	68	73
Q29	Info. provided in materials	55	95
Q17	Dr. explained things	54	43
Q32	CS courtesy/respect	47	10
Q31	CS provided info./help	44	19
Q22	Dr. informed about care	41	52
Q25	Got specialist appt.	37	100
Q66	CS helpful with mental health services	35	91
Q14	Got care/tests/treatment	27	43
Q06	Got routine care	17	67
Q04	Got urgent care	16	52
Q34	Easy to fill out forms	0	0

## **Appendix D**

### **Gap analysis**

# Gap analysis

The flowchart on [page 8](#) shows how the items used in the calculation of the plan's 2017 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 90<sup>th</sup> 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**

# Voice of the Member

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

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>



## 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>

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

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>

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.

## 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>

## 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.

## 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.	<p>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.</p>
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.	<p>On the Internet, I would expect to find how much this plan's premiums are and out-of-pocket costs are.</p>

## 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.



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, 2016?

- ☐ 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. Do you take aspirin daily or every other day?

- ☐ Yes  
☐ No  
☐ Don't know

44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?

- ☐ Yes  
☐ No  
☐ Don't know

45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?

- ☐ Yes  
☐ No

46. Are you aware that you have any of the following conditions? *Mark one or more*

- ☐ High cholesterol  
☐ High blood pressure  
☐ Parent or sibling with heart attack before the age of 60

47. Has a doctor ever told you that you have any of the following conditions? *Mark one or more*

- ☐ A heart attack  
☐ Angina or coronary heart disease  
☐ A stroke  
☐ Any kind of diabetes or high blood sugar

48. 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 50*

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

- ☐ Yes  
☐ No

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

- ☐ Yes  
☐ No → *If No, Go to Question 52*

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

- ☐ Yes  
☐ No

52. 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

53. Are you male or female?

- ☐ Male  
☐ Female

**54. 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

**55. Are you of Hispanic or Latino origin or descent?**

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

**56. 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

**57. Did someone help you complete this survey?**

- ☐ Yes → **If Yes, Go to Question 58**
- ☐ No → **If No, Go to Question 59**

**58. 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.*

**59. In the last 6 months, if it was not easy to get the care, tests, or treatment you thought you needed, what was the main reason for the difficulty? (Please mark **ONLY** one)**

- ☐ I had to wait too long for the health plan to give the OK
- ☐ I did not know where to go to get a physician for care
- ☐ I did not know where to go to get lab work done
- ☐ I did not know where to go to get an x-ray, mammogram, etc.
- ☐ I could not find a doctor, lab, or x-ray facility in my network
- ☐ I could not find a doctor who was easy to get to
- ☐ I could not find a lab or x-ray facility that was easy to get to
- ☐ I had to wait too long to get an appointment
- ☐ I could not find someone who spoke my language
- ☐ Other, personal reason
- ☐ I did not try to get any care, tests, or treatment in the last 6 months

**60. In the last 6 months, did you call a doctor's office or clinic after hours to get help for yourself?**

- ☐ Yes
- ☐ No → **If No, Go to Question 62**

**61. In the last 6 months, when you called a doctor's office or clinic after hours, how often did you get the help you wanted?**

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ I did not call after hours in the last 6 months



**62. In the last 6 months, how often was it hard to find a personal doctor who speaks your language?**

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

**64. In the last 6 months, did you use the health plan website to look up information about a doctor or hospital?**

- ☐ Yes
- ☐ No → **If No, Go to Question 66**

**65. In the last 6 months, if the health plan website was not useful in finding a doctor or hospital, what was the problem? (Mark all that apply)**

- ☐ The print was too small
- ☐ The information was hard to understand
- ☐ It was hard to find the information I was looking for
- ☐ The information was wrong
- ☐ It was not in my language
- ☐ I did not have a problem
- ☐ I did not use the site

**66. In the last 6 months, if you called customer service regarding mental health services, how often was the staff helpful and provided the help you needed?**

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ I did not call customer service for mental health services in the last 6 months

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

- ☐ 0 Worst mental health services possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best mental health services possible
- ☐ I did not receive mental health services in the last 6 months

**68. In the last 6 months, if you needed to see a mental health specialist how often was it easy to get an appointment as soon as needed?**

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ I did not see a mental health specialist in the last 6 months

**69. In the last 6 months, if you needed mental health or substance abuse services for yourself, did you access them?**

- ☐ Yes
- ☐ No → **Thank you.**  
**Please return the completed survey in the postage-paid envelope.**
- ☐ I did not need these services in the last 6 months → **Thank you.**  
**Please return the completed survey in the postage-paid envelope.**

**70. Was the mental health or substance abuse provider helpful to you?**

☐ Yes

☐ No

---

**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

- <sup>1</sup> For this example, results for males versus females are being compared.
- <sup>2</sup> 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.
- <sup>3</sup> 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).
- <sup>4</sup> NCQA reports the percent responding "Always" or "Usually" to this question.
- <sup>5</sup> 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.

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

	2017 Plan Total (A)	===== GENDER <sup>1</sup> =====	
		Male (B)	Female (C)
Total	159 <sup>2</sup> 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 <sup>3</sup> 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) <sup>4</sup>	126 90.6%	32 74.4%	92 97.9% B <sup>5</sup>

13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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

2017 Plan Results																										
							Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type					
2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	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%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%		
Yes	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%		
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%	0 0.0%		
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%		

Note: The Quality Compass 2016 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

13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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?

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016	2017	2017	2017	2017	2016	2015																	
	Compass of Quality	DSS Book	UHC National	Regional Average	Plan Central	Plan Total	Plan Total	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
	(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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	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%	438 1.63% A	167 1.79% A	40 1.41% A	5 1.12% A	6 1.32% A	28 5.93% ABCODEF	0 0.0%	4 1.19% H	0 0.0%	4 1.59% J	2 1.60%	3 0.97%	1 0.98%	0 0.0%	0 0.0%	3 1.53%	2 1.45%	3 1.14%	4 1.40%	1 0.72%	5 1.52% W	0 0.0%	0 0.0%
BASE = Those who responded	78695 100.00% BCDEFG	26471 98.37% G	9169 98.21% G	2799 98.59% G	440 98.88% G	447 98.68% G	444 94.07% G	93 100.00% I	331 98.81% I	80 100.00% K	248 98.41% K	123 98.40%	307 99.03%	101 99.02%	62 100.00%	71 100.00%	193 98.47%	136 98.55%	261 98.86%	281 98.60%	137 99.28%	325 98.48%	115 100.00% V	0 0.0%
Yes	32863 41.76%	11177 42.22%	3998 43.60% AB	1210 43.23%	199 45.23%	214 47.87% AB	199 44.82%	43 46.24%	151 45.62%	39 48.75%	135 54.44%	47 38.21%	147 47.88%	40 39.60%	24 38.71%	37 52.11%	95 49.22%	57 41.91%	131 50.19%	117 41.64%	71 51.82%	156 48.00% W	43 37.39%	0 0.0%
No	45832 58.24% CF	15294 57.78% CF	5171 56.40%	1589 56.77%	241 54.77%	233 52.13%	245 55.18%	50 53.76%	180 54.38%	41 51.25%	113 45.56%	76 61.79%	160 52.12%	61 60.40%	38 61.29%	34 47.89%	98 50.78%	79 58.09%	130 49.81%	164 58.36%	66 48.18%	169 52.00%	72 62.61% V	0 0.0%
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

Note: The Quality Compass 2016 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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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 DSS Quality Compass (A)	2017 Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	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	8 0.01%	1024 3.81% A	392 4.20% A	111 3.91% A	17 3.82% A	13 2.87% A	38 8.05% ABCDEF	4 4.30%	12 3.58%	1 1.25%	13 5.16% J	3 2.40%	14 4.52%	3 2.94%	0 0.0%	2 2.82%	11 5.61% O	6 4.35%	10 3.79%	12 4.21%	4 2.90%	16 4.85% W	1 0.87%	0 0.0%
Appropriately skipped	45832 58.24% BCDFG	15294 56.84% CFG	5171 55.39%	1589 55.97%	241 54.16%	233 51.43%	245 51.91%	50 53.76%	180 53.73%	41 51.25%	113 44.84%	76 60.80%	160 51.61%	61 59.80%	38 61.29%	34 47.89%	98 50.00%	79 57.25%	130 49.24%	164 57.54%	66 47.83%	169 51.21%	72 62.61% V	0 0.0%
BASE = Those who responded	32855 41.75% B	10591 39.36%	3773 40.41%	1139 40.12%	187 42.02%	207 45.70% BCD	188 39.83%	39 41.94%	143 42.69%	38 47.50%	126 50.00%	46 36.80%	136 43.87%	38 37.25%	24 38.71%	35 49.30%	87 44.39%	53 38.41%	124 46.97%	109 38.25%	68 49.28% T	145 43.94%	42 36.52%	0 0.0%
Never	803 2.44% D	217 2.05% D	82 2.17% D	15 1.32%	4 2.14%	5 2.42%	3 1.60%	1 2.56%	2 1.40%	2 5.26%	2 1.59%	1 2.17%	3 2.21%	1 2.63%	0 0.0%	1 2.86%	2 2.30%	2 3.77%	2 1.61%	4 3.67% U	0 0.0%	4 2.76% W	0 0.0%	0 0.0%
Sometimes	4761 14.49% CD	1404 13.26% D	471 12.48% D	115 10.10%	23 12.30%	22 10.63%	20 10.64%	10 25.64% I	13 9.09%	9 23.68% K	10 7.94%	5 10.87%	16 11.76%	5 13.16%	4 16.67%	5 14.29%	9 10.34%	9 16.98%	12 9.68%	10 9.17%	13 19.12%	14 9.66%	9 21.43%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	5564 16.93% BCD	1621 15.31% D	553 14.66% D	130 11.41%	27 14.44%	27 13.04%	23 12.23%	11 28.21% I	15 10.49%	11 28.95% K	12 9.52%	6 13.04%	19 13.97%	6 15.79%	4 16.67%	6 17.14%	11 12.64%	11 20.75%	14 11.29%	14 12.84%	13 19.12%	18 12.41%	9 21.43%	0 0.0%
Usually	6547 19.93%	2094 19.77%	738 19.56%	233 20.46%	35 18.72%	36 17.39%	39 20.74%	9 23.08%	24 16.78%	12 31.58%	20 15.87%	6 13.04%	29 21.32%	5 13.16%	5 20.83%	4 11.43%	21 24.14%	5 9.43%	29 23.39% R	19 17.43%	14 20.59%	29 20.00%	6 14.29%	0 0.0%
Always	20744 63.14%	6876 64.92% A	2482 65.78% A	776 68.13% AB	125 66.84%	144 69.57%	126 67.02%	19 48.72%	104 72.73% H	15 39.47%	94 74.60% J	34 73.91%	88 64.71%	27 71.05%	15 62.50%	25 71.43%	55 63.22%	37 69.81%	81 65.32%	76 69.72%	41 60.29%	98 67.59%	27 64.29%	0 0.0%
CAHPS Rate (%Always + %Usually)	27291 83.07%	8970 84.69% A	3220 85.34% A	1009 88.59% ABC	160 85.56%	180 86.96%	165 87.77%	28 71.79%	128 89.51% H	27 71.05%	114 90.48% J	40 86.96%	117 86.03%	32 84.21%	20 83.33%	29 82.86%	76 87.36%	42 79.25%	110 88.71%	95 87.16%	55 80.88%	127 87.59%	33 78.57%	0 0.0%
3-point composite mean	2.4620	2.4962 A	2.5113 A	2.5672 ABC	2.5241	2.5652	2.5479	2.2051	2.6224 H	2.1053	2.6508 J	2.6087	2.5074	2.5526	2.4583	2.5429	2.5057	2.4906	2.5403	2.5688	2.4118	2.5517	2.4286	0
4-point composite mean	3.4376	3.4757 A	3.4895 A	3.5540 ABC	3.5027	3.5411	3.5319	3.1795	3.6084 H	3.0526	3.6349 J	3.5870	3.4853	3.5263	3.4583	3.5143	3.4828	3.4528	3.5242	3.5321	3.4118	3.5241	3.4286	0
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

Note: The Quality Compass 2016 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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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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?

2017 Plan Results																									
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.44%	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%	429 1.59%	131 1.40%	44 1.55%	8 1.80%	5 1.10%	30 6.36%	3 3.23%	4 1.19%	2 2.50%	3 1.19%	3 2.40%	5 1.61%	2 1.96%	1 1.61%	1 1.41%	4 2.04%	3 2.17%	5 1.89%	4 1.40%	4 2.90%	8 2.42%	0 0.0%	0 0.0%	
BASE = Those who responded	78695 100.00%	26480 98.41%	9205 98.60%	2795 98.45%	437 98.20%	446 98.45%	441 93.43%	90 96.77%	331 98.81%	78 97.50%	249 98.81%	122 97.60%	305 98.39%	100 98.04%	61 98.39%	70 98.59%	192 97.96%	135 97.83%	259 98.11%	281 98.60%	134 97.10%	322 97.58%	115 100.00%	0 0.0%	
Yes	56637 71.97%	19296 72.87%	6800 73.87%	2010 71.91%	334 76.43%	345 77.35%	327 74.15%	57 63.33%	266 80.36%	60 76.92%	228 91.57%	85 69.67%	241 79.02%	65 65.00%	43 70.49%	56 80.00%	162 84.38%	106 78.52%	206 79.54%	206 73.31%	109 81.34%	258 80.12%	76 66.09%	0 0.0%	
No	22058 28.03%	7184 27.13%	2405 26.13%	785 28.09%	103 23.57%	101 22.65%	114 25.85%	33 36.67%	65 19.64%	18 23.08%	21 8.43%	37 30.33%	64 20.98%	35 35.00%	18 29.51%	14 20.00%	30 15.63%	29 21.48%	53 20.46%	75 26.69%	25 18.66%	64 19.88%	39 33.91%	0 0.0%	
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%	

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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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?

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 DSS Quality Compass (A)	2017 Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	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	39 0.05%	1384 5.14% A	473 5.07% A	139 4.90% A	23 5.17% A	19 4.19% A	42 8.90% ABCDEFGF	6 6.45% A	16 4.78% BCDEF	2 2.50% A	12 4.76% A	5 4.00% A	18 5.81% BCDEF	3 2.94% A	3 4.84% A	2 2.82% A	15 7.65% A	9 6.52% A	14 5.30% A	16 5.61% A	6 4.35% A	21 6.36% W	2 1.74% A	0 0.0%
Appropriately skipped	22058 28.03% BCEF	7184 26.70% F	2405 25.76% F	785 27.65% CEF	103 23.15% A	101 22.30% A	114 24.15% A	33 35.48% I	65 19.40% A	18 22.50% K	21 8.33% A	37 29.60% A	64 20.65% A	35 34.31% PQ	18 29.03% Q	14 19.72% A	30 15.31% A	29 21.01% A	53 20.08% A	75 26.32% A	25 18.12% A	64 19.39% A	39 33.91% V	0 0.0%
BASE = Those who responded	56597 71.92% BCDG	18341 68.16% A	6458 69.17% A	1915 67.45% A	319 71.69% A	333 73.51% BCDG	316 66.95% A	54 58.06% A	254 75.82% H	60 75.00% A	219 86.90% J	83 66.40% A	228 73.55% A	64 62.75% A	41 66.13% A	55 77.46% N	151 77.04% N	100 72.46% A	197 74.62% A	194 68.07% A	107 77.54% T	245 74.24% A	74 64.35% A	0 0.0%
Never	1479 2.61% BDEG	398 2.17% EG	137 2.12% EG	35 1.83% E	2 0.63% A	5 1.50% A	3 0.95% A	0 0.0% A	2 0.79% A	0 0.0% A	2 0.91% A	0 0.0% A	2 0.88% A	1 1.56% A	0 0.0% A	0 0.0% A	1 0.66% A	1 1.00% A	1 0.51% A	2 1.03% A	0 0.0% A	2 0.82% A	0 0.0% A	0 0.0%
Sometimes	11088 19.59% BCDG	3305 18.02% C	1042 16.14% A	322 16.81% A	54 16.93% A	52 15.62% A	48 15.19% A	19 35.19% I	35 13.78% A	18 30.00% K	29 13.24% A	13 15.66% A	38 16.67% A	14 21.88% A	7 17.07% A	9 16.36% A	24 15.89% A	20 20.00% A	29 14.72% A	33 17.01% A	20 18.69% A	39 15.92% A	15 20.27% A	0 0.0%
Bottom Two Box (%Never + %Sometimes)	12568 22.21% BCDEFG	3703 20.19% C	1179 18.26% A	357 18.64% A	56 17.55% A	57 17.12% A	51 16.14% A	19 35.19% I	37 14.57% A	18 30.00% K	31 14.16% A	13 15.66% A	40 17.54% A	15 23.44% A	7 17.07% A	9 16.36% A	25 16.56% A	21 21.00% A	30 15.23% A	35 18.04% A	20 18.69% A	41 16.73% A	15 20.27% A	0 0.0%
Usually	13087 23.12% A	4140 22.57% A	1448 22.42% A	458 23.92% A	73 22.88% A	75 22.52% A	77 24.37% A	14 25.93% A	55 21.65% A	18 30.00% A	47 21.46% A	23 27.71% A	49 21.49% A	17 26.56% P	10 24.39% A	6 10.91% A	39 25.83% P	20 20.00% A	48 24.37% A	44 22.68% A	25 23.36% A	58 23.67% A	15 20.27% A	0 0.0%
Always	30943 54.67% A	10498 57.24% A	3831 59.32% AB	1100 57.44% A	190 59.56% A	201 60.36% A	188 59.49% A	21 38.89% A	162 63.78% H	24 40.00% A	141 64.38% J	47 56.63% A	139 60.96% A	32 50.00% A	24 58.54% A	40 72.73% NQ	87 57.62% A	59 59.00% A	119 60.41% A	115 59.28% A	62 57.94% A	146 59.59% A	44 59.46% A	0 0.0%
CAHPS Rate (%Always + %Usually)	44030 77.79% A	14638 79.81% A	5279 81.74% AB	1558 81.36% A	263 82.45% A	276 82.88% A	265 83.86% A	35 64.81% A	217 85.43% H	42 70.00% A	188 85.84% J	70 84.34% A	188 82.46% A	49 76.56% A	34 82.93% A	46 83.64% A	126 83.44% A	79 79.00% A	167 84.77% A	159 81.96% A	87 81.31% A	204 83.27% A	59 79.73% A	0 0.0%
3-point composite mean	2.3247	2.3705 A	2.4107 AB	2.3880 A	2.4201 A	2.4324 A	2.4335 A	2.0370	2.4921 H	2.1000	2.5023 J	2.4096	2.4342	2.2656	2.4146	2.5636 N	2.4106	2.3800	2.4518	2.4124	2.3925	2.4286	2.3919	0
4-point composite mean	3.2985	3.3488 A	3.3894 AB	3.3697 A	3.4138 A	3.4174 A	3.4241 A	3.0370	3.4843 H	3.1000	3.4932 J	3.4096	3.4254	3.2500	3.4146	3.5636 N	3.4040	3.3700	3.4467	3.4021	3.3925	3.4204	3.3919	0
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

Note: The Quality Compass 2016 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

13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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?

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016	2017	2017	2017	2017	2016	2015																	
	DSS Quality Compass (A)	Book of Bus. (B)	UHC National Average (C)	Regional Average Central (D)	Plan Total (E)	Plan Total (F)	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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	7 1.55% ABCDE	5 1.06% ABCDE	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	8 0.01%	1045 3.88% ACF	316 3.38% A	96 3.38% A	19 4.27% A	10 2.21% A	43 9.11% ABCDEF	4 4.30%	13 3.88%	0 0.0%	0 0.0%	7 5.60%	12 3.87%	3 2.94%	3 4.84%	4 5.63%	9 4.59%	3 2.17%	15 5.68%	12 4.21%	6 4.35%	10 3.03%	9 7.83%	0 0.0%
BASE = Those who responded	78687 99.99% BCDEFG	25864 96.12% G	9020 96.62% BG	2743 96.62% G	426 95.73% G	436 96.25% G	424 89.83% G	89 95.70%	322 96.12%	80 100.00%	252 100.00%	118 94.40%	298 96.13%	99 97.06%	59 95.16%	67 94.37%	187 95.41%	135 97.83%	249 94.32%	273 95.79%	132 95.65%	320 96.97%	106 92.17%	0 0.0%
None (v 0)	18352 23.32% CF	5924 22.90% CF	1969 21.83% CF	631 23.00%	90 21.13%	83 19.04%	84 19.81%	27 30.34% I	59 18.32%	0 0.0%	0 0.0%	28 23.73%	61 20.47%	28 28.28% Q	20 33.90% PQ	12 17.91%	24 12.83%	29 21.48%	43 17.27%	68 24.91% U	19 14.39%	61 19.06%	29 27.36%	0 0.0%
1 time (v 1)	13528 17.19% FG	4288 16.58% FG	1479 16.40% G	443 16.15% G	74 17.37% G	58 13.30%	53 12.50%	16 17.98%	57 17.70%	20 25.00%	53 21.03%	30 25.42% M	43 14.43%	22 22.22%	8 13.56%	13 19.40%	31 16.58%	25 18.52%	44 17.67%	48 17.58%	26 19.70%	62 19.38% W	12 11.32%	0 0.0%
2 (v 2)	14881 18.91%	4751 18.37%	1617 17.93%	496 18.08%	68 15.96%	79 18.12%	74 17.45%	13 14.61%	53 16.46%	17 21.25%	51 20.24%	18 15.25%	49 16.44%	13 13.13%	7 11.86%	13 19.40%	34 18.18%	26 19.26%	37 14.86%	42 15.38%	23 17.42%	53 16.56%	15 14.15%	0 0.0%
3 (v 3)	10317 13.11%	3412 13.19%	1222 13.55%	351 12.80%	64 15.02%	73 16.74% ABD	60 14.15%	12 13.48%	48 14.91%	13 16.25%	49 19.44%	24 20.34%	37 12.42%	14 14.14%	7 11.86%	4 5.97%	35 18.72% P	20 14.81%	38 15.26%	32 11.72%	25 18.94%	46 14.38%	18 16.98%	0 0.0%
4 (v 4)	6854 8.71%	2313 8.94%	844 9.36%	230 8.38%	36 8.45%	36 8.26%	46 10.85%	6 6.74%	29 9.01%	10 12.50%	26 10.32%	4 3.39%	29 9.73% L	9 9.09%	4 6.78%	5 7.46%	17 9.09%	9 6.67%	25 10.04%	24 8.79%	11 8.33%	29 9.06%	7 6.60%	0 0.0%
5 to 9 (v 7)	10333 13.13%	3627 14.02% A	1318 14.61% A	396 14.44%	68 15.96%	73 16.74% A	66 15.57%	10 11.24%	55 17.08%	15 18.75%	53 21.03%	10 8.47%	57 19.13% L	9 9.09%	7 11.86%	15 22.39% N	35 18.72% N	18 13.33%	46 18.47%	41 15.02%	20 15.15%	51 15.94%	17 16.04%	0 0.0%
10 or more (v 12.5)	4423 5.62%	1549 5.99%	571 6.33% A	196 7.15% AB	26 6.10%	34 7.80%	41 9.67% ABC	5 5.62%	21 6.52%	5 6.25%	20 7.94%	4 3.39%	22 7.38%	4 4.04%	6 10.17%	5 7.46%	11 5.88%	8 5.93%	16 6.43%	18 6.59%	8 6.06%	18 5.63%	8 7.55%	0 0.0%
Average	2.9137	3.0169 A	3.1174 AB	3.1462 A	3.1620	3.4748 ABC	3.6309 ABCD	2.6348	3.3245	3.7563	4.0754	2.3220	3.4966 L	2.4141	3.1017	3.5597 N	3.5000 N	2.9556	3.4297	3.0623	3.2652	3.1375	3.2358	0
Standard deviation	3.1983	3.2629	3.3062	3.4232	3.2979	3.4642	3.6586	3.2245	3.3355	3.0670	3.2432	2.7009	3.4868	2.9007	3.8530	3.5582	3.1850	3.2269	3.3287	3.3965	3.1882	3.2178	3.5277	0
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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?

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass of Bus. (A)	2017 DSS Book Average (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.22%	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%
No response	8 0.01%	1324 4.92% ACD	401 4.30% A	114 4.02% A	24 5.39% A	19 4.19% A	51 10.81% ABCDE	5 5.38%	17 5.07%	1 1.25%	1 0.40%	8 6.40%	16 5.16%	3 2.94%	3 4.84%	4 5.63%	14 7.14%	6 4.35%	17 6.44%	17 5.96%	6 4.35%	14 4.24%	10 8.70%	0 0.0%
Appropriately skipped	18352 23.32% BCFG	5924 22.01% FG	1969 21.09%	631 22.23% FG	90 20.22%	83 18.32%	84 17.80%	27 29.03% I	59 17.61%	0 0.0%	0 0.0%	28 22.40%	61 19.68%	28 27.45% Q	20 32.26% PQ	12 16.90%	24 12.24%	29 21.01%	43 16.29%	68 23.86% U	19 13.77%	61 18.48%	29 25.22%	0 0.0%
BASE = Those who responded	60335 76.67% BCDG	19661 73.06%	6966 74.61% B	2094 73.76%	331 74.38%	350 77.26% BG	335 70.97%	61 65.59%	259 77.31% H	79 98.75%	251 99.60%	89 71.20%	233 75.16%	71 69.61%	39 62.90%	55 77.46%	158 80.61% NO	103 74.64%	204 77.27%	200 70.18%	113 81.88% T	255 77.27% W	76 66.09%	0 0.0%
Yes	43526 72.14%	14174 72.09%	5066 72.72%	1508 72.02%	249 75.23%	250 71.43%	229 68.36%	43 70.49%	200 77.22%	48 60.76%	200 79.68% J	55 61.80%	187 80.26% L	42 59.15%	28 71.79%	45 81.82% N	128 81.01% N	78 75.73%	157 76.96%	147 73.50%	88 77.88%	197 77.25%	52 68.42%	0 0.0%
No	16809 27.86%	5487 27.91%	1900 27.28%	586 27.98%	82 24.77%	100 28.57%	106 31.64% E	18 29.51%	59 22.78%	31 39.24% K	51 20.32%	34 38.20% M	46 19.74% PQ	29 40.85%	11 28.21%	10 18.18%	30 18.99%	25 24.27%	47 23.04%	53 26.50%	25 22.12%	58 22.75%	24 31.58%	0 0.0%
3-point composite mean	2.4428	2.4418	2.4545	2.4403	2.5045 G	2.4286	2.3672	2.4098	2.5444	2.2152	2.5936 J	2.2360	2.6052 L	2.1831	2.4359	2.6364 N	2.6203 N	2.5146	2.5392	2.4700	2.5575	2.5451	2.3684	0
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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

	2017 Plan Results																										
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type					
	2016	2017	2017	2017	2017	2016	2015																				
	DSS	Book	UHC	Regional	Plan	Plan	Plan	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	of Bus.	National	Average	Total	Total	Total	(H)	(I)	(J)	(K)	Very	Fair/	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	(V)	(W)	(X)			
	Compass	(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	78695	26909	9336	2839	445	453	472	93	335	80	252	125	310	102	62	71	196	138	264	285	138	330	115	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%	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%	0.0%	
No response	8	1388	447	127	26	20	53	4	20	1	3	9	17	3	3	4	16	7	18	19	6	17	9	0			
	0.01%	5.16%	4.79%	4.47%	5.84%	4.42%	11.23%	4.30%	5.97%	1.25%	1.19%	7.20%	5.48%	2.94%	4.84%	5.63%	8.16%	5.07%	6.82%	6.67%	4.35%	5.15%	7.83%	0.0%			
		A	A	A	A	A	ABCDEF									N											
Appropriately skipped	18352	5924	1969	631	90	83	84	27	59	0	0	28	61	28	20	12	24	29	43	68	19	61	29	0			
	23.32%	22.01%	21.09%	22.23%	20.22%	18.32%	17.80%	29.03%	17.61%	0.0%	0.0%	22.40%	19.68%	27.45%	32.26%	16.90%	12.24%	21.01%	16.29%	23.86%	13.77%	18.48%	25.22%	0.0%			
	BCFG	FG		FG				I						Q	PQ					U							
BASE = Those who responded	60335	19597	6920	2081	329	350	335	62	256	79	249	88	232	71	39	55	156	102	203	198	113	252	77	0			
	76.67%	72.83%	74.12%	73.30%	73.93%	77.26%	70.97%	66.67%	76.42%	98.75%	98.81%	70.40%	74.84%	69.61%	62.90%	77.46%	79.59%	73.91%	76.89%	69.47%	81.88%	76.36%	66.96%	0.0%			
	BCDG		B			BG										O				T							
Yes	28118	9330	3358	1080	172	201	173	35	135	40	131	42	126	36	19	29	85	50	116	95	67	132	40	0			
	46.60%	47.61%	48.53%	51.90%	52.28%	57.43%	51.64%	56.45%	52.73%	50.63%	52.61%	47.73%	54.31%	50.70%	48.72%	52.73%	54.49%	49.02%	57.14%	47.98%	59.29%	52.38%	51.95%	0.0%			
			A	ABC	A	ABC																					
No	32218	10267	3562	1001	157	149	162	27	121	39	118	46	106	35	20	26	71	52	87	103	46	120	37	0			
	53.40%	52.39%	51.47%	48.10%	47.72%	42.57%	48.36%	43.55%	47.27%	49.37%	47.39%	52.27%	45.69%	49.30%	51.28%	47.27%	45.51%	50.98%	42.86%	52.02%	40.71%	47.62%	48.05%	0.0%			
	CDEF	DF	DF																								
Sigma	78695	26909	9336	2839	445	453	472	93	335	80	252	125	310	102	62	71	196	138	264	285	138	330	115	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%		

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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	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	63 0.08%	1504 5.59%	509 5.45%	143 5.04%	29 6.52%	21 4.64%	56 11.86%	5 5.38%	22 6.57%	1 1.25%	6 2.38%	9 7.20%	20 6.45%	4 3.92%	3 4.84%	4 5.63%	18 9.18%	8 5.80%	20 7.58%	22 7.72%	6 4.35%	20 6.06%	9 7.83%	0 0.0%
Appropriately skipped	50569 64.26% BCDEFG	16191 60.17% DEFG	5531 59.24% FG	1632 57.49% FG	247 55.51% FG	232 51.21% A	246 52.12% ABCEFG	54 58.06%	180 53.73%	39 48.75%	118 46.83%	74 59.20%	167 53.87%	63 61.76% Q	40 64.52% Q	38 53.52%	95 48.47%	81 58.70%	130 49.24%	171 60.00% U	65 47.10%	181 54.85%	66 57.39%	0 0.0%
BASE = Those who responded	28063 35.66% B	9214 34.24%	3296 35.30%	1064 37.48% BC	169 37.98%	200 44.15% ABCDG	170 36.02%	34 36.56%	133 39.70%	40 50.00%	128 50.79%	42 33.60%	123 39.68%	35 34.31%	19 30.65%	29 40.85%	83 42.35%	49 35.51%	114 43.18%	92 32.28%	67 48.55% T	129 39.09%	40 34.78%	0 0.0%
Yes	25914 92.34%	8533 92.61%	3034 92.05%	985 92.58%	161 95.27%	187 93.50%	161 94.71%	33 97.06%	126 94.74%	37 92.50%	123 96.09%	38 90.48%	119 96.75%	33 94.29%	18 94.74%	28 96.55%	79 95.18%	46 93.88%	109 95.61%	85 92.39%	66 98.51%	125 96.90%	36 90.00%	0 0.0%
No	2148 7.66%	681 7.39%	262 7.95%	79 7.42%	8 4.73%	13 6.50%	9 5.29%	1 2.94%	7 5.26%	3 7.50%	5 3.91%	4 9.52%	4 3.25%	2 5.71%	1 5.26%	1 3.45%	4 4.82%	3 6.12%	5 4.39%	7 7.61%	1 1.49%	4 3.10%	4 10.00%	0 0.0%
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

Note: The Quality Compass 2016 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

13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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

	2017 Plan Results																									
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type				
	2016	2017	2017	2017	2017	2016	2015																			
	DSS	Book	UHC	Regional	Plan	Plan	Plan	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	of Bus.	National	Average	Total	Total	Total	(H)	(I)	(J)	(K)	Very	Fair/	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	(V)	(W)	(X)			
Compass	(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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%		
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.22%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	8 0.01%	1525 5.67%	523 5.60%	149 5.25%	31 6.97%	23 5.08%	55 11.65%	6 6.45%	23 6.87%	2 2.50%	7 2.78%	9 7.20%	22 7.10%	4 3.92%	3 4.84%	4 5.63%	20 10.20%	9 6.52%	21 7.95%	23 8.07%	6 4.35%	22 6.67%	9 7.83%	0 0.0%		
Appropriately skipped	50569 64.26% BCDEFG	16191 60.17% DEFG	5531 59.24% FG	1632 57.49% FG	247 55.51% FG	232 51.21% A	246 52.12% ABCDEF	54 58.06%	180 53.73%	39 48.75%	118 46.83%	74 59.20%	167 53.87%	63 61.76% Q	40 64.52% Q	38 53.52%	95 48.47%	81 58.70%	130 49.24%	171 60.00% U	65 47.10%	181 54.85%	66 57.39%	0 0.0%		
BASE = Those who responded	28118 35.73% B	9193 34.16%	3282 35.15%	1058 37.27% BC	167 37.53%	197 43.49% ABCDG	171 36.23%	33 35.48%	132 39.40%	39 48.75%	127 50.40%	42 33.60%	121 39.03%	35 34.31%	19 30.65%	29 40.85%	81 41.33%	48 34.78%	113 42.80%	91 31.93%	67 48.55% T	127 38.48%	40 34.78%	0 0.0%		
Yes	19107 67.95%	6347 69.04%	2290 69.77%	759 71.74% A	120 71.86%	140 71.07%	127 74.27%	24 72.73%	95 71.97%	29 74.36%	90 70.87%	27 64.29%	91 75.21%	25 71.43%	17 89.47%	15 51.72%	61 75.31%	31 64.58%	85 75.22%	65 71.43%	50 74.63%	93 73.23%	27 67.50%	0 0.0%		
No	9011 32.05% D	2846 30.96%	992 30.23%	299 28.26%	47 28.14%	57 28.93%	44 25.73%	9 27.27%	37 28.03%	10 25.64%	37 29.13%	15 35.71%	30 24.79%	10 28.57%	2 10.53%	14 48.28%	20 24.69%	17 35.42%	28 24.78%	26 28.57%	17 25.37%	34 26.77%	13 32.50%	0 0.0%		
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%		

Note: The Quality Compass 2016 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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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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?

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	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	31 0.04%	1581 5.88% A	530 5.68% A	157 5.53% A	31 6.97% A	22 4.86% A	56 11.86% ABCDEF	5 5.38%	24 7.16%	1 1.25%	8 3.17%	10 8.00%	21 6.77%	4 3.92%	3 4.84%	4 5.63%	20 10.20% N	8 5.80%	22 8.33%	23 8.07%	6 4.35%	21 6.36%	10 8.70%	0 0.0%
Appropriately skipped	50569 64.26% BCDEFG	16191 60.17% DEFG	5531 59.24% FG	1632 57.49% FG	247 55.51% FG	232 51.21% ABCDG	246 52.12% ABCDG	54 58.06%	180 53.73%	39 48.75%	118 46.83%	74 59.20%	167 53.87%	63 61.76% Q	40 64.52% Q	38 53.52%	95 48.47%	81 58.70%	130 49.24%	171 60.00% U	65 47.10%	181 54.85%	66 57.39%	0 0.0%
BASE = Those who responded	28094 35.70% B	9137 33.96%	3275 35.08% B	1050 36.98% B	167 37.53%	199 43.93% ABCDG	169 35.81%	34 36.56%	131 39.10%	40 50.00%	126 50.00%	41 32.80%	122 39.35%	35 34.31%	19 30.65%	29 40.85%	81 41.33%	49 35.51%	112 42.42%	91 31.93%	67 48.55% T	128 38.79%	39 33.91%	0 0.0%
Yes	21720 77.31%	7026 76.90%	2529 77.22%	823 78.38%	126 75.45%	146 73.37%	140 82.84% BF	18 52.94%	107 81.68% H	17 42.50%	108 85.71% J	31 75.61%	92 75.41%	30 85.71%	12 63.16%	21 72.41%	61 75.31%	35 71.43%	88 78.57%	71 78.02%	50 74.63%	99 77.34%	27 69.23%	0 0.0%
No	6374 22.69%	2111 23.10% G	746 22.78%	227 21.62%	41 24.55%	53 26.63% G	29 17.16%	16 47.06% I	24 18.32%	23 57.50% K	18 14.29%	10 24.39%	30 24.59%	5 14.29%	7 36.84%	8 27.59%	20 24.69%	14 28.57%	24 21.43%	20 21.98%	17 25.37%	29 22.66%	12 30.77%	0 0.0%
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

Note: The Quality Compass 2016 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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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?

Note: The Quality Compass 2016 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

13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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?

	2017 Plan Results																									
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type				
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)					Excel./ Very Good (L)	Good/ Fair/ Poor (M)													
								0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)			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 -	1110 1.84%	326 1.66%	118 1.70%	44 2.11%	8 2.41%	7 2.00%	8 2.39%	7 11.48% I	1 0.38%	8 10.00% K	0 0.0%	2 2.25%	6 2.56%	0 0.0%	1 2.56%	3 5.45%	4 2.52% N	4 3.85%	4 1.96%	6 2.99%	2 1.77%	7 2.75%	1 1.30%	0 0.0%		
3 -	787 1.31% F	227 1.16% F	91 1.31% F	23 1.10% F	7 2.11% F	1 0.29%	4 1.19%	5 8.20% I	2 0.77%	7 8.75% K	0 0.0%	4 4.49%	3 1.28%	2 2.82%	1 2.56%	3 5.45%	1 0.63%	3 2.88%	4 1.96%	6 2.99%	1 0.88%	4 1.57%	3 3.90%	0 0.0%		
2 -	480 0.80% DE	157 0.80% DE	50 0.72% E	9 0.43% E	0 0.0%	1 0.29%	4 1.19% E	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 -	268 0.44% F	90 0.46% F	28 0.40% F	8 0.38% F	2 0.60%	0 0.0%	3 0.90%	1 1.64%	1 0.38%	2 2.50%	0 0.0%	2 2.25%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 1.26%	2 1.92%	0 0.0%	1 0.50%	0 0.0%	1 0.39%	1 1.30%	0 0.0%		
0 - Worst health care possible	386 0.64%	133 0.68%	39 0.56%	9 0.43%	2 0.60%	4 1.14%	3 0.90%	0 0.0%	1 0.38%	2 2.50%	0 0.0%	1 1.12%	1 0.43%	0 0.0%	0 0.0%	0 0.0%	2 1.26%	0 0.0%	2 0.98%	2 1.00%	0 0.0%	2 0.78%	0 0.0%	0 0.0%		
0-7 (NET)	15967 26.48% BCD	4909 25.00%	1710 24.61%	485 23.26%	80 24.10%	80 22.86%	99 29.55% DF	39 63.93% I	36 13.85%	80 100.00% K	0 0.0%	23 25.84%	54 23.08%	15 21.13%	13 33.33%	15 27.27%	35 22.01%	22 21.15%	50 24.51%	50 24.88%	26 23.01%	56 21.96%	24 31.17%	0 0.0%		
Bottom Three Box	1133 1.88% D	380 1.94% D	117 1.68%	26 1.25%	4 1.20%	5 1.43%	10 2.99%	1 1.64%	2 0.77%	4 5.00% K	0 0.0%	3 3.37%	1 0.43%	0 0.0%	0 0.0%	0 0.0%	4 2.52% NOP	2 1.92%	2 0.98%	3 1.49%	0 0.0%	3 1.18%	1 1.30%	0 0.0%		
Bottom Two Box	653 1.08%	223 1.14%	67 0.96%	17 0.82%	4 1.20%	4 1.14%	6 1.79%	1 1.64%	2 0.77%	4 5.00% K	0 0.0%	3 3.37%	1 0.43%	0 0.0%	0 0.0%	0 0.0%	4 2.52% NOP	2 1.92%	2 0.98%	3 1.49%	0 0.0%	3 1.18%	1 1.30%	0 0.0%		
Average	8.2609	8.3415 AG	8.3777 AG	8.4225 AG	8.4127 G	8.4857 AG	8.0836	6.5082	8.9192 H	5.3875	9.3730 J	8.2697	8.4701	8.4930	8.2051	8.2000	8.4906	8.4519	8.4167	8.3433	8.4956	8.5294	8.0260	0		
Standard deviation	2.0019	1.9821	1.9647	1.8899	2.0317	1.9475	2.1549	2.2877	1.5996	1.7139	0.8236	2.4068	1.8950	1.7106	1.9504	2.1608	2.1569	2.1877	1.9946	2.1525	1.7454	2.0074	2.0638	0		
3-point composite mean	2.3738	2.4072 AG	2.4190 AG	2.4336 AG	2.4367	2.4629 AG	2.3224	1.7377	2.6231 H	1.3625	2.7778 J	2.4719	2.4231	2.4507	2.2821	2.4182	2.4717	2.4808	2.4314	2.4080	2.4690	2.4863 W	2.2727	0		
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%		

Note: The Quality Compass 2016 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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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 DSS Quality Compass (A)	2017 Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	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	24 0.03%	1328 4.94% A	422 4.52% A	124 4.37% A	25 5.62% A	20 4.42% A	51 10.81% ABCDEF	4 4.30%	19 5.67%	0 0.0%	3 1.19%	8 6.40%	16 5.16%	3 2.94%	3 4.84%	4 5.63%	15 7.65%	7 5.07%	17 6.44%	17 5.96%	6 4.35%	16 4.85%	9 7.83%	0 0.0%
Appropriately skipped	18352 23.32% BCFG	5924 22.01% FG	1969 21.09%	631 22.23% FG	90 20.22%	83 18.32%	84 17.80%	27 29.03% I	59 17.61%	0 0.0%	0 0.0%	28 22.40%	61 19.68%	28 27.45% Q	20 32.26% PQ	12 16.90%	24 12.24%	29 21.01%	43 16.29%	68 23.86% U	19 13.77%	61 18.48%	29 25.22%	0 0.0%
BASE = Those who responded	60320 76.65% BCDG	19657 73.05%	6945 74.39% B	2084 73.41%	330 74.16%	350 77.26% BG	337 71.40%	62 66.67%	257 76.72%	80 100.00%	249 98.81%	89 71.20%	233 75.16%	71 69.61%	39 62.90%	55 77.46%	157 80.10% O	102 73.91%	204 77.27%	200 70.18%	113 81.88% T	253 76.67%	77 66.96%	0 0.0%
Never	1487 2.47% BCD	401 2.04% D	121 1.74%	26 1.25%	6 1.82%	8 2.29%	9 2.67%	4 6.45%	1 0.39%	4 5.00%	2 0.80%	2 2.25%	4 1.72%	1 1.41%	1 2.56%	2 3.64%	2 1.27%	4 3.92%	2 0.98%	6 3.00% U	0 0.0%	4 1.58%	2 2.60%	0 0.0%
Sometimes	8861 14.69% BCD	2575 13.10% CD	838 12.07%	232 11.13%	41 12.42%	41 11.71%	43 12.76%	18 29.03% I	21 8.17%	24 30.00% K	17 6.83%	12 13.48%	26 11.16%	6 8.45%	10 25.64% NP	3 5.45%	22 14.01% P	12 11.76%	25 12.25%	25 12.50%	15 13.27%	25 9.88%	16 20.78% V	0 0.0%
Bottom Two Box (%Never + %Sometimes)	10348 17.16% BCD	2976 15.14% CD	959 13.81%	258 12.38%	47 14.24%	49 14.00%	52 15.43%	22 35.48% I	22 8.56%	28 35.00% K	19 7.63%	14 15.73%	30 12.88%	7 9.86%	11 28.21% NP	5 9.09%	24 15.29%	16 15.69%	27 13.24%	31 15.50%	15 13.27%	29 11.46%	18 23.38% V	0 0.0%
Usually	16652 27.61% E	5284 26.88%	1853 26.68%	561 26.92%	75 22.73%	82 23.43%	84 24.93%	20 32.26%	53 20.62%	30 37.50% K	45 18.07%	18 20.22%	56 24.03%	19 26.76%	6 15.38%	13 23.64%	35 22.29%	19 18.63%	53 25.98%	40 20.00%	31 27.43%	66 26.09% W	9 11.69%	0 0.0%
Always	33319 55.24%	11397 57.98% A	4133 59.51% AB	1265 60.70% AB	208 63.03% A	219 62.57% A	201 59.64%	20 32.26%	182 70.82% H	22 27.50%	185 74.30% J	57 64.04%	147 63.09%	45 63.38%	22 56.41%	37 67.27%	98 62.42%	67 65.69%	124 60.78%	129 64.50%	67 59.29%	158 62.45%	50 64.94%	0 0.0%
CAHPS Rate (%Always + %Usually)	49971 82.84%	16681 84.86% A	5986 86.19% AB	1826 87.62% AB	283 85.76%	301 86.00%	285 84.57%	40 64.52%	235 91.44% H	52 65.00%	230 92.37% J	75 84.27%	203 87.12%	64 90.14% O	28 71.79%	50 90.91% O	133 84.71%	86 84.31%	177 86.76%	169 84.50%	98 86.73%	224 88.54% W	59 76.62%	0 0.0%
3-point composite mean	2.3808	2.4284 A	2.4570 AB	2.4832 AB	2.4879 A	2.4857 A	2.4421	1.9677	2.6226 H	1.9250	2.6667 J	2.4831	2.5021	2.5352	2.2821	2.5818	2.4713	2.5000	2.4755	2.4900	2.4602	2.5099	2.4156	0
4-point composite mean	3.3562	3.4080 A	3.4396 AB	3.4707 AB	3.4697 A	3.4629 A	3.4154	2.9032	3.6187 H	2.8750	3.6586 J	3.4607	3.4850	3.5211	3.2564	3.5455	3.4586	3.4608	3.4657	3.4600	3.4602	3.4941	3.3896	0
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

Note: The Quality Compass 2016 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

13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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?

2017 Plan Results																									
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.22%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	485 1.80% ACDE	117 1.25% AE	27 0.95% A	2 0.45%	6 1.32% A	32 6.78% ABCDEF	1 1.08%	1 0.30%	0 0.0%	0 0.0%	0 0.0%	2 0.65%	0 0.0%	1 1.61%	0 0.0%	1 0.51%	1 0.72%	0 0.0%	2 0.70%	0 0.0%	1 0.30%	1 0.87%	0 0.0%	
BASE = Those who responded	78695 100.00% BCDFG	26424 98.20% G	9219 98.75% BG	2812 99.05% BG	443 99.55% BOG	446 98.45% G	440 93.22%	92 98.92%	334 99.70%	80 100.00%	252 100.00%	125 100.00%	308 99.35%	102 100.00%	61 98.39%	71 100.00%	195 99.49%	137 99.28%	264 100.00%	283 99.30%	138 100.00%	329 99.70%	114 99.13%	0 0.0%	
Yes	63719 80.97%	21388 80.94%	7459 80.91%	2270 80.73%	378 85.33% ABCD	384 86.10% ABCD	372 84.55% ABCD	70 76.09%	294 88.02% H	69 86.25%	232 92.06%	104 83.20%	265 86.04%	82 80.39%	47 77.05%	63 88.73%	176 90.26% NO	121 88.32%	223 84.47%	234 82.69%	124 89.86% T	275 83.59%	103 90.35% V	0 0.0%	
No	14976 19.03% EFG	5036 19.06% EFG	1760 19.09% EFG	542 19.27% EFG	65 14.67%	62 13.90%	68 15.45%	22 23.91% I	40 11.98%	11 13.75%	20 7.94%	21 16.80%	43 13.96%	20 19.61% Q	14 22.95% Q	8 11.27%	19 9.74%	16 11.68%	41 15.53%	49 17.31% U	14 10.14%	54 16.41% W	11 9.65%	0 0.0%	
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%	

Note: The Quality Compass 2016 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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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	4 0.88% ABCDE	6 1.27% ABCDE	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	8 0.01% ACD	1353 5.03% ACD	422 4.52% A	107 3.77% A	19 4.27% A	17 3.75% A	41 8.69% ABCDEF	6 6.45% I	11 3.28% J	0 0.0%	4 1.59% J	4 3.20% J	15 4.84% J	2 1.96% J	3 4.84% J	3 4.23% J	10 5.10% J	7 5.07% J	11 4.17% J	13 4.56% J	6 4.35% J	13 3.94% J	6 5.22% J	0 0.0%
Appropriately skipped	14976 19.03% EFG	5036 18.71% EFG	1760 18.85% EFG	542 19.09% EFG	65 14.61% EFG	62 13.69% EFG	68 14.41% EFG	22 23.66% I	40 11.94% I	11 13.75% I	20 7.94% I	21 16.80% I	43 13.87% I	20 19.61% Q	14 22.58% Q	8 11.27% Q	19 9.69% Q	16 11.59% Q	41 15.53% Q	49 17.19% U	14 10.14% U	54 16.36% W	11 9.57% W	0 0.0%
BASE = Those who responded	63711 80.96% BCDG	20520 76.26% BCDG	7154 76.63% BCDG	2190 77.14% BCDG	361 81.12% BCDG	370 81.68% BCDG	357 75.64% BCDG	65 69.89% H	284 84.78% H	69 86.25% H	228 90.48% H	100 80.00% H	252 81.29% H	80 78.43% H	45 72.58% H	60 84.51% H	167 85.20% O	115 83.33% O	212 80.30% O	223 78.25% O	118 85.51% O	263 79.70% O	98 85.22% O	0 0.0%
None (v 0)	11411 17.91% BCF	3375 16.45% CF	1055 14.75% CF	363 16.58% CF	53 14.68% CF	47 12.70% CF	61 17.09% CF	14 21.54% CF	37 13.03% CF	4 5.80% CF	15 6.58% CF	23 23.00% M	28 11.11% M	25 31.25% PQ	9 20.00% Q	8 13.33% Q	9 5.39% Q	12 10.43% Q	25 11.79% Q	27 12.11% Q	23 19.49% Q	33 12.55% Q	20 20.41% Q	0 0.0%
1 time (v 1)	15039 23.60% F	4946 24.10% F	1755 24.53% F	556 25.39% FG	83 22.99% FG	70 18.92% FG	74 20.73% FG	13 20.00% FG	67 23.59% FG	16 23.19% FG	51 22.37% FG	25 25.00% FG	56 22.22% FG	16 20.00% FG	10 22.22% FG	17 28.33% FG	38 22.75% FG	28 24.35% FG	48 22.64% FG	59 26.46% FG	21 17.80% FG	62 23.57% FG	21 21.43% FG	0 0.0%
2 (v 2)	14669 23.02% NO	4709 22.95% NO	1601 22.38% NO	467 21.32% NO	77 21.33% NO	87 23.51% NO	73 20.45% NO	9 13.85% NO	66 23.24% NO	17 24.64% NO	56 24.56% NO	20 20.00% NO	56 22.22% NO	12 15.00% NO	6 13.33% NO	11 18.33% NO	48 28.74% NO	32 27.83% NO	42 19.81% NO	43 19.28% NO	31 26.27% NO	61 23.19% NO	16 16.33% NO	0 0.0%
3 (v 3)	8586 13.48% ABCD	2847 13.87% ABCD	972 13.59% ABCD	289 13.20% ABCD	60 16.62% ABCD	70 18.92% ABCD	51 14.29% ABCD	9 13.85% ABCD	47 16.55% ABCD	13 18.84% ABCD	43 18.86% ABCD	13 13.00% ABCD	47 18.65% ABCD	11 13.75% ABCD	8 17.78% ABCD	9 15.00% ABCD	30 17.96% ABCD	17 14.78% ABCD	40 18.87% ABCD	37 16.59% ABCD	17 14.41% ABCD	44 16.73% ABCD	16 16.33% ABCD	0 0.0%
4 (v 4)	5099 8.00% AB	1726 8.41% AB	658 9.20% AB	190 8.68% AB	39 10.80% AB	36 9.73% AB	32 8.96% AB	9 13.85% AB	29 10.21% AB	10 14.49% AB	28 12.28% AB	6 6.00% AB	30 11.90% AB	8 10.00% AB	4 8.89% AB	5 8.33% AB	21 12.57% AB	12 10.43% AB	25 11.79% AB	21 9.42% AB	14 11.86% AB	28 10.65% AB	11 11.22% AB	0 0.0%
5 to 9 (v 7)	6965 10.93% TUVX	2304 11.23% TUVX	853 11.92% TUVX	241 11.00% TUVX	35 9.70% TUVX	45 12.16% TUVX	49 13.73% TUVX	10 15.38% TUVX	25 8.80% TUVX	6 8.70% TUVX	25 10.96% TUVX	11 11.00% TUVX	23 9.13% TUVX	4 5.00% TUVX	7 15.56% TUVX	6 10.00% TUVX	17 10.18% TUVX	11 9.57% TUVX	21 9.91% TUVX	26 11.66% TUVX	8 6.78% TUVX	24 9.13% TUVX	11 11.22% TUVX	0 0.0%
10 or more (v 12.5)	1944 3.05% B	613 2.99% B	260 3.63% AB	84 3.84% B	14 3.88% B	15 4.05% B	17 4.76% B	1 1.54% B	13 4.58% B	3 4.35% B	10 4.39% B	2 2.00% B	12 4.76% B	4 5.00% B	1 2.22% B	4 6.67% B	4 2.40% B	3 2.61% B	11 5.19% B	10 4.48% B	4 3.39% B	11 4.18% B	3 3.06% B	0 0.0%
Average	2.5675	2.6121	2.7573 AB	2.6731	2.7507	2.9743 AB	2.9594 AB	2.7154	2.7940	3.0217	3.0877	2.3000	2.9365	2.2875	2.7444	2.9667	2.8563	2.6565	3.0024	2.9013	2.5085	2.7890	2.6480	0
Standard deviation	2.6799	2.6646	2.7844	2.8147	2.7480	2.7994	3.0254	2.6047	2.8192	2.6749	2.7496	2.5308	2.8256	2.9440	2.7093	3.1962	2.3618	2.4622	2.9242	2.8875	2.5981	2.7570	2.7211	0

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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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

2017 Plan Results																								
							Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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)	
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

Sigma

Note: The Quality Compass 2016 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

13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.22%	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%
No response	24 0.03%	1464 5.44%	456 4.88%	116 4.09%	21 4.72%	23 5.08%	48 10.17%	7 7.53%	12 3.58%	1 1.25%	4 1.59%	4 3.20%	17 5.48%	2 1.96%	3 4.84%	4 5.63%	11 5.61%	7 5.07%	13 4.92%	15 5.26%	6 4.35%	13 3.94%	8 6.96%	0 0.0%
Appropriately skipped	26386 33.53%	8411 31.26%	2815 30.15%	905 31.88%	118 26.52%	109 24.06%	129 27.33%	36 38.71%	77 22.99%	15 18.75%	35 13.89%	44 35.20%	71 22.90%	45 44.12%	23 37.10%	16 22.54%	28 14.29%	28 20.29%	66 25.00%	76 26.67%	37 26.81%	87 26.36%	31 26.96%	0 0.0%
BASE = Those who responded	52285 66.44%	17034 63.30%	6065 64.96%	1818 64.04%	306 68.76%	320 70.64%	293 62.08%	50 53.76%	246 73.43%	64 80.00%	213 84.52%	77 61.60%	222 71.61%	55 53.92%	36 58.06%	51 71.83%	157 80.10%	103 74.64%	185 70.08%	194 68.07%	95 68.84%	230 69.70%	76 66.09%	0 0.0%
Never	905 1.73%	250 1.47%	84 1.38%	23 1.27%	6 1.96%	3 0.94%	5 1.71%	1 2.00%	4 1.63%	2 3.13%	3 1.41%	1 1.30%	5 2.25%	0 0.0%	1 2.78%	2 3.92%	3 1.91%	2 1.94%	4 2.16%	4 2.06%	2 2.11%	5 2.17%	1 1.32%	0 0.0%
Sometimes	3793 7.25%	1103 6.48%	369 6.08%	98 5.39%	18 5.88%	19 5.94%	16 5.46%	5 10.00%	11 4.47%	9 14.06%	7 3.29%	2 2.60%	15 6.76%	2 3.64%	2 5.56%	3 5.88%	10 6.37%	8 7.77%	9 4.86%	14 7.22%	4 4.21%	10 4.35%	8 10.53%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	4698 8.99%	1353 7.94%	453 7.47%	121 6.66%	24 7.84%	22 6.88%	21 7.17%	6 12.00%	15 6.10%	11 17.19%	10 4.69%	3 3.90%	20 9.01%	2 3.64%	3 8.33%	5 9.80%	13 8.28%	10 9.71%	13 7.03%	18 9.28%	6 6.32%	15 6.52%	9 11.84%	0 0.0%
Usually	9105 17.41%	2920 17.14%	1033 17.03%	325 17.88%	61 19.93%	57 17.81%	63 21.50%	22 44.00%	37 15.04%	24 37.50%	33 15.49%	15 19.48%	45 20.27%	13 23.64%	4 11.11%	8 15.69%	35 22.29%	15 14.56%	45 24.32%	36 18.56%	22 23.16%	54 23.48%	7 9.21%	0 0.0%
Always	38482 73.60%	12761 74.91%	4579 75.50%	1372 75.47%	221 72.22%	241 75.31%	209 71.33%	22 44.00%	194 78.86%	29 45.31%	170 79.81%	59 76.62%	157 70.72%	40 72.73%	29 80.56%	38 74.51%	109 69.43%	78 75.73%	127 68.65%	140 72.16%	67 70.53%	161 70.00%	60 78.95%	0 0.0%
CAHPS Rate (%Always + %Usually)	47587 91.01%	15681 92.06%	5612 92.53%	1697 93.34%	282 92.16%	298 93.13%	272 92.83%	44 88.00%	231 93.90%	53 82.81%	203 95.31%	74 96.10%	202 90.99%	53 96.36%	33 91.67%	46 90.20%	144 91.72%	93 90.29%	172 92.97%	176 90.72%	89 93.68%	215 93.48%	67 88.16%	0 0.0%
3-point composite mean	2.6461 A	2.6697 A	2.6803 A	2.6881 A	2.6438 A	2.6844 A	2.6416 A	2.3200 A	2.7276 H	2.2813 A	2.7512 J	2.7273 A	2.6171 A	2.6909 A	2.7222 A	2.6471 A	2.6115 A	2.6602 A	2.6162 A	2.6289 A	2.6421 A	2.6348 A	2.6711 A	0 0.0%
4-point composite mean	3.6288 A	3.6550 A	3.6664 A	3.6755 A	3.6242 A	3.6750 A	3.6246 A	3.3000 A	3.7114 H	3.2500 A	3.7371 J	3.7143 A	3.5946 A	3.6909 A	3.6944 A	3.6078 A	3.5924 A	3.6408 A	3.5946 A	3.6082 A	3.6211 A	3.6130 A	3.6579 A	0 0.0%
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

Note: The Quality Compass 2016 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

13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.22%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	24 0.03%	1481 5.50%	470 5.03%	118 4.16%	24 5.39%	23 5.08%	48 10.17%	8 8.60%	14 4.18%	3 3.75%	6 2.38%	6 4.80%	18 5.81%	2 1.96%	4 6.45%	7 9.86%	10 5.10%	9 6.52%	13 4.92%	16 5.61%	8 5.80%	16 4.85%	8 6.96%	0 0.0%
Appropriately skipped	26386 33.53%	8411 31.26%	2815 30.15%	905 31.88%	118 26.52%	109 24.06%	129 27.33%	36 38.71%	77 22.99%	15 18.75%	35 13.89%	44 35.20%	71 22.90%	45 44.12%	23 37.10%	16 22.54%	28 14.29%	28 20.29%	66 25.00%	76 26.67%	37 26.81%	87 26.36%	31 26.96%	0 0.0%
BASE = Those who responded	52285 66.44%	17017 63.24%	6051 64.81%	1816 63.97%	303 68.09%	320 70.64%	295 62.50%	49 52.69%	244 72.84%	62 77.50%	211 83.73%	75 60.00%	221 71.29%	55 53.92%	35 56.45%	48 67.61%	158 80.61%	101 73.19%	185 70.08%	193 67.72%	93 67.39%	227 68.79%	76 66.09%	0 0.0%
Never	897 1.72%	235 1.38%	77 1.27%	24 1.32%	4 1.32%	3 0.94%	3 1.02%	1 2.04%	2 0.82%	3 4.84%	1 0.47%	2 2.67%	2 0.90%	0 0.0%	0 0.0%	0 0.0%	4 2.53%	3 2.97%	1 0.54%	3 1.55%	1 1.08%	4 1.76%	0 0.0%	0 0.0%
Sometimes	3754 7.18%	1120 6.58%	390 6.45%	116 6.39%	25 8.25%	18 5.63%	15 5.08%	12 24.49%	12 4.92%	16 25.81%	7 3.32%	6 8.00%	18 8.14%	4 7.27%	5 14.29%	6 12.50%	10 6.33%	10 9.90%	14 7.57%	16 8.29%	8 8.60%	18 7.93%	7 9.21%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	4651 8.90%	1355 7.96%	467 7.72%	140 7.71%	29 9.57%	21 6.56%	18 6.10%	13 26.53%	14 5.74%	19 30.65%	8 3.79%	8 10.67%	20 9.05%	4 7.27%	5 14.29%	6 12.50%	14 8.86%	13 12.87%	15 8.11%	19 9.84%	9 9.68%	22 9.69%	7 9.21%	0 0.0%
Usually	8342 15.95%	2745 16.13%	970 16.03%	297 16.35%	47 15.51%	60 18.75%	50 16.95%	13 26.53%	33 13.52%	13 20.97%	28 13.27%	10 13.33%	37 16.74%	9 16.36%	5 14.29%	6 12.50%	26 16.46%	13 12.87%	31 16.76%	29 15.03%	17 18.28%	37 16.30%	10 13.16%	0 0.0%
Always	39292 75.15%	12917 75.91%	4614 76.25%	1379 75.94%	227 74.92%	239 74.69%	227 76.95%	23 46.94%	197 80.74%	30 48.39%	175 82.94%	57 76.00%	164 74.21%	42 76.36%	25 71.43%	36 75.00%	118 74.68%	75 74.26%	139 75.14%	145 75.13%	67 72.04%	168 74.01%	59 77.63%	0 0.0%
CAHPS Rate (%Always + %Usually)	47634 91.10%	15662 92.04%	5584 92.28%	1676 92.29%	274 90.43%	299 93.44%	277 93.90%	36 73.47%	230 94.26%	43 69.35%	203 96.21%	67 89.33%	201 90.95%	51 92.73%	30 85.71%	42 87.50%	144 91.14%	88 87.13%	170 91.89%	174 90.16%	84 90.32%	205 90.31%	69 90.79%	0 0.0%
3-point composite mean	2.6626	2.6794	2.6853 A	2.6823	2.6535	2.6813	2.7085	2.2041	2.7500 H	2.1774	2.7915 J	2.6533	2.6516	2.6909	2.5714	2.6250	2.6582	2.6139	2.6703	2.6528	2.6237	2.6432	2.6842	0
4-point composite mean	3.6454	3.6656 A	3.6726 A	3.6691	3.6403	3.6719	3.6983	3.1837	3.7418 H	3.1290	3.7867 J	3.6267	3.6425	3.6909	3.5714	3.6250	3.6329	3.5842	3.6649	3.6373	3.6129	3.6256	3.6842	0
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 DSS Quality Compass (A)	2017 Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	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	16 0.02%	1458 5.42% AD	459 4.92% A	117 4.12% A	20 4.49% A	22 4.86% A	48 10.17% ABCDEFG	7 7.53%	11 3.28%	1 1.25%	4 1.59%	4 3.20%	16 5.16%	2 1.96%	3 4.84%	4 5.63%	10 5.10%	7 5.07%	12 4.55%	14 4.91%	6 4.35%	13 3.94%	7 6.09%	0 0.0%
Appropriately skipped	26386 33.53% BCEFG	8411 31.26% CEF	2815 30.15% F	905 31.88% EFG	118 26.52%	109 24.06%	129 27.33%	36 38.71% I	77 22.99%	15 18.75%	35 13.89%	44 35.20% M	71 22.90%	45 44.12% PQ	23 37.10% Q	16 22.54%	28 14.29%	28 20.29%	66 25.00%	76 26.67%	37 26.81%	87 26.36%	31 26.96%	0 0.0%
BASE = Those who responded	52293 66.45% BCD	17040 63.32%	6062 64.93% B	1817 64.00%	307 68.99% BDG	322 71.08% ABCDG	294 62.29%	50 53.76%	247 73.73% H	64 80.00%	213 84.52%	77 61.60%	223 71.94% L	55 53.92%	36 58.06%	51 71.83% N	158 80.61% NO	103 74.64%	186 70.45%	195 68.42%	95 68.84%	230 69.70%	77 66.96%	0 0.0%
Never	834 1.60% F	221 1.30% F	82 1.35% F	23 1.27% F	5 1.63%	1 0.31%	4 1.36%	1 2.00%	3 1.21%	4 6.25%	1 0.47%	2 2.60%	3 1.35%	0 0.0%	0 0.0%	1 1.96%	4 2.53% NO	3 2.91%	2 1.08%	4 2.05%	1 1.05%	5 2.17% W	0 0.0%	0 0.0%
Sometimes	3085 5.90%	957 5.62%	317 5.23%	95 5.23%	19 6.19%	15 4.66%	15 5.10%	9 18.00% I	10 4.05%	13 20.31% K	5 2.35%	6 7.79%	12 5.38%	2 3.64%	4 11.11%	5 9.80%	8 5.06%	9 8.74%	10 5.38%	9 4.62%	9 9.47%	15 6.52%	4 5.19%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	3919 7.49% CF	1178 6.91%	399 6.58%	118 6.49%	24 7.82%	16 4.97%	19 6.46%	10 20.00% I	13 5.26%	17 26.56% K	6 2.82%	8 10.39%	15 6.73%	2 3.64%	4 11.11%	6 11.76%	12 7.59%	12 11.65%	12 6.45%	13 6.67%	10 10.53%	20 8.70%	4 5.19%	0 0.0%
Usually	6902 13.20%	2271 13.33%	783 12.92%	259 14.25%	49 15.96%	46 14.29%	44 14.97%	13 26.00% K	34 13.77%	17 26.56% K	25 11.74%	14 18.18%	35 15.70%	9 16.36%	8 22.22%	6 11.76%	25 15.82%	14 13.59%	32 17.20%	29 14.87%	18 18.95%	37 16.09%	12 15.58%	0 0.0%
Always	41472 79.31%	13591 79.76%	4880 80.50%	1440 79.25%	234 76.22%	260 80.75%	231 78.57%	27 54.00%	200 80.97% H	30 46.88%	182 85.45% J	55 71.43%	173 77.58%	44 80.00%	24 66.67%	39 76.47%	121 76.58%	77 74.76%	142 76.34%	153 78.46%	67 70.53%	173 75.22%	61 79.22%	0 0.0%
CAHPS Rate (%Always + %Usually)	48374 92.51%	15862 93.09%	5663 93.42% A	1699 93.51%	283 92.18%	306 95.03% A	275 93.54%	40 80.00%	234 94.74% H	47 73.44%	207 97.18% J	69 89.61%	208 93.27%	53 96.36%	32 88.89%	45 88.24%	146 92.41%	91 88.35%	174 93.55%	182 93.33%	85 89.47%	210 91.30%	73 94.81%	0 0.0%
3-point composite mean	2.7181	2.7285	2.7392 A	2.7276	2.6840	2.7578	2.7211	2.3400	2.7571 H	2.2031	2.8263 J	2.6104	2.7085	2.7636	2.5556	2.6471	2.6899	2.6311	2.6989	2.7179	2.6000	2.6652	2.7403	0
4-point composite mean	3.7022	3.7155	3.7257 A	3.7149	3.6678	3.7547	3.7075	3.3200	3.7449 H	3.1406	3.8216 J	3.5844	3.6951	3.7636	3.5556	3.6275	3.6646	3.6019	3.6882	3.6974	3.5895	3.6435	3.7403	0
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016	2017	2017	2017	2017	2016	2015																	
	DSS	Book	UHC	Regional	Plan	Plan	Plan	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some			
Compass	of Bus.	National	Average	Total	Total	Total	(H)	(I)	(J)	(K)	Very	Fair/	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)	(F)	(G)					(L)	(M)							or Less	or More	(V)	(W)	(X)	
																			(T)	(U)				
Total	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	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	63 0.08%	1462 5.43% AD	461 4.94% A	117 4.12% A	21 4.72% A	22 4.86% A	49 10.38% ABCDEFG	7 7.53%	12 3.58%	1 1.25%	5 1.98%	4 3.20%	17 5.48%	2 1.96%	3 4.84%	5 7.04%	10 5.10%	7 5.07%	13 4.92%	15 5.26%	6 4.35%	14 4.24%	7 6.09%	0 0.0%
Appropriately skipped	26386 33.53% BCEFG	8411 31.26% CEF	2815 30.15% F	905 31.88% EFG	118 26.52% A	109 24.06% A	129 27.33% ABCDEF	36 38.71% I	77 22.99%	15 18.75%	35 13.89%	44 35.20% M	71 22.90%	45 44.12% PQ	23 37.10% Q	16 22.54%	28 14.29%	28 20.29%	66 25.00%	76 26.67%	37 26.81%	87 26.36%	31 26.96%	0 0.0%
BASE = Those who responded	52246 66.39% BCD	17036 63.31% AD	6060 64.91% B	1817 64.00% A	306 68.76% BDG	322 71.08% ABCDG	294 62.29% A	50 53.76%	246 73.43% H	64 80.00%	212 84.13%	77 61.60% L	222 71.61% L	55 53.92%	36 58.06% N	50 70.42% NO	158 80.61% NO	103 74.64%	185 70.08%	194 68.07%	95 68.84%	229 69.39%	77 66.96%	0 0.0%
Never	1322 2.53% BCDFG	334 1.96%	111 1.83%	31 1.71%	7 2.29%	4 1.24%	3 1.02%	4 8.00%	2 0.81%	6 9.38% K	1 0.47%	4 5.19%	3 1.35%	1 1.82%	1 2.78%	1 2.00%	4 2.53%	4 3.88%	2 1.08%	5 2.58%	2 2.11%	6 2.62%	1 1.30%	0 0.0%
Sometimes	4785 9.16%	1516 8.90%	512 8.45%	156 8.59%	24 7.84%	29 9.01%	26 8.84%	11 22.00% I	12 4.88%	17 26.56% K	4 1.89%	8 10.39%	15 6.76%	2 3.64%	6 16.67%	6 12.00%	10 6.33%	12 11.65%	11 5.95%	17 8.76%	6 6.32%	17 7.42%	7 9.09%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	6107 11.69% C	1850 10.86%	623 10.28%	187 10.29%	31 10.13%	33 10.25%	29 9.86%	15 30.00% I	14 5.69%	23 35.94% K	5 2.36%	12 15.58%	18 8.11%	3 5.45%	7 19.44%	7 14.00%	14 8.86%	16 15.53% S	13 7.03%	22 11.34%	8 8.42%	23 10.04%	8 10.39%	0 0.0%
Usually	10805 20.68%	3537 20.76%	1285 21.20% F	365 20.09%	66 21.57%	54 16.77%	75 25.51% DF	15 30.00%	49 19.92%	18 28.13%	42 19.81%	13 16.88%	53 23.87%	13 23.64%	5 13.89%	13 26.00%	32 20.25%	17 16.50%	43 23.24%	40 20.62%	24 25.26%	49 21.40%	17 22.08%	0 0.0%
Always	35334 67.63%	11649 68.38%	4152 68.51%	1265 69.62%	209 68.30%	235 72.98% AG	190 64.63%	20 40.00%	183 74.39% H	23 35.94%	165 77.83% J	52 67.53%	151 68.02%	39 70.91%	24 66.67%	30 60.00%	112 70.89%	70 67.96%	129 69.73%	132 68.04%	63 66.32%	157 68.56%	52 67.53%	0 0.0%
CAHPS Rate (%Always + %Usually)	46139 88.31%	15186 89.14%	5437 89.72% A	1630 89.71%	275 89.87%	289 89.75%	265 90.14%	35 70.00%	232 94.31% H	41 64.06%	207 97.64% J	65 84.42%	204 91.89%	52 94.55%	29 80.56%	43 86.00%	144 91.14%	87 84.47%	172 92.97% R	172 88.66%	87 91.58%	206 89.96%	69 89.61%	0 0.0%
3-point composite mean	2.5594	2.5752	2.5823	2.5933	2.5817	2.6273	2.5476	2.1000	2.6870 H	2.0000	2.7547 J	2.5195	2.5991	2.6545	2.4722	2.4600	2.6203	2.5243	2.6270	2.5670	2.5789	2.5852	2.5714	0
4-point composite mean	3.5341	3.5556 A	3.5640 A	3.5762 A	3.5588	3.6149 A	3.5374	3.0200	3.6789 H	2.9063	3.7500 J	3.4675	3.5856	3.6364	3.4444	3.4400	3.5949	3.4854	3.6162	3.5412	3.5579	3.5590	3.5584	0
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

Note: The Quality Compass 2016 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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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	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	8 0.01%	1589 5.91%	493 5.28%	120 4.23%	19 4.27%	25 5.52%	49 10.38%	6 6.45%	11 3.28%	0 0.0%	4 1.59%	4 3.20%	15 4.84%	2 1.96%	3 4.84%	3 4.23%	10 5.10%	7 5.07%	11 4.17%	13 4.56%	6 4.35%	13 3.94%	6 5.22%	0 0.0%
Appropriately skipped	26386 33.53%	8411 31.26%	2815 30.15%	905 31.88%	118 26.52%	109 24.06%	129 27.33%	36 38.71%	77 22.99%	15 18.75%	35 13.89%	44 35.20%	71 22.90%	45 44.12%	23 37.10%	16 22.54%	28 14.29%	28 20.29%	66 25.00%	76 26.67%	37 26.81%	87 26.36%	31 26.96%	0 0.0%
BASE = Those who responded	52301 66.46%	16909 62.84%	6028 64.57%	1814 63.90%	308 69.21%	319 70.42%	293 62.08%	51 54.84%	247 73.73%	65 81.25%	213 84.52%	77 61.60%	224 72.26%	55 53.92%	36 58.06%	52 73.24%	158 80.61%	103 74.64%	187 70.83%	196 68.77%	95 68.84%	230 69.70%	78 67.83%	0 0.0%
Yes	30691 58.68%	10298 60.90%	3708 61.51%	1095 60.36%	178 57.79%	206 64.58%	180 61.43%	32 62.75%	139 56.28%	37 56.92%	129 60.56%	41 53.25%	132 58.93%	27 49.09%	20 55.56%	29 55.77%	96 60.76%	51 49.51%	113 60.43%	103 52.55%	64 67.37%	134 58.26%	44 56.41%	0 0.0%
No	21610 41.32%	6611 39.10%	2320 38.49%	719 39.64%	130 42.21%	113 35.42%	113 38.57%	19 37.25%	108 43.72%	28 43.08%	84 39.44%	36 46.75%	92 41.07%	28 50.91%	16 44.44%	23 44.23%	62 39.24%	52 50.49%	74 39.57%	93 47.45%	31 32.63%	96 41.74%	34 43.59%	0 0.0%
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

Note: The Quality Compass 2016 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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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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?

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	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	63 0.08%	1788 6.64% AD	573 6.14% AD	145 5.11% A	22 4.94% A	29 6.40% A	51 10.81% ABCDEF	6 6.45%	13 3.88%	0 0.0%	7 2.78% J	4 3.20%	17 5.48%	3 2.94%	3 4.84%	3 4.23%	11 5.61%	7 5.07%	13 4.92%	15 5.26%	6 4.35%	15 4.55%	7 6.09%	0 0.0%
Appropriately skipped	47996 60.99% BCDEFG	15022 55.83% FG	5135 55.00% F	1624 57.20% CFG	248 55.73% F	222 49.01% A	242 51.27% ABCEFG	55 59.14%	185 55.22%	43 53.75%	119 47.22%	80 64.00% M	163 52.58%	73 71.57% FQ	39 62.90% Q	39 54.93%	90 45.92%	80 57.97%	140 53.03%	169 59.30%	68 49.28%	183 55.45%	65 56.52%	0 0.0%
BASE = Those who responded	30636 38.93% B	10099 37.53%	3628 38.86% B	1070 37.69%	175 39.33%	202 44.59% ABCDG	179 37.92%	32 34.41%	137 40.90%	37 46.25%	126 50.00%	41 32.80%	130 41.94%	26 25.49%	20 32.26%	29 40.85% N	95 48.47% NO	51 36.96%	111 42.05%	101 35.44%	64 46.38% T	132 40.00%	43 37.39%	0 0.0%
Never	1747 5.70% F	520 5.15% F	184 5.07% F	55 5.14% F	8 4.57%	5 2.48%	8 4.47%	3 9.38%	4 2.92%	4 10.81%	4 3.17%	2 4.88%	6 4.62%	1 3.85%	1 5.00%	2 6.90%	4 4.21%	3 5.88%	4 3.60%	6 5.94%	2 3.13%	6 4.55%	2 4.65%	0 0.0%
Sometimes	3840 12.54%	1198 11.86%	419 11.55%	136 12.71%	21 12.00%	21 10.40%	19 10.61%	8 25.00% I	12 8.76%	12 32.43% K	7 5.56%	9 21.95%	12 9.23%	5 19.23%	4 20.00%	5 17.24%	7 7.37%	8 15.69%	11 9.91%	11 10.89%	10 15.63%	12 9.09%	9 20.93%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	5587 18.24% F	1718 17.01%	603 16.62%	191 17.85%	29 16.57%	26 12.87%	27 15.08%	11 34.38% I	16 11.68%	16 43.24% K	11 8.73%	11 26.83%	18 13.85%	6 23.08%	5 25.00%	7 24.14%	11 11.58%	11 21.57%	15 13.51%	17 16.83%	12 18.75%	18 13.64%	11 25.58%	0 0.0%
Usually	7515 24.53%	2525 25.00%	885 24.39%	258 24.11%	37 21.14%	48 23.76%	48 26.82%	8 25.00%	27 19.71%	8 21.62%	27 21.43%	7 17.07%	28 21.54%	8 30.77%	3 15.00%	3 10.34%	20 21.05%	8 15.69%	24 21.62%	24 23.76%	10 15.63%	28 21.21%	9 20.93%	0 0.0%
Always	17533 57.23%	5856 57.99%	2140 58.99%	621 58.04%	109 62.29%	128 63.37%	104 58.10%	13 40.63%	94 68.61% H	13 35.14%	88 69.84% J	23 56.10%	84 64.62%	12 46.15%	12 60.00%	19 65.52%	64 67.37%	32 62.75%	72 64.86%	60 59.41%	42 65.63%	86 65.15%	23 53.49%	0 0.0%
CAHPS Rate (%Always + %Usually)	25049 81.76%	8381 82.99%	3025 83.38%	879 82.15%	146 83.43%	176 87.13% A	152 84.92%	21 65.63%	121 88.32% H	21 56.76%	115 91.27% J	30 73.17%	112 86.15%	20 76.92%	15 75.00%	22 75.86%	84 88.42%	40 78.43%	96 86.49%	84 83.17%	52 81.25%	114 86.36%	32 74.42%	0 0.0%
3-point composite mean	2.3899	2.4097	2.4236	2.4019	2.4571	2.5050 A	2.4302	2.0625	2.5693 H	1.9189	2.6111 J	2.2927	2.5077	2.2308	2.3500	2.4138	2.5579	2.4118	2.5135	2.4257	2.4688	2.5152	2.2791	0
4-point composite mean	3.3329	3.3583	3.3729	3.3505	3.4114	3.4802 ABD	3.3855	2.9688	3.5401 H	2.8108	3.5794 J	3.2439	3.4615	3.1923	3.3000	3.3448	3.5158	3.3529	3.4775	3.3663	3.4375	3.4697	3.2326	0
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

Note: The Quality Compass 2016 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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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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?

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass of Bus. (A)	2017 DSS Book Average (B)	2017 UHC National Average (C)	2017 Regional Average (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	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%	1275 4.74% ACDE	372 3.98% AE	99 3.49% A	11 2.47% A	16 3.53% A	41 8.69% ABCDEFG	3 3.23%	8 2.39%	0 0.0%	2 0.79%	3 2.40%	8 2.58%	3 2.94%	4 6.45% P	0 0.0%	4 2.04% P	5 3.62%	4 1.52%	8 2.81%	3 2.17%	8 2.42%	3 2.61%	0 0.0%
Appropriately skipped	14976 19.03% EFG	5036 18.71% EFG	1760 18.85% EFG	542 19.09% EFG	65 14.61% EFG	62 13.69% EFG	68 14.41% EFG	22 23.66% I	40 11.94%	11 13.75%	20 7.94%	21 16.80%	43 13.87%	20 19.61% Q	14 22.58% Q	8 11.27%	19 9.69%	16 11.59%	41 15.53%	49 17.19% U	14 10.14%	54 16.36% W	11 9.57%	0 0.0%
BASE = Those who responded	63719 80.97% BCDG	20598 76.55%	7204 77.16%	2198 77.42%	369 82.92% BCDG	375 82.78% BCDG	362 76.69%	68 73.12%	287 85.67% H	69 86.25%	230 91.27%	101 80.80%	259 83.55%	79 77.45%	44 70.97%	63 88.73% NO	173 88.27% NO	117 84.78%	219 82.95%	228 80.00%	121 87.68% T	268 81.21%	101 87.83%	0 0.0%
10 - Best personal doctor possible	31596 49.59%	10635 51.63% A	3814 52.94% A	1149 52.27% A	207 56.10% A	218 58.13% ABCD	205 56.63% A	16 23.53%	186 64.81% H	14 20.29%	157 68.26% J	61 60.40%	143 55.21%	38 48.10%	23 52.27%	36 57.14%	105 60.69%	64 54.70%	126 57.53%	130 57.02%	64 52.89%	151 56.34%	56 55.45%	0 0.0%
9 -	10081 15.82% G	3146 15.27% G	1092 15.16% G	340 15.47% G	56 15.18%	55 14.67%	41 11.33%	9 13.24%	45 15.68%	9 13.04%	38 16.52%	14 13.86%	41 15.83%	13 16.46%	6 13.64%	8 12.70%	26 15.03%	18 15.38%	32 14.61%	38 16.67%	15 12.40%	41 15.30%	15 14.85%	0 0.0%
Top Two Box	41677 65.41% A	13781 66.90% A	4906 68.10% A	1489 67.74% A	263 71.27% A	273 72.80% ABCD	246 67.96%	25 36.76%	231 80.49% H	23 33.33%	195 84.78% J	75 74.26%	184 71.04%	51 64.56%	29 65.91%	44 69.84%	131 75.72%	82 70.09%	158 72.15%	168 73.68%	79 65.29%	192 71.64%	71 70.30%	0 0.0%
8 -	9443 14.82%	3054 14.83%	1024 14.21%	325 14.79%	47 12.74%	52 13.87%	52 14.36%	15 22.06% I	30 10.45%	12 17.39%	23 10.00%	10 9.90%	34 13.13%	16 20.25%	7 15.91%	6 9.52%	18 10.40%	14 11.97%	28 12.79%	25 10.96%	21 17.36%	35 13.06%	12 11.88%	0 0.0%
CAHPS Rate (Top Three Box)	51120 80.23%	16835 81.73% A	5930 82.32% A	1814 82.53% A	310 84.01%	325 86.67% ABCD	298 82.32%	40 58.82%	261 90.94% H	35 50.72%	218 94.78% J	85 84.16%	218 84.17%	67 84.81%	36 81.82%	50 79.37%	149 86.13%	96 82.05%	186 84.93%	193 84.65%	100 82.64%	227 84.70%	83 82.18%	0 0.0%
7 -	4580 7.19% E	1347 6.54%	468 6.50%	150 6.82%	18 4.88%	19 5.07%	27 7.46%	8 11.76% I	7 2.44%	10 14.49% K	4 1.74%	2 1.98%	14 5.41%	4 5.06%	4 9.09%	2 3.17%	6 3.47%	6 5.13%	9 4.11%	10 4.39%	6 4.96%	10 3.73%	8 7.92%	0 0.0%
6 -	2156 3.38% F	636 3.09%	221 3.07%	62 2.82%	9 2.44%	7 1.87%	8 2.21%	5 7.35%	4 1.39%	5 7.25%	3 1.30%	2 1.98%	7 2.70%	1 1.27%	2 4.55%	4 6.35%	2 1.16%	3 2.56%	6 2.74%	4 1.75%	5 4.13%	6 2.24%	3 2.97%	0 0.0%
5 -	2872 4.51% CEF	856 4.16% C	262 3.64%	80 3.64%	10 2.71%	10 2.67%	17 4.70%	5 7.35%	4 1.39%	4 5.80%	3 1.30%	3 2.97%	7 2.70%	4 5.06%	1 2.27%	1 1.59%	4 2.31%	3 2.56%	6 2.74%	7 3.07%	3 2.48%	7 2.61%	3 2.97%	0 0.0%

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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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?

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016	2017	2017	2017	2017	2016	2015																	
	Quality	DSS Book	UHC National	Regional Average	Plan	Plan	Plan	0-7	8-10	0-7	8-10	Excel./ Very	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)
4 -	874 1.37% G	256 1.24%	94 1.30%	31 1.41%	10 2.71% G	6 1.60%	2 0.55%	4 5.88%	6 2.09%	7 10.14% K	0 0.0%	4 3.96%	6 2.32%	3 3.80%	1 2.27%	3 4.76%	3 1.73%	1 0.85%	8 3.65%	5 2.19%	4 3.31%	7 2.61%	3 2.97%	0 0.0%
3 -	685 1.07%	206 1.00%	86 1.19%	26 1.18%	8 2.17%	4 1.07%	3 0.83%	3 4.41%	4 1.39%	6 8.70% K	1 0.43%	4 3.96%	4 1.54%	0 0.0%	0 0.0%	3 4.76%	5 2.89% NO	6 5.13% S	2 0.91%	6 2.63%	2 1.65%	7 2.61%	1 0.99%	0 0.0%
2 -	496 0.78%	162 0.79%	50 0.69%	17 0.77%	2 0.54%	1 0.27%	2 0.55%	2 2.94%	0 0.0%	2 2.90%	0 0.0%	1 0.99%	1 0.39%	0 0.0%	0 0.0%	0 0.0%	2 1.16%	2 1.71%	0 0.0%	1 0.44%	1 0.83%	2 0.75%	0 0.0%	0 0.0%
1 -	386 0.61%	130 0.63%	45 0.62%	11 0.50%	1 0.27%	1 0.27%	2 0.55%	0 0.0%	1 0.35%	0 0.0%	1 0.43%	0 0.0%	1 0.39%	0 0.0%	0 0.0%	0 0.0%	1 0.58%	0 0.0%	1 0.46%	1 0.44%	0 0.0%	1 0.37%	0 0.0%	0 0.0%
0 - Worst personal doctor possible	551 0.86% DE	170 0.83% DE	48 0.67% D	7 0.32%	1 0.27%	2 0.53%	3 0.83%	1 1.47%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.39%	0 0.0%	0 0.0%	0 0.0%	1 0.58%	0 0.0%	1 0.46%	1 0.44%	0 0.0%	1 0.37%	0 0.0%	0 0.0%
0-7 (NET)	12599 19.77% BCDF	3763 18.27% F	1274 17.68% F	384 17.47% F	59 15.99%	50 13.33%	64 17.68%	28 41.18% I	26 9.06%	34 49.28% K	12 5.22%	16 15.84%	41 15.83%	12 15.19%	8 18.18%	13 20.63%	24 13.87%	21 17.95%	33 15.07%	35 15.35%	21 17.36%	41 15.30%	18 17.82%	0 0.0%
Bottom Three Box	1432 2.25% DEF	462 2.24% DEF	143 1.99%	35 1.59%	4 1.08%	4 1.07%	7 1.93%	3 4.41%	1 0.35%	2 2.90%	1 0.43%	1 0.99%	3 1.16%	0 0.0%	0 0.0%	0 0.0%	4 2.31% NOP	2 1.71%	2 0.91%	3 1.32%	1 0.83%	4 1.49% W	0 0.0%	0 0.0%
Bottom Two Box	936 1.47% DE	300 1.46% DE	93 1.29% D	18 0.82%	2 0.54%	3 0.80%	5 1.38%	1 1.47%	1 0.35%	0 0.0%	1 0.43%	0 0.0%	2 0.77%	0 0.0%	0 0.0%	0 0.0%	2 1.16%	0 0.0%	2 0.91%	2 0.88%	0 0.0%	2 0.75%	0 0.0%	0 0.0%
Average	8.6084	8.6764 A	8.7245 A	8.7439 A	8.8049	8.9467 ABCD	8.7845	7.3676	9.1812 H	7.0580	9.3957 J	8.7822	8.8224	8.7468	8.8409	8.6349	8.8671	8.6752	8.8584	8.8246	8.7107	8.7836	8.8614	0
Standard deviation	2.0006	1.9730	1.9362	1.8574	1.9013	1.7412	1.9090	2.4065	1.5534	2.4190	1.2069	2.0710	1.8515	1.6418	1.5366	2.0954	2.0456	2.0748	1.8538	1.9545	1.8472	1.9789	1.6770	0
3-point composite mean	2.5282	2.5518 A	2.5691 A	2.5710 A	2.6016	2.6453 ABCD	2.5773	2.0735	2.7387 H	1.9855	2.8130 J	2.6040	2.6062	2.5443	2.5682	2.5238	2.6532	2.5726	2.6119	2.6272	2.5289	2.6007	2.6040	0
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

Note: The Quality Compass 2016 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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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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?

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016	2017	2017	2017	2017	2016	2015																	
	Quality Compass of Bus. (A)	DSS Book of Bus. (B)	UHC National Average (C)	Regional Average Central (D)	Plan Total (E)	Plan Total (F)	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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	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%	463 1.72% ACDEF	122 1.31% ADF	21 0.74% A	3 0.67%	1 0.22%	37 7.84% ABCDEF	0 0.0%	3 0.90%	1 1.25%	1 0.40%	1 0.80%	2 0.65%	0 0.0%	2 3.23%	0 0.0%	1 0.51%	0 0.0%	3 1.14%	2 0.70%	1 0.72%	3 0.91%	0 0.0%	0 0.0%
BASE = Those who responded	78695 100.00% BCDG	26446 98.28% G	9214 98.69% BG	2818 99.26% BOG	442 99.33% BG	452 99.78% BOG	434 91.95%	93 100.00%	332 99.10%	79 98.75%	251 99.60%	124 99.20%	308 99.35%	102 100.00%	60 96.77%	71 100.00%	195 99.49%	138 100.00%	261 98.86%	283 99.30%	137 99.28%	327 99.09%	115 100.00%	0 0.0%
Yes	32902 41.81%	11754 44.45% A	4165 45.20% A	1215 43.12%	198 44.80%	223 49.34% ABD	191 44.01%	36 38.71%	156 46.99%	39 49.37%	134 53.39%	45 36.29%	148 48.05% L	33 32.35%	24 40.00%	34 47.89% N	103 52.82% N	62 44.93%	124 47.51%	110 38.87%	75 54.74% T	154 47.09%	44 38.26%	0 0.0%
No	45793 58.19% BCF	14692 55.55% F	5049 54.80%	1603 56.88% F	244 55.20%	229 50.66%	243 55.99%	57 61.29%	176 53.01%	40 50.63%	117 46.61%	79 63.71% M	160 51.95%	69 67.65% PQ	36 60.00%	37 52.11%	92 47.18%	76 55.07%	137 52.49%	173 61.13% U	62 45.26%	173 52.91%	71 61.74%	0 0.0%
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

Note: The Quality Compass 2016 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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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016	2017	2017	2017	2017	2016	2015																	
	DSS	Book	UHC	Regional	Plan	Plan	Plan	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	Total	Total	Total	(H)	(I)	(J)	(K)	Very	Fair/	(N)	(O)	(P)	(Q)	(R)	(S)	or Less	College	(V)	(W)	(X)	
(A)	(B)	(C)	(D)	(E)	(F)	(G)					(L)	(M)							(T)	(U)				
Total	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.42%	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%
No response	79 0.10%	710 2.64% ACDEF	206 2.21% ADF	36 1.27% A	6 1.35% A	3 0.66%	40 8.47% ABCEFG	1 1.08%	5 1.49%	1 1.25%	1 0.40%	2 1.60%	4 1.29%	1 0.98%	2 3.23%	0 0.0%	3 1.53%	3 2.17%	3 1.14%	5 1.75%	1 0.72%	6 1.82% W	0 0.0%	0 0.0%
Appropriately skipped	45793 58.19% BCFG	14692 54.60%	5049 54.08%	1603 56.46% CFG	244 54.83%	229 50.55%	243 51.48%	57 61.29%	176 52.54%	40 50.00%	117 46.43%	79 63.20% M	160 51.61%	69 67.65% PQ	36 58.06%	37 52.11%	92 46.94%	76 55.07%	137 51.89%	173 60.70% U	62 44.93%	173 52.42%	71 61.74%	0 0.0%
BASE = Those who responded	32824 41.71%	11507 42.76%	4081 43.71% A	1200 42.27%	195 43.82%	221 48.79% ABCDG	187 39.62%	35 37.63%	154 45.97%	39 48.75%	134 53.17%	44 35.20%	146 47.10% L	32 31.37%	24 38.71%	34 47.89% N	101 51.53% N	59 42.75%	124 46.97%	107 37.54%	75 54.35% T	151 45.76%	44 38.26%	0 0.0%
Never	1393 4.24% E	451 3.92%	153 3.75%	38 3.17%	4 2.05%	9 4.07%	6 3.21%	2 5.71%	2 1.30%	3 7.69%	1 0.75%	1 2.27%	3 2.05%	0 0.0%	1 4.17%	2 5.88%	1 0.99%	0 0.0%	4 3.23% R	3 2.80%	1 1.33%	3 1.99%	1 2.27%	0 0.0%
Sometimes	5658 17.24% BCDEG	1820 15.82% CDE	585 14.33%	160 13.33%	20 10.26%	44 19.91% CDEG	23 12.30%	4 11.43%	16 10.39%	9 23.08% K	9 6.72%	6 13.64%	13 8.90%	7 21.88%	3 12.50%	2 5.88%	8 7.92%	9 15.25%	11 8.87%	5 4.67%	12 16.00% T	16 10.60%	4 9.09%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	7051 21.48% BCDEG	2271 19.74% CDE	738 18.08% E	198 16.50%	24 12.31%	53 23.98% CDEG	29 15.51%	6 17.14%	18 11.69%	12 30.77% K	10 7.46%	7 15.91%	16 10.96%	7 21.88%	4 16.67%	4 11.76%	9 8.91%	9 15.25%	15 12.10%	8 7.48%	13 17.33%	19 12.58%	5 11.36%	0 0.0%
Usually	8412 25.63% F	2908 25.27% F	1049 25.70% F	329 27.42% F	48 24.62%	44 19.91%	51 27.27%	14 40.00% I	33 21.43%	12 30.77%	32 23.88%	11 25.00%	36 24.66%	11 34.38%	6 25.00%	7 20.59%	23 22.77%	13 22.03%	29 23.39%	25 23.36%	21 28.00%	37 24.50%	11 25.00%	0 0.0%
Always	17360 52.89%	6328 54.99% A	2294 56.21% A	673 56.08% A	123 63.08% AB	124 56.11%	107 57.22%	15 42.86%	103 66.88% H	15 38.46%	92 68.66% J	26 59.09%	94 64.38%	14 43.75%	14 58.33%	23 67.65% N	69 68.32% N	37 62.71%	80 64.52%	74 69.16% U	41 54.67%	95 62.91%	28 63.64%	0 0.0%
CAHPS Rate (%Always + %Usually)	25773 78.52%	9236 80.26% A	3343 81.92% ABF	1002 83.50% ABF	171 87.69% ABCF	168 76.02%	158 84.49% AF	29 82.86%	136 88.31%	27 69.23%	124 92.54% J	37 84.09%	130 89.04%	25 78.13%	20 83.33%	30 88.24%	92 91.09%	50 84.75%	109 87.90%	99 92.52%	62 82.67%	132 87.42%	39 88.64%	0 0.0%
3-point composite mean	2.3141	2.3526 A	2.3813 AB	2.3958 A	2.5077 ABCF	2.3213	2.4171	2.2571	2.5519 H	2.0769	2.6119 J	2.4318	2.5342	2.2188	2.4167	2.5588	2.5941 N	2.4746	2.5242	2.6168 U	2.3733	2.5033	2.5227	0
4-point composite mean	3.2716	3.3134 A	3.3438 A	3.3642 AB	3.4872 ABCF	3.2805	3.3850	3.2000	3.5390 H	3.0000	3.6045 J	3.4091	3.5137	3.2188	3.3750	3.5000	3.5842 N	3.4746	3.4919	3.5888 U	3.3600	3.4834	3.5000	0
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

Note: The Quality Compass 2016 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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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 0.66%	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%	754 2.80% ACDF	221 2.37% ADF	41 1.44% A	11 2.47% A	4 0.88% A	41 8.69% ABCDEF	1 1.08%	10 2.99%	2 2.50%	4 1.59%	2 1.60%	9 2.90%	1 0.98%	2 3.23%	2 2.82%	6 3.06%	3 2.17%	8 3.03%	8 2.81%	2 1.45%	10 3.03%	1 0.87%	0 0.0%
Appropriately skipped	45793 58.19% BCFG	14692 54.60%	5049 54.08%	1603 56.46% CFG	244 54.83%	229 50.55%	243 51.48%	57 61.29%	176 52.54%	40 50.00%	117 46.43%	79 63.20% M	160 51.61%	69 67.65% PQ	36 58.06%	37 52.11%	92 46.94%	76 55.07%	137 51.89%	173 60.70% U	62 44.93%	173 52.42%	71 61.74%	0 0.0%
BASE = Those who responded	32902 41.81%	11463 42.60%	4066 43.55% A	1195 42.09%	190 42.70%	217 47.90% ABDG	187 39.62%	35 37.63%	149 44.48%	38 47.50%	131 51.98%	44 35.20%	141 45.48% L	32 31.37%	24 38.71%	32 45.07%	98 50.00% N	59 42.75%	119 45.08%	104 36.49%	74 53.62% T	147 44.55%	43 37.39%	0 0.0%
None (v 0)	1566 4.76% CE	491 4.28% E	152 3.74%	44 3.68%	4 2.11%	8 3.69%	5 2.67%	1 2.86%	3 2.01%	1 2.63%	2 1.53%	2 4.55%	2 1.42%	1 3.13%	1 4.17%	1 3.13%	0 0.0%	0 0.0%	3 2.52%	2 1.92%	1 1.35%	3 2.04%	1 2.33%	0 0.0%
Saw a specialist (NET)	31336 95.24%	10972 95.72%	3914 96.26% A	1151 96.32%	186 97.89% AB	209 96.31%	182 97.33%	34 97.14%	146 97.99%	37 97.37%	129 98.47%	42 95.45%	139 98.58%	31 96.88%	23 95.83%	31 96.88%	98 100.00%	59 100.00%	116 97.48%	102 98.08%	73 98.65%	144 97.96%	42 97.67%	0 0.0%
1 specialist (v 1)	16172 49.15% BC	5345 46.63%	1855 45.62%	577 48.28%	82 43.16%	97 44.70%	84 44.92%	14 40.00%	67 44.97%	15 39.47%	58 44.27%	25 56.82% M	54 38.30%	18 56.25%	9 37.50%	15 46.88%	37 37.76%	31 52.54% S	43 36.13%	44 42.31%	30 40.54%	62 42.18%	20 46.51%	0 0.0%
2 (v 2)	8656 26.31%	3152 27.50%	1116 27.45%	321 26.86%	57 30.00%	61 28.11%	57 30.48%	10 28.57%	43 28.86%	10 26.32%	39 29.77%	13 29.55%	43 30.50%	8 25.00%	8 33.33%	7 21.88%	34 34.69%	15 25.42%	41 34.45%	32 30.77%	23 31.08%	48 32.65%	9 20.93%	0 0.0%
3 (v 3)	3840 11.67%	1453 12.68%	534 13.13% A	139 11.63%	30 15.79%	30 13.82%	25 13.37%	7 20.00%	23 15.44%	9 23.68%	19 14.50%	4 9.09%	26 18.44%	4 12.50%	4 16.67%	6 18.75%	16 16.33%	9 15.25%	19 15.97%	21 20.19%	8 10.81%	21 14.29%	9 20.93%	0 0.0%
4 (v 4)	1495 4.54% E	546 4.76% E	211 5.19% E	54 4.52% E	4 2.11%	9 4.15%	8 4.28%	1 2.86%	3 2.01%	0 0.0%	4 3.05% J	0 0.0%	3 2.13%	0 0.0%	0 0.0%	0 0.0%	4 4.08% NP	1 1.69%	3 2.52%	3 2.88%	1 1.35%	4 2.72% W	0 0.0%	
5 or more specialists (v 6)	1173 3.56%	476 4.15%	198 4.87% A	60 5.02% A	13 6.84%	12 5.53%	8 4.28%	2 5.71%	10 6.71%	3 7.89%	9 6.87%	0 0.0%	13 9.22% L	1 3.13%	2 8.33%	3 9.38%	7 7.14%	3 5.08%	10 8.40%	2 1.92%	11 14.86% T	9 6.12%	4 9.30%	0 0.0%
Average	1.7635	1.8362 A	1.8989 AB	1.8510 A	2.0000 A	1.9217	1.8877	2.0286	1.9732	2.1053	2.0076	1.4318	2.1844 L	1.6250	2.0417	2.0313	2.1531 N	1.8644	2.1345	1.8750	2.2973	1.9796	2.0698	0
Standard deviation	1.2226	1.2619	1.3090	1.3070	1.3611	1.3331	1.2381	1.3199	1.3558	1.4103	1.3675	0.7198	1.4664	1.0825	1.4283	1.5101	1.3504	1.2413	1.4315	1.0533	1.7063	1.3169	1.5003	0

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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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

2017 Plan Results																								
			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type							
2016 Quality Compass (A)	2017 DSS (B)	2017 UHC National Average (C)	2017 Regional Central Total (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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)	
78695	26909	9336	2839	445	453	472	93	335	80	252	125	310	102	62	71	196	138	264	285	138	330	115	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%	

Sigma

Note: The Quality Compass 2016 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

13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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?

	2017 Plan Results																								
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	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	24 0.03%	874 3.25%	266 2.85%	53 1.87%	16 3.60%	8 1.77%	44 9.32%	1 1.08%	14 4.18%	3 3.75%	7 2.78%	3 2.40%	12 3.87%	2 1.96%	2 3.23%	3 4.23%	8 4.08%	4 2.90%	11 4.17%	11 3.86%	3 2.17%	12 3.64%	4 3.48%	0 0.0%	
Appropriately skipped	47359 60.18%	15183 56.42%	5201 55.71%	1647 58.01%	248 55.73%	237 52.32%	248 52.54%	58 62.37%	179 53.43%	41 51.25%	119 47.22%	81 64.80%	162 52.26%	70 68.63%	37 59.68%	38 53.52%	92 46.94%	76 55.07%	140 53.03%	175 61.40%	63 45.65%	176 53.33%	72 62.61%	0 0.0%	
BASE = Those who responded	31313 39.79%	10852 40.33%	3869 41.44%	1139 40.12%	181 40.67%	208 45.92%	179 37.92%	34 36.56%	142 42.39%	36 45.00%	126 50.00%	41 32.80%	136 43.87%	30 29.41%	23 37.10%	30 42.25%	96 48.98%	58 42.03%	113 42.80%	99 34.74%	72 52.17%	142 43.03%	39 33.91%	0 0.0%	
10 - Best specialist possible	15527 49.59%	5407 49.82%	1970 50.92%	541 47.50%	97 53.59%	107 51.44%	87 48.60%	9 26.47%	87 61.27%	7 19.44%	79 62.70%	22 53.66%	73 53.68%	10 33.33%	15 65.22%	16 53.33%	55 57.29%	29 50.00%	62 54.87%	52 52.53%	37 51.39%	76 53.52%	21 53.85%	0 0.0%	
9 -	5131 16.39%	1848 17.03%	673 17.39%	220 19.32%	28 15.47%	40 19.23%	29 16.20%	5 14.71%	21 14.79%	4 11.11%	22 17.46%	8 19.51%	19 13.97%	5 16.67%	1 4.35%	4 13.33%	18 18.75%	11 18.97%	16 14.16%	15 15.15%	13 18.06%	22 15.49%	6 15.38%	0 0.0%	
Top Two Box	20657 65.97%	7255 66.85%	2643 68.31%	761 66.81%	125 69.06%	147 70.67%	116 64.80%	14 41.18%	108 76.06%	11 30.56%	101 80.16%	30 73.17%	92 67.65%	15 50.00%	16 69.57%	20 66.67%	73 76.04%	40 68.97%	78 69.03%	67 67.68%	50 69.44%	98 69.01%	27 69.23%	0 0.0%	
8 -	4525 14.45%	1556 14.34%	522 13.49%	165 14.49%	25 13.81%	21 10.10%	30 16.76%	7 20.59%	16 11.27%	6 16.67%	15 11.90%	6 14.63%	19 13.97%	7 23.33%	3 13.04%	3 10.00%	12 12.50%	9 15.52%	14 12.39%	13 13.13%	12 16.67%	21 14.79%	4 10.26%	0 0.0%	
CAHPS Rate (Top Three Box)	25182 80.42%	8811 81.19%	3165 81.80%	926 81.30%	150 82.87%	168 80.77%	146 81.56%	21 61.76%	124 87.32%	17 47.22%	116 92.06%	36 87.80%	111 81.62%	22 73.33%	19 82.61%	23 76.67%	85 88.54%	49 84.48%	92 81.42%	80 80.81%	62 86.11%	119 83.80%	31 79.49%	0 0.0%	
7 -	2298 7.34%	736 6.78%	252 6.51%	78 6.85%	10 5.52%	17 8.17%	13 7.26%	4 11.76%	6 4.23%	6 16.67%	4 3.17%	0 0.0%	9 6.62%	2 6.67%	4 17.39%	3 10.00%	1 1.04%	1 1.72%	9 7.96%	6 6.06%	4 5.56%	7 4.93%	3 7.69%	0 0.0%	
6 -	1086 3.47%	334 3.08%	118 3.05%	34 2.99%	5 2.76%	4 1.92%	3 1.68%	2 5.88%	3 2.11%	5 13.89%	0 0.0%	1 2.44%	4 2.94%	2 6.67%	0 0.0%	0 0.0%	3 3.13%	1 1.72%	4 3.54%	1 1.01%	4 5.56%	4 2.82%	1 2.56%	0 0.0%	
5 -	1259 4.02%	452 4.17%	150 3.88%	52 4.57%	9 4.97%	8 3.85%	7 3.91%	4 11.76%	5 3.52%	3 8.33%	4 3.17%	2 4.88%	7 5.15%	3 10.00%	0 0.0%	0 0.0%	5 5.21%	4 6.90%	4 3.54%	6 6.06%	1 1.39%	6 4.23%	3 7.69%	0 0.0%	

Note: The Quality Compass 2016 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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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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?

							2017 Plan Results																		
							Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type				
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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 -	433 1.38%	151 1.39%	52 1.34%	16 1.40%	2 1.10%	5 2.40%	3 1.68%	1 2.94%	1 0.70%	2 5.56%	0 0.0%	0 0.0%	2 1.47%	0 0.0%	0 0.0%	1 3.33%	1 1.04%	0 0.0%	2 1.77%	2 2.02%	0 0.0%	2 1.41%	0 0.0%	0 0.0%	
3 -	307 0.98% E	128 1.18% E	41 1.06% E	10 0.88% E	0 0.0%	2 0.96%	1 0.56%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 -	260 0.83%	96 0.88%	33 0.85%	7 0.61%	4 2.21%	2 0.96%	3 1.68%	2 5.88%	2 1.41%	3 8.33%	1 0.79%	1 2.44%	3 2.21%	1 3.33%	0 0.0%	2 6.67%	1 1.04%	2 3.45%	2 1.77%	3 3.03%	1 1.39%	4 2.82% W	0 0.0%	0 0.0%	
1 -	212 0.68% EF	61 0.56% EF	26 0.67% EF	8 0.70% EF	0 0.0%	0 0.0%	2 1.12%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 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	275 0.88%	83 0.76%	32 0.83%	8 0.70%	1 0.55%	2 0.96%	1 0.56%	0 0.0%	1 0.70%	0 0.0%	1 0.79%	1 2.44%	0 0.0%	0 0.0%	0 3.33%	1 0.0%	0 1.72%	1 0.0%	0 1.01%	1 0.0%	0 0.0%	0 2.56%	1 0.0%	0 0.0%	
0-7 (NET)	6130 19.58%	2041 18.81%	704 18.20%	213 18.70%	31 17.13%	40 19.23%	33 18.44%	13 38.24% I	18 12.68%	19 52.78% K	10 7.94%	5 12.20%	25 18.38%	8 26.67%	4 17.39%	7 23.33%	11 11.46%	9 15.52%	21 18.58%	19 19.19%	10 13.89%	23 16.20%	8 20.51%	0 0.0%	
Bottom Three Box	748 2.39%	240 2.21%	91 2.35%	23 2.02%	5 2.76%	4 1.92%	6 3.35%	2 5.88%	3 2.11%	3 8.33%	2 1.59%	2 4.88%	3 2.21%	1 3.33%	0 0.0%	3 10.00%	1 1.04%	3 5.17%	2 1.77%	4 4.04%	1 1.39%	4 2.82%	1 2.56%	0 0.0%	
Bottom Two Box	488 1.56%	144 1.33%	58 1.50%	16 1.40%	1 0.55%	2 0.96%	3 1.68%	0 0.0%	1 0.70%	0 0.0%	1 0.79%	1 2.44%	0 0.0%	0 0.0%	0 3.33%	1 0.0%	0 1.72%	1 0.0%	1 1.01%	0 0.0%	0 0.0%	0 2.56%	1 0.0%	0 0.0%	
Average	8.6203	8.6442	8.6787	8.6356	8.7459	8.7067	8.5922	7.6176	9.0141 H	7.0833	9.1905 J	8.7317	8.7426	8.1333	9.1739	8.3000	9.0000 N	8.5862	8.8053	8.5960	8.9167	8.7676	8.6667	0	
Standard deviation	1.9992	1.9786	1.9828	1.9357	1.9187	1.9601	2.0404	2.2494	1.7562	2.3259	1.5416	2.1867	1.8471	1.9788	1.2033	2.7099	1.6202	2.2131	1.7742	2.1458	1.5161	1.8677	2.0919	0	
3-point composite mean	2.5373	2.5483	2.5663	2.5496	2.5746	2.5962	2.5363	2.1471	2.6761 H	1.9444	2.7540 J	2.6098	2.5588	2.3000	2.6957	2.5333	2.6563 N	2.5517	2.5841	2.5455	2.6111	2.5775	2.5641	0	
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%	

Note: The Quality Compass 2016 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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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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?

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016	2017	2017	2017	2017	2016	2015																	
	Compass of Quality	DSS Book	UHC National	Regional Average	Plan Total	Plan Total	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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.22%	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%	529 1.97% A	187 2.00% A	47 1.66% A	10 2.25% A	7 1.55% A	38 8.05% ABCODEF	4 4.30%	3 0.90%	5 6.25%	3 1.19%	1 0.80%	6 1.94%	1 0.98%	1 1.61%	0 0.0%	5 2.55% P	3 2.17%	4 1.52%	7 2.46% U	0 0.0%	6 1.82%	4 3.48%	0 0.0%
BASE = Those who responded	78695 100.00% BCDEFG	26380 98.03% G	9149 98.00% G	2792 98.34% G	435 97.75% G	445 98.23% G	433 91.74%	89 95.70%	332 99.10%	75 93.75%	249 98.81%	124 99.20%	304 98.06%	101 99.02%	61 98.39%	71 100.00% Q	191 97.45%	135 97.83%	260 98.48%	278 97.54% T	138 100.00%	324 98.18%	111 96.52%	0 0.0%
Yes	17226 21.89% G	5663 21.47% G	1980 21.64% G	637 22.82% G	106 24.37% G	92 20.67%	70 16.17%	21 23.60%	81 24.40%	18 24.00%	70 28.11%	30 24.19%	75 24.67%	24 23.76%	12 19.67%	16 22.54%	51 26.70%	35 25.93%	65 25.00%	56 20.14%	44 31.88% T	86 26.54%	20 18.02%	0 0.0%
No	61469 78.11%	20717 78.53%	7169 78.36%	2155 77.18%	329 75.63%	353 79.33%	363 83.83% ABCDE	68 76.40%	251 75.60%	57 76.00%	179 71.89%	94 75.81%	229 75.33%	77 76.24%	49 80.33%	55 77.46%	140 73.30%	100 74.07%	195 75.00%	222 79.86% U	94 68.12%	238 73.46%	91 81.98%	0 0.0%
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

Note: The Quality Compass 2016 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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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?

Note: The Quality Compass 2016 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

13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass of Bus. (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	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%	826 3.07% AD	286 3.06% AD	67 2.36% A	14 3.15% A	17 3.75% A	40 8.47% ABCEFG	1 1.08%	9 2.69%	3 3.75%	6 2.38%	3 2.40%	8 2.58%	1 0.98%	1 1.61%	2 2.82%	7 3.57%	3 2.17%	7 2.65%	9 3.16%	2 1.45%	5 1.52%	9 7.83% V	0 0.0%
BASE = Those who responded	78695 100.00% BCDEFG	26083 96.93% G	9050 96.94% G	2772 97.64% BCG	431 96.85% G	436 96.25% G	432 91.53%	92 98.92%	326 97.31%	77 96.25%	246 97.62%	122 97.60%	302 97.42%	101 99.02%	61 98.39%	69 97.18%	189 96.43%	135 97.83%	257 97.35%	276 96.84%	136 98.55%	325 98.48% W	106 92.17%	0 0.0%
Yes	27630 35.11% BCDFG	8795 33.72% FG	3052 33.72% FG	900 32.47% G	156 36.19% FG	123 28.21%	108 25.00%	25 27.17%	128 39.26% H	28 36.36%	99 40.24%	51 41.80%	103 34.11%	40 39.60%	21 34.43%	23 33.33%	68 35.98%	49 36.30%	96 37.35%	94 34.06%	52 38.24%	114 35.08%	42 39.62%	0 0.0%
No	51065 64.89%	17288 66.28% A	5998 66.28% A	1872 67.53% A	275 63.81%	313 71.79% ABCE	324 75.00% ABCDE	67 72.83% I	198 60.74%	49 63.64%	147 59.76%	71 58.20%	199 65.89%	61 60.40%	40 65.57%	46 66.67%	121 64.02%	86 63.70%	161 62.65%	182 65.94%	84 61.76%	211 64.92%	64 60.38%	0 0.0%
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

Note: The Quality Compass 2016 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

13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.42%	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%
No response	31 0.04%	991 3.68%	348 3.73%	80 2.82%	15 3.37%	20 4.42%	44 9.32%	2 2.15%	9 2.69%	3 3.75%	6 2.38%	3 2.40%	9 2.90%	2 1.96%	1 1.61%	2 2.82%	7 3.57%	4 2.90%	7 2.65%	10 3.51%	2 1.45%	6 1.82%	9 7.83%	0 0.0%
		AD		A	A	A	ABCDEF																V	
Appropriately skipped	51065 64.89%	17288 64.25%	5998 64.25%	1872 65.94%	275 61.80%	313 69.09%	324 68.64%	67 72.04%	198 59.10%	49 61.25%	147 58.33%	71 56.80%	199 64.19%	61 59.80%	40 64.52%	46 64.79%	121 61.73%	86 62.32%	161 60.98%	182 63.86%	84 60.87%	211 63.94%	64 55.65%	0 0.0%
						BCE	BCE	I																
BASE = Those who responded	27598 35.07%	8630 32.07%	2990 32.03%	887 31.24%	155 34.83%	120 26.49%	102 21.61%	24 25.81%	128 38.21%	28 35.00%	99 39.29%	51 40.80%	102 32.90%	39 38.24%	21 33.87%	23 32.39%	68 34.69%	48 34.78%	96 36.36%	93 32.63%	52 37.68%	113 34.24%	42 36.52%	0 0.0%
		BDFG		FG	FG	FG			H															
Never	795 2.88%	214 2.48%	75 2.51%	24 2.71%	5 3.23%	2 1.67%	3 2.94%	2 8.33%	2 1.56%	3 10.71%	1 1.01%	0 0.0%	4 3.92%	0 0.0%	0 0.0%	3 13.04%	1 1.47%	2 4.17%	2 2.08%	1 1.08%	3 5.77%	3 2.65%	2 4.76%	0 0.0%
												L												
Sometimes	4375 15.85%	1357 15.72%	459 15.35%	125 14.09%	27 17.42%	20 16.67%	15 14.71%	10 41.67%	17 13.28%	7 25.00%	15 15.15%	9 17.65%	18 17.65%	6 15.38%	5 23.81%	3 13.04%	13 19.12%	7 14.58%	19 19.79%	13 13.98%	13 25.00%	17 15.04%	10 23.81%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	5170 18.73%	1571 18.20%	534 17.86%	149 16.80%	32 20.65%	22 18.33%	18 17.65%	12 50.00%	19 14.84%	10 35.71%	16 16.16%	9 17.65%	22 21.57%	6 15.38%	5 23.81%	6 26.09%	14 20.59%	9 18.75%	21 21.88%	14 15.05%	16 30.77%	20 17.70%	12 28.57%	0 0.0%
							ABCDE														T			
Usually	6540 23.70%	2086 24.17%	680 22.74%	220 24.80%	35 22.58%	34 28.33%	36 35.29%	6 25.00%	28 21.88%	7 25.00%	20 20.20%	13 25.49%	22 21.57%	11 28.21%	4 19.05%	4 17.39%	15 22.06%	12 25.00%	19 19.79%	23 24.73%	11 21.15%	29 25.66%	6 14.29%	0 0.0%
Always	15889 57.57%	4973 57.62%	1776 59.40%	518 58.40%	88 56.77%	64 53.33%	48 47.06%	6 25.00%	81 63.28%	11 39.29%	63 63.64%	29 56.86%	58 56.86%	22 56.41%	12 57.14%	13 56.52%	39 57.35%	27 56.25%	56 58.33%	56 60.22%	25 48.08%	64 56.64%	24 57.14%	0 0.0%
		G	G	G	G																			
CAHPS Rate (%Always + %Usually)	22428 81.27%	7059 81.80%	2456 82.14%	738 83.20%	123 79.35%	98 81.67%	84 82.35%	12 50.00%	109 85.16%	18 64.29%	83 83.84%	42 82.35%	80 78.43%	33 84.62%	16 76.19%	17 73.91%	54 79.41%	39 81.25%	75 78.13%	79 84.95%	36 69.23%	93 82.30%	30 71.43%	0 0.0%
																				U				
3-point composite mean	2.3884	2.3942	2.4154	2.4160	2.3613	2.3500	2.2941	1.7500	2.4844	2.0357	2.4747	2.3922	2.3529	2.4103	2.3333	2.3043	2.3676	2.3750	2.3646	2.4516	2.1731	2.3894	2.2857	0
																				U				
4-point composite mean	3.3596	3.3694	3.3903	3.3890	3.3290	3.3333	3.2647	2.6667	3.4688	2.9286	3.4646	3.3922	3.3137	3.4103	3.3333	3.1739	3.3529	3.3333	3.3438	3.4409	3.1154	3.3628	3.2381	0
																				U				
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

Note: The Quality Compass 2016 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



13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	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%	1013 3.76% A	353 3.78% A	89 3.13% A	17 3.82% A	22 4.86% A	44 9.32% ABCDEF	3 3.23%	10 2.99%	3 3.75%	8 3.17%	4 3.20%	10 3.23%	2 1.96%	2 3.23%	2 2.82%	8 4.08%	4 2.90%	9 3.41%	11 3.86%	3 2.17%	8 2.42%	9 7.83% V	0 0.0%
Appropriately skipped	51065 64.89%	17288 64.25%	5998 64.25%	1872 65.94%	275 61.80%	313 69.09% BCE	324 68.64% BCE	67 72.04% I	198 59.10%	49 61.25%	147 58.33%	71 56.80%	199 64.19%	61 59.80%	40 64.52%	46 64.79%	121 61.73%	86 62.32%	161 60.98%	182 63.86%	84 60.87%	211 63.94%	64 55.65%	0 0.0%
BASE = Those who responded	27630 35.11% BCDFG	8608 31.99% FG	2985 31.97% FG	878 30.93% FG	153 34.38% FG	118 26.05%	104 22.03%	23 24.73%	127 37.91% H	28 35.00%	97 38.49%	50 40.00%	101 32.58%	39 38.24%	20 32.26%	23 32.39%	67 34.18%	48 34.78%	94 35.61%	92 32.28%	51 36.96%	111 33.64%	42 36.52%	0 0.0%
Never	338 1.22%	86 1.00%	25 0.84%	12 1.37%	2 1.31%	1 0.85%	2 1.92%	1 4.35%	0 0.0%	2 7.14%	0 0.0%	1 2.00%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.49%	1 2.08%	0 0.0%	1 1.09%	0 0.0%	1 0.90%	1 2.38%	0 0.0%
Sometimes	1385 5.01%	428 4.97%	136 4.56%	45 5.13%	10 6.54%	8 6.78%	10 9.62%	7 30.43%	3 2.36%	6 21.43%	4 4.12%	3 6.00%	7 6.93%	4 10.26%	1 5.00%	3 13.04%	2 2.99%	3 6.25%	7 7.45%	5 5.43%	5 9.80%	7 6.31%	3 7.14%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	1723 6.24%	514 5.97%	161 5.39%	57 6.49%	12 7.84%	9 7.63%	12 11.54%	8 34.78%	3 2.36%	8 28.57%	4 4.12%	4 8.00%	7 6.93%	4 10.26%	1 5.00%	3 13.04%	3 4.48%	4 8.33%	7 7.45%	6 6.52%	5 9.80%	8 7.21%	4 9.52%	0 0.0%
Usually	4021 14.55%	1275 14.81%	422 14.14%	142 16.17%	33 21.57% ABC	19 16.10%	24 23.08% ABC	8 34.78%	24 18.90%	9 32.14%	17 17.53%	8 16.00%	25 24.75%	9 23.08%	9 45.00%	4 17.39%	10 14.93%	9 18.75%	20 21.28%	16 17.39%	16 31.37%	26 23.42%	7 16.67%	0 0.0%
Always	21885 79.21% EG	6819 79.22% EG	2402 80.47% DEG	679 77.33% G	108 70.59%	90 76.27%	68 65.38%	7 30.43%	100 78.74%	11 39.29%	76 78.35%	38 76.00%	69 68.32%	26 66.67%	10 50.00%	16 69.57%	54 80.60%	35 72.92%	67 71.28%	70 76.09% U	30 58.82%	77 69.37%	31 73.81%	0 0.0%
CAHPS Rate (%Always + %Usually)	25906 93.76%	8094 94.03%	2824 94.61%	821 93.51%	141 92.16%	109 92.37%	92 88.46%	15 65.22%	124 97.64%	20 71.43%	93 95.88%	46 92.00%	94 93.07%	35 89.74%	19 95.00%	20 86.96%	64 95.52%	44 91.67%	87 92.55%	86 93.48%	46 90.20%	103 92.79%	38 90.48%	0 0.0%
3-point composite mean	2.7297 EG	2.7325 EG	2.7508 EG	2.7084 G	2.6275	2.6864	2.5385	1.9565	2.7638	2.1071	2.7423	2.6800	2.6139	2.5641	2.4500	2.5652	2.7612	2.6458	2.6383	2.6957	2.4902	2.6216	2.6429	0
4-point composite mean	3.7175 EG	3.7225 EG	3.7424 DEG	3.6948 G	3.6144	3.6780	3.5192	2.9130	3.7638	3.0357	3.7423	3.6600	3.6139	3.5641	3.4500	3.5652	3.7463	3.6250	3.6383	3.6848	3.4902	3.6126	3.6190	0
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

Note: The Quality Compass 2016 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

13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.22%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	1158 4.30%	432 4.63%	112 3.95%	18 4.04%	21 4.64%	51 10.81%	5 5.38%	8 2.39%	5 6.25%	8 3.17%	3 2.40%	11 3.55%	2 1.96%	0 0.0%	3 4.23%	9 4.59%	5 3.62%	8 3.03%	11 3.86%	3 2.17%	9 2.73%	9 7.83%	0 0.0%
BASE = Those who responded	78695 100.00%	25751 95.70%	8904 95.37%	2727 96.05%	427 95.96%	431 95.14%	421 89.19%	88 94.62%	327 97.61%	75 93.75%	244 96.83%	122 97.60%	299 96.45%	100 98.04%	62 100.00%	68 95.77%	187 95.41%	133 96.38%	256 96.97%	274 96.14%	135 97.83%	321 97.27%	106 92.17%	0 0.0%
Yes	22711 28.86%	7115 27.63%	2382 26.75%	800 29.34%	158 37.00%	118 27.38%	108 25.65%	30 34.09%	126 38.53%	26 34.67%	97 39.75%	44 36.07%	110 36.79%	38 38.00%	20 32.26%	28 41.18%	70 37.43%	61 45.86%	88 34.38%	97 35.40%	52 38.52%	123 38.32%	35 33.02%	0 0.0%
No	55984 71.14%	18636 72.37%	6522 73.25%	1927 70.66%	269 63.00%	313 72.62%	313 74.35%	58 65.91%	201 61.47%	49 65.33%	147 60.25%	78 63.93%	189 63.21%	62 62.00%	42 67.74%	40 58.82%	117 62.57%	72 54.14%	168 65.63%	177 64.60%	83 61.48%	198 61.68%	71 66.98%	0 0.0%
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

Note: The Quality Compass 2016 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

13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.44%	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	16 0.02%	1408 5.23% A	511 5.47% AD	128 4.51% A	21 4.72% A	23 5.08% A	54 11.44% ABCDEF	6 6.45%	10 2.99%	5 6.25%	8 3.17%	4 3.20%	13 4.19%	2 1.96%	1 1.61%	3 4.23%	11 5.61%	7 5.07%	9 3.41%	14 4.91%	3 2.17%	11 3.33%	10 8.70%	0 0.0%
BASE = Those who responded	78679 99.98% BCDEFG	25501 94.77% G	8825 94.53% G	2711 95.49% CG	424 95.28% G	428 94.48% G	417 88.35% A	87 93.55% BCDEFG	325 97.01% A	75 93.75% A	244 96.83% A	121 96.80% A	297 95.81% A	100 98.04% A	61 98.39% A	68 95.77% A	185 94.39% A	131 94.93% A	255 96.59% A	271 95.09% A	135 97.83% A	319 96.67% A	105 91.30% A	0 0.0%
Never	826 1.05%	254 1.00%	81 0.92%	23 0.85%	4 0.94%	3 0.70%	4 0.96%	2 2.30%	2 0.62%	1 1.33%	1 0.41%	0 0.0%	4 1.35% L	1 1.00%	1 1.64%	0 0.0%	2 1.08%	1 0.76%	3 1.18%	3 1.11%	1 0.74%	4 1.25% W	0 0.0%	0 0.0%
Sometimes	3754 4.77%	1153 4.52%	390 4.42%	151 5.57% BC	37 8.73% ABCD	25 5.84%	24 5.76%	13 14.94%	24 7.38%	7 9.33%	23 9.43%	8 6.61%	27 9.09%	8 8.00%	4 6.56%	7 10.29%	18 9.73%	18 13.74%	18 7.06%	26 9.59%	10 7.41%	27 8.46%	10 9.52%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	4580 5.82%	1407 5.52%	471 5.34%	174 6.42% C	41 9.67% ABCD	28 6.54%	28 6.71%	15 17.24% I	26 8.00%	8 10.67%	24 9.84%	8 6.61%	31 10.44%	9 9.00%	5 8.20%	7 10.29%	20 10.81%	19 14.50%	21 8.24%	29 10.70%	11 8.15%	31 9.72%	10 9.52%	0 0.0%
Usually	6705 8.52%	2146 8.42%	716 8.11%	253 9.33%	53 12.50% ABCF	31 7.24%	41 9.83%	12 13.79%	39 12.00%	11 14.67%	30 12.30%	13 10.74%	39 13.13%	11 11.00%	7 11.48%	9 13.24%	24 12.97%	21 16.03%	27 10.59%	30 11.07%	20 14.81%	44 13.79%	9 8.57%	0 0.0%
Always	11411 14.50% BCG	3312 12.99% G	1116 12.65% G	357 13.17% G	61 14.39% G	56 13.08% G	35 8.39%	2 2.30%	59 18.15% H	7 9.33%	43 17.62% J	22 18.18%	38 12.79%	18 18.00%	7 11.48%	12 17.65%	24 12.97%	19 14.50%	39 15.29%	35 12.92%	21 15.56%	46 14.42%	15 14.29%	0 0.0%
Always - q33 = "No"	55984 71.15% E	18636 73.08% ADE	6522 73.90% ADE	1927 71.08% E	269 63.44% E	313 73.13% E	313 75.06% E	58 66.67%	201 61.85%	49 65.33%	147 60.25%	78 64.46%	189 63.64%	62 62.00%	42 68.85%	40 58.82%	117 63.24%	72 54.96%	168 65.88% R	177 65.31%	83 61.48%	198 62.07%	71 67.62%	0 0.0%
Always (Net)	67394 85.66% E	21948 86.07% DE	7638 86.55% DE	2284 84.25% E	330 77.83% E	369 86.21% E	348 83.45% E	60 68.97%	260 80.00% H	56 74.67%	190 77.87%	100 82.64%	227 76.43%	80 80.00%	49 80.33%	52 76.47%	141 76.22%	91 69.47%	207 81.18% R	212 78.23%	104 77.04%	244 76.49%	86 81.90%	0 0.0%
CAHPS Rate (%Always+%Usually)	74099 94.18% E	24094 94.48% E	8354 94.66% DE	2537 93.58% E	383 90.33% E	400 93.46% E	389 93.29% E	72 82.76% H	299 92.00% H	67 89.33%	220 90.16%	113 93.39%	266 89.56%	91 91.00%	56 91.80%	61 89.71%	165 89.19%	112 85.50%	234 91.76%	242 89.30%	124 91.85%	288 90.28%	95 90.48%	0 0.0%
3-point composite mean	2.7984 E	2.8055 DE	2.8121 DE	2.7783 E	2.6816 E	2.7967 E	2.7674 E	2.5172 H	2.7200 H	2.6400 H	2.6803 H	2.7603 H	2.6599 H	2.7100 H	2.7213 H	2.6618 H	2.6541 H	2.5496 R	2.7294 R	2.6753 R	2.6889 R	2.6677 R	2.7238 R	0

Note: The Quality Compass 2016 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

13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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

2017 Plan Results																								
							Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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-point composite mean	3.7879 E	3.7955 DE	3.8029 DE	3.7698 E	3.6722	3.7897 E	3.4943	3.7138 H	3.6267	3.6762	3.7603	3.6465	3.7000	3.7049	3.6618	3.6432	3.5420	3.7176 R	3.6642	3.6815	3.6552	3.7238	0	
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%	

Note: The Quality Compass 2016 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

13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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?

	2017 Plan Results																								
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
								0-7		8-10		Excel./ Very Good		18-34		35-44		Male		High School or Less		Mail			
	2016 Quality Compass of Bus. (A)	2017 DSS Book Average (B)	2017 UHC National Average (C)	2017 Regional Average (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	
Total	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 0.66%	3 0.64%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	1001 3.72% A	337 3.61% A	97 3.42% A	17 3.82% A	19 4.19% A	43 9.11% ABCDEF	0 0.0%	0 0.0%	5 6.25%	6 2.38%	2 1.60%	10 3.23%	2 1.96%	0 0.0%	0 0.0%	9 4.59% OP	1 0.72%	11 4.17% R	7 2.46%	5 3.62%	11 3.33%	6 5.22%	0 0.0%	
BASE = Those who responded	78695 100.00% BCDEFG	25908 96.28% G	8999 96.39% G	2742 96.58% G	428 96.18% G	431 95.14% G	426 90.25% G	93 100.00%	335 100.00%	75 93.75%	246 97.62%	123 98.40%	300 96.77%	100 98.04%	62 100.00% Q	71 100.00% Q	187 95.41% Q	137 99.28% S	253 95.83%	278 97.54%	133 96.38%	319 96.67%	109 94.78%	0 0.0%	
10 - Best health plan possible	32981 41.91% A	11439 44.15% A	4176 46.41% AB	1225 44.68% A	204 47.66% A	205 47.56% A	189 44.37% A	0 0.0%	204 60.90% H	15 20.00%	143 58.13% J	64 52.03%	138 46.00%	49 49.00%	21 33.87%	35 49.30%	95 50.80% O	68 49.64%	121 47.83%	133 47.84%	59 44.36%	155 48.59%	49 44.95%	0 0.0%	
9 -	12418 15.78%	3908 15.08%	1344 14.93%	452 16.48%	62 14.49%	66 15.31%	59 13.85%	0 0.0%	62 18.51% H	5 6.67%	46 18.70% J	19 15.45%	42 14.00%	12 12.00%	6 9.68%	5 7.04%	37 19.79% OP	15 10.95%	42 16.60%	39 14.03%	20 15.04%	49 15.36%	13 11.93%	0 0.0%	
Top Two Box	45399 57.69%	15347 59.24%	5520 61.34% AB	1677 61.16% AB	266 62.15%	271 62.88% A	248 58.22%	0 0.0%	266 79.40% H	20 26.67%	189 76.83% J	83 67.48%	180 60.00%	61 61.00% O	27 43.55%	40 56.34%	132 70.59% OP	83 60.58%	163 64.43%	172 61.87%	79 59.40%	204 63.95%	62 56.88%	0 0.0%	
8 -	13598 17.28%	4379 16.90%	1479 16.44%	479 17.47%	69 16.12%	62 14.39%	78 18.31%	0 0.0%	69 20.60% H	16 21.33%	35 14.23%	18 14.63%	51 17.00%	16 16.00%	11 17.74%	16 22.54%	25 13.37% O	22 16.06%	38 15.02%	49 17.63%	19 14.29%	48 15.05%	21 19.27%	0 0.0%	
CAHPS Rate (Top Three Box)	58998 74.97% A	19726 76.14% A	6999 77.78% AB	2156 78.63% AB	335 78.27%	333 77.26%	326 76.53%	0 0.0%	335 100.00% H	36 48.00%	224 91.06% J	101 82.11%	231 77.00%	77 77.00% O	38 61.29%	56 78.87% O	157 83.96% O	105 76.64%	201 79.45%	221 79.50%	98 73.68%	252 79.00%	83 76.15%	0 0.0%	
7 -	7342 9.33% C	2355 9.09%	763 8.48%	250 9.12%	41 9.58%	41 9.51%	36 8.45%	41 44.09% I	0 0.0%	12 16.00% K	13 5.28%	11 8.94%	28 9.33%	12 12.00% Q	13 20.97% Q	7 9.86%	9 4.81%	14 10.22%	22 8.70%	24 8.63%	17 12.78%	29 9.09%	12 11.01%	0 0.0%	
6 -	3549 4.51% CDE	1129 4.36% D	352 3.91%	95 3.46%	12 2.80%	14 3.25%	17 3.99%	12 12.90% I	0 0.0%	7 9.33% K	3 1.22%	3 2.44%	9 3.00%	1 1.00%	2 3.23%	1 1.41%	8 4.28%	2 1.46%	8 3.16%	8 2.88%	4 3.01%	8 2.51%	4 3.67%	0 0.0%	
5 -	4895 6.22%	1538 5.94%	503 5.59%	145 5.29%	26 6.07%	27 6.26%	22 5.16%	26 27.96% I	0 0.0%	11 14.67% K	5 2.03%	3 2.44%	23 7.67% L	9 9.00%	5 8.06%	2 2.82%	10 5.35%	8 5.84%	16 6.32%	15 5.40%	10 7.52%	19 5.96%	7 6.42%	0 0.0%	
4 -	1188 1.51%	337 1.30%	118 1.31%	33 1.20%	4 0.93%	5 1.16%	13 3.05% BCDE	4 4.30% I	0 0.0%	3 4.00%	0 0.0%	1 0.81%	3 1.00%	1 1.00%	1 1.61%	2 2.82%	0 0.0%	2 1.46%	2 0.79%	3 1.08%	1 0.75%	4 1.25% W	0 0.0%	0 0.0%	

Note: The Quality Compass 2016 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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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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?

2017 Plan Results																								
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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)
3 -	929 1.18% E	277 1.07%	90 1.00%	24 0.88%	2 0.47%	3 0.70%	3 0.70%	2 2.15%	0 0.0%	2 2.67%	0 0.0%	1 0.81%	1 0.33%	0 0.0%	0 0.0%	0 0.0%	2 1.07%	2 1.46%	0 0.0%	1 0.36%	1 0.75%	2 0.63%	0 0.0%	0 0.0%
2 -	574 0.73% CDF	170 0.66% CD	39 0.43%	6 0.22%	2 0.47%	1 0.23%	4 0.94%	2 2.15%	0 0.0%	2 2.67%	0 0.0%	1 0.81%	1 0.33%	0 0.0%	0 0.0%	2 2.82%	0 0.0%	2 1.46%	0 0.0%	1 0.36%	1 0.75%	1 0.31%	1 0.92%	0 0.0%
1 -	386 0.49%	131 0.51%	46 0.51%	8 0.29%	2 0.47%	1 0.23%	3 0.70%	2 2.15%	0 0.0%	1 1.33%	1 0.41%	0 0.0%	2 0.67%	0 0.0%	1 1.61%	1 1.41%	0 0.0%	1 0.73%	1 0.40%	1 0.36%	1 0.75%	0 0.0%	2 1.83%	0 0.0%
0 - Worst health plan possible	834 1.06%	245 0.95%	89 0.99%	25 0.91%	4 0.93%	6 1.39%	2 0.47%	4 4.30% I	0 0.0%	1 1.33%	0 0.0%	2 1.63%	2 0.67%	0 0.0%	2 3.23%	0 0.0%	1 0.53%	1 0.73%	3 1.19%	4 1.44% U	0 0.0%	4 1.25% W	0 0.0%	0 0.0%
0-7 (NET)	19697 25.03% BCD	6182 23.86% CD	2000 22.22%	586 21.37%	93 21.73%	98 22.74%	100 23.47%	93 100.00% I	0 0.0%	39 52.00% K	22 8.94%	22 17.89%	69 23.00%	23 23.00%	24 38.71% NEQ	15 21.13%	30 16.04%	32 23.36%	52 20.55%	57 20.50%	35 26.32%	67 21.00%	26 23.85%	0 0.0%
Bottom Three Box	1794 2.28% D	546 2.11% D	174 1.93%	39 1.42%	8 1.87%	8 1.86%	9 2.11%	8 8.60% I	0 0.0%	4 5.33%	1 0.41%	3 2.44%	5 1.67%	0 0.0%	3 4.84%	3 4.23%	1 0.53%	4 2.92%	4 1.58%	6 2.16%	2 1.50%	5 1.57%	3 2.75%	0 0.0%
Bottom Two Box	1220 1.55%	376 1.45%	135 1.50%	33 1.20%	6 1.40%	7 1.62%	5 1.17%	6 6.45% I	0 0.0%	2 2.67%	1 0.41%	2 1.63%	4 1.33%	0 0.0%	3 4.84%	1 1.41%	1 0.53%	2 1.46%	4 1.58%	5 1.80%	1 0.75%	4 1.25%	2 1.83%	0 0.0%
Average	8.3436	8.4218 A	8.5034 AB	8.5408 AB	8.5678 A	8.5336	8.4061	5.5591	9.4030 H	7.0267	9.1829 J	8.7317	8.5000	8.6500 O	7.8226	8.4648	8.8235 O	8.4672	8.6285	8.5683	8.4586	8.6050	8.4587	0
Standard deviation	2.0658	2.0256	1.9989	1.8925	1.9353	2.0019	2.0261	1.8226	0.8078	2.3550	1.2636	1.9426	1.9365	1.6696	2.3659	2.0951	1.6917	2.1241	1.8830	1.9767	1.8938	1.9316	1.9420	0
3-point composite mean	2.4199	2.4447 A	2.4759 AB	2.4891 AB	2.5000 A	2.4965 A	2.4319	1.4409	2.7940 H	1.9067	2.7317 J	2.5854	2.4633	2.5000 O	2.2581	2.4507	2.5936 O	2.4745	2.5257	2.5000	2.4586	2.5204	2.4404	0
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

Note: The Quality Compass 2016 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

13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 0.66%	7 1.48% ABCDE	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	8 0.01%	644 2.39% A	250 2.68% A	69 2.43% A	10 2.25% A	9 1.99% A	36 7.63% ABCDEFG	2 2.15%	3 0.90%	3 3.75%	6 2.38%	0 0.0%	0 0.0%	0 0.0%	1 1.61%	0 0.0%	4 2.04% NP	3 2.17%	2 0.76%	3 1.05%	2 1.45%	5 1.52%	5 4.35%	0 0.0%
BASE = Those who responded	78687 99.99% BCDEFG	26265 97.61% G	9086 97.32% G	2770 97.57% G	435 97.75% G	441 97.35% G	429 90.89% G	91 97.85%	332 99.10%	77 96.25%	246 97.62%	125 100.00%	310 100.00%	102 100.00% Q	61 98.39%	71 100.00% Q	192 97.96%	135 97.83%	262 99.24%	282 98.95%	136 98.55%	325 98.48%	110 95.65%	0 0.0%
5 - Excellent	9026 11.47% BCD	2791 10.63%	910 10.02%	282 10.18%	43 9.89%	49 11.11%	40 9.32%	6 6.59%	37 11.14%	7 9.09%	21 8.54%	43 34.40% M	0 0.0%	20 19.61% FQ	9 14.75% P	2 2.82%	11 5.73%	13 9.63%	21 8.02%	23 8.16%	18 13.24%	25 7.69%	18 16.36% V	0 0.0%
4 - Very good	17659 22.44% BC	5616 21.38%	1875 20.64%	593 21.41%	82 18.85%	89 20.18%	86 20.05%	16 17.58%	64 19.28%	16 20.78%	45 18.29%	82 65.60% M	0 0.0%	32 31.37% FQ	15 24.59% Q	10 14.08%	23 11.98%	26 19.26%	48 18.32%	49 17.38%	29 21.32%	63 19.38%	19 17.27%	0 0.0%
CAHPS Rate (Top Two Box)	26685 33.91% BCDEG	8407 32.01% C	2785 30.65%	875 31.59%	125 28.74%	138 31.29%	126 29.37%	22 24.18%	101 30.42%	23 29.87%	66 26.83%	125 100.00% M	0 0.0%	52 50.98% FQ	24 39.34% FQ	12 16.90%	34 17.71%	39 28.89%	69 26.34%	72 25.53%	47 34.56%	88 27.08%	37 33.64%	0 0.0%
3 - Good	26127 33.20%	8661 32.98%	2943 32.39%	983 35.49% ABCEFG	133 30.57%	133 30.16%	145 33.80%	26 28.57%	105 31.63%	17 22.08%	76 30.89%	0 0.0%	133 42.90% L	34 33.33%	21 34.43%	25 35.21%	50 26.04%	44 32.59%	76 29.01%	87 30.85%	44 32.35%	108 33.23% W	25 22.73%	0 0.0%
2 - Fair	19296 24.52%	6780 25.81% A	2453 27.00% ABD	688 24.84%	135 31.03% AD	132 29.93% AD	112 26.11%	34 37.36%	95 28.61%	28 36.36%	78 31.71%	0 0.0%	135 43.55% L	15 14.71%	14 22.95%	25 35.21% N	78 40.63% NO	44 32.59%	84 32.06%	96 34.04% U	32 23.53%	100 30.77%	35 31.82%	0 0.0%
1 - Poor	6579 8.36%	2417 9.20% AD	905 9.96% ABD	224 8.09%	42 9.66%	38 8.62%	46 10.72%	9 9.89%	31 9.34%	9 11.69%	26 10.57%	0 0.0%	42 13.55% L	1 0.98%	2 3.28%	9 12.68% NO	30 15.63% NO	8 5.93%	33 12.60% R	27 9.57%	13 9.56%	29 8.92%	13 11.82%	0 0.0%
Bottom Two Box	25875 32.88%	9197 35.02% AD	3358 36.96% ABD	912 32.92%	177 40.69% ABD	170 38.55% AD	158 36.83%	43 47.25%	126 37.95%	37 48.05%	104 42.28%	0 0.0%	177 57.10% L	16 15.69%	16 26.23%	34 47.89% NO	108 56.25% NO	52 38.52%	117 44.66%	123 43.62% U	45 33.09%	129 39.69%	48 43.64%	0 0.0%
Average	3.0414 BCBG	2.9842 C	2.9375	3.0076 CE	2.8828	2.9524	2.9114	2.7363	2.9428	2.7922	2.8252	4.3440 M	2.2935	3.5392 PQ	3.2459 PQ	2.5915	2.5156	2.9407	2.7710	2.8050	3.0515 T	2.8615	2.9455	0
Standard deviation	1.1230	1.1247	1.1276	1.0923	1.1255	1.1349	1.1205	1.0673	1.1379	1.1659	1.1107	0.4750	0.6916	0.9968	1.0660	0.9725	1.0703	1.0664	1.1295	1.0887	1.1652	1.0710	1.2709	0
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

Note: The Quality Compass 2016 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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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 0.66%	3 0.64%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	649 2.41% A	235 2.52% A	66 2.32% A	14 3.15% A	13 2.87% A	36 7.63% ABCDEF	1 1.08%	7 2.09%	4 5.00%	9 3.57%	0 0.0%	7 2.26% L	0 0.0%	2 3.23%	1 1.41%	6 3.06% N	4 2.90%	5 1.89%	6 2.11%	1 0.72%	9 2.73%	5 4.35%	0 0.0%
BASE = Those who responded	78695 100.00% BCDEFG	26260 97.59% G	9101 97.48% G	2773 97.68% G	431 96.85% G	437 96.47% G	433 91.74% G	92 98.92%	328 97.91%	76 95.00%	243 96.43%	125 100.00% M	303 97.74%	102 100.00% Q	60 96.77%	70 98.59%	190 96.94%	134 97.10%	259 98.11%	279 97.89%	137 99.28%	321 97.27%	110 95.65%	0 0.0%
5 - Excellent	16864 21.43% BCDEFG	4981 18.97% CDE	1627 17.88%	469 16.91%	65 15.08%	73 16.70%	72 16.63%	10 10.87%	54 16.46%	10 13.16%	34 13.99%	43 34.40% M	22 7.26%	20 19.61% P	13 21.67% P	4 5.71%	27 14.21% P	16 11.94%	41 15.83%	30 10.75%	32 23.36% T	41 12.77%	24 21.82% V	0 0.0%
4 - Very good	18045 22.93% F	6009 22.88% CF	1986 21.82%	632 22.79% F	89 20.65%	82 18.76%	92 21.25%	16 17.39%	72 21.95%	14 18.42%	56 23.05%	45 36.00% M	44 14.52%	30 29.41% OP	9 15.00%	10 14.29%	38 20.00%	33 24.63%	50 19.31%	56 20.07%	32 23.36%	68 21.18%	21 19.09%	0 0.0%
CAHPS Rate (Top Two Box)	34909 44.36% BCDEFG	10990 41.85% CDEF	3613 39.70%	1101 39.70%	154 35.73%	155 35.47%	164 37.88%	26 28.26%	126 38.41%	24 31.58%	90 37.04%	88 70.40% M	66 21.78%	50 49.02% PQ	22 36.67% P	14 20.00%	65 34.21% P	49 36.57%	91 35.14%	86 30.82%	64 46.72% T	109 33.96%	45 40.91%	0 0.0%
3 - Good	22349 28.40%	7637 29.08%	2661 29.24%	870 31.37% ABC	136 31.55%	135 30.89%	127 29.33%	29 31.52%	101 30.79%	22 28.95%	74 30.45%	26 20.80%	108 35.64% L	28 27.45%	23 38.33%	23 32.86%	59 31.05%	45 33.58%	76 29.34%	96 34.41%	36 26.28%	102 31.78%	34 30.91%	0 0.0%
2 - Fair	16140 20.51%	5673 21.60% A	2084 22.90% AB	603 21.75%	113 26.22% ABD	118 27.00% ABD	108 24.94% A	29 31.52%	82 25.00%	22 28.95%	68 27.98%	11 8.80%	101 33.33% L	21 20.59%	14 23.33%	23 32.86%	52 27.37%	33 24.63%	73 28.19%	76 27.24%	30 21.90%	89 27.73%	24 21.82%	0 0.0%
1 - Poor	5296 6.73%	1960 7.46% A	743 8.16% AB	199 7.18%	28 6.50%	29 6.64%	34 7.85%	8 8.70%	19 5.79%	8 10.53%	11 4.53%	0 0.0%	28 9.24% L	3 2.94%	1 1.67%	10 14.29% NO	14 7.37% O	7 5.22%	19 7.34%	21 7.53%	7 5.11%	21 6.54%	7 6.36%	0 0.0%
Bottom Two Box	21437 27.24%	7633 29.07% A	2827 31.06% ABD	802 28.92%	141 32.71% A	147 33.64% AB	142 32.79% A	37 40.22%	101 30.79%	30 39.47%	79 32.51%	11 8.80%	129 42.57% L	24 23.53%	15 25.00%	33 47.14% NO	66 34.74% N	40 29.85%	92 35.52%	97 34.77%	37 27.01%	110 34.27%	31 28.18%	0 0.0%
Average	3.3182 BCDEFG	3.2429 CEF	3.1835	3.2052	3.1160	3.1190	3.1386	2.9022	3.1829 H	2.9474	3.1399	3.9600 M	2.7723	3.4216 PQ	3.3167 P	2.6429	3.0632 P	3.1343	3.0811	2.9928	3.3796 T	3.0592	3.2818	0
Standard deviation	1.2081	1.2013	1.2063	1.1691	1.1482	1.1735	1.1924	1.1235	1.1516	1.1909	1.1097	0.9499	1.0425	1.1065	1.1029	1.0695	1.1545	1.0775	1.1811	1.0974	1.2030	1.1217	1.2070	0
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

38. Have you had either a flu shot or flu spray in the nose since July 1, 2016?

	2017 Plan Results																									
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type				
	2016	2017	2017	2017	2017	2016	2015																			
	DSS	Book	UHC	Regional	Plan	Plan	Plan					Excel./	Good/									High	Some			
	Quality	of Bus.	National	Average	Total	Total	Total	0-7	8-10	0-7	8-10	Very	Fair/	18-34	35-44	45-54	55+	Male	Female	School	College	Mail	Phone	Internet		
Compass	(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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%		
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.42%	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%		
No response	0 0.0%	514 1.91%	193 2.07%	61 2.15%	11 2.47%	5 1.10%	34 7.20%	2 2.15%	3 0.90%	6 7.50%	3 1.19%	0 0.0%	5 1.61%	0 0.0%	2 3.23%	0 0.0%	3 1.53%	1 0.72%	4 1.52%	5 1.75%	0 0.0%	5 1.52%	6 5.22%	0 0.0%		
Don't know	2259 2.87%	714 2.65%	269 2.88%	86 3.03%	19 4.27%	24 5.30%	13 2.75%	6 6.45%	12 3.58%	3 3.75%	12 4.76%	3 2.40%	16 5.16%	7 6.86%	1 1.61%	1 1.41%	10 5.10%	7 5.07%	11 4.17%	15 5.26%	4 2.90%	16 4.85%	3 2.61%	0 0.0%		
BASE = Those who responded	76436 97.13% BCDEFG	25681 95.44% G	8874 95.05% G	2692 94.82% G	415 93.26% G	424 93.60% G	423 89.62% G	85 91.40% G	320 95.52% G	71 88.75% G	237 94.05% G	122 97.60% M	289 93.23% M	95 93.14% M	59 95.16% M	70 98.59% Q	183 93.37% Q	130 94.20% Q	249 94.32% Q	265 92.98% Q	134 97.10% T	309 93.64% T	106 92.17% T	0 0.0%		
Yes	29400 38.46%	10614 41.33% A	3698 41.67% A	1114 41.38% A	227 54.70% ABCD	220 51.89% ABCD	204 48.23% ABCD	38 44.71% H	182 56.88% H	33 46.48% H	141 59.49% H	63 51.64% H	162 56.06% H	35 36.84% H	32 54.24% N	38 54.29% N	117 63.93% N	79 60.77% N	136 54.62% N	140 52.83% N	74 55.22% N	182 58.90% W	45 42.45% W	0 0.0%		
No	47036 61.54% BCDEFG	15067 58.67% EFG	5176 58.33% EFG	1578 58.62% EFG	188 45.30% EFG	204 48.11% EFG	219 51.77% EFG	47 55.29% I	138 43.13% I	38 53.52% I	96 40.51% I	59 48.36% I	127 43.94% I	60 63.16% O	27 45.76% O	32 45.71% O	66 36.07% O	51 39.23% O	113 45.38% O	125 47.17% O	60 44.78% O	127 41.10% V	61 57.55% V	0 0.0%		
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%		

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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

38. Have you had either a flu shot or flu spray in the nose since July 1, 2016?  
(THOSE RESPONDENTS FLAGGED AS 18-64 IN THE SAMPLE)

	2017 Plan Results																								
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016	2017	2017	2017	2017	2016	2015																		
	DSS Quality Compass (A)	Book of Bus. (B)	UHC National Average (C)	Regional Central (D)	Plan Total (E)	Plan Total (F)	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	78695 100.00%	24131 100.00%	8376 100.00%	2685 100.00%	383 100.00%	409 100.00%	439 100.00%	87 100.00%	281 100.00%	71 100.00%	215 100.00%	107 100.00%	267 100.00%	92 100.00%	62 100.00%	71 100.00%	147 100.00%	122 100.00%	222 100.00%	243 100.00%	125 100.00%	274 100.00%	109 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.46%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	445 1.84% AF	162 1.93% AF	56 2.09% AF	10 2.61% AF	3 0.73% AF	33 7.52% ABCDEF	2 2.30%	2 0.71%	5 7.04%	3 1.40%	0 0.0%	4 1.50% L	0 0.0%	2 3.23%	0 0.0%	2 1.36%	1 0.82%	3 1.35%	4 1.65% U	0 0.0%	4 1.46%	6 5.50%	0 0.0%	
Don't know	2259 2.87%	622 2.58%	238 2.84%	74 2.76%	17 4.44%	22 5.38% ABCD	12 2.73%	6 6.90%	10 3.56%	3 4.23%	10 4.65%	3 2.80%	14 5.24%	7 7.61% P	1 1.61%	1 1.41%	8 5.44%	6 4.92%	10 4.50%	13 5.35%	4 3.20%	14 5.11%	3 2.75%	0 0.0%	
BASE = Those who responded	76436 97.13% BCDEFG	23064 95.58% EG	7976 95.22% G	2555 95.16% G	356 92.95%	384 93.89% G	392 89.29%	79 90.80%	269 95.73%	63 88.73%	202 93.95%	104 97.20%	249 93.26%	85 92.39%	59 95.16%	70 98.59% NQ	137 93.20%	115 94.26%	209 94.14%	226 93.00%	121 96.80%	256 93.43%	100 91.74%	0 0.0%	
Yes	29400 38.46%	9002 39.03%	3148 39.47%	1038 40.63% A	187 52.53% ABCD	197 51.30% ABCD	182 46.43% ABCD	34 43.04%	148 55.02%	28 44.44%	118 58.42%	51 49.04%	134 53.82%	29 34.12%	32 54.24% N	38 54.29% N	85 62.04% N	68 59.13%	111 53.11%	116 51.33%	64 52.89%	147 57.42% W	40 40.00%	0 0.0%	
No	47036 61.54% DEFG	14062 60.97% EFG	4828 60.53% EFG	1517 59.37% EFG	169 47.47%	187 48.70%	210 53.57%	45 56.96%	121 44.98%	35 55.56%	84 41.58%	53 50.96%	115 46.18%	56 65.88% OPQ	27 45.76%	32 45.71%	52 37.96%	47 40.87%	98 46.89%	110 48.67%	57 47.11%	109 42.58%	60 60.00% V	0 0.0%	
Sigma	78695 100.00%	24131 100.00%	8376 100.00%	2685 100.00%	383 100.00%	409 100.00%	439 100.00%	87 100.00%	281 100.00%	71 100.00%	215 100.00%	107 100.00%	267 100.00%	92 100.00%	62 100.00%	71 100.00%	147 100.00%	122 100.00%	222 100.00%	243 100.00%	125 100.00%	274 100.00%	109 100.00%	0 0.0%	

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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.22%	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%
No response	8 0.01%	645 2.40% A	239 2.56% A	71 2.50% A	8 1.80% A	12 2.65% A	38 8.05% ABCDEF	1 1.08%	2 0.60%	3 3.75%	4 1.59%	0 0.0%	2 0.65%	0 0.0%	2 3.23%	0 0.0%	1 0.51%	1 0.72%	2 0.76%	3 1.05%	0 0.0%	3 0.91%	5 4.35%	0 0.0%
BASE = Those who responded	78687 99.99% BCDEFG	26264 97.60% G	9097 97.44% G	2768 97.50% G	437 98.20% G	440 97.13% G	432 91.53% A	92 98.92%	333 99.40%	77 96.25%	248 98.41%	125 100.00%	308 99.35%	102 100.00%	60 96.77%	71 100.00%	195 99.49%	137 99.28%	262 99.24%	282 98.95%	138 100.00%	327 99.09%	110 95.65%	0 0.0%
Every day	14952 19.00%	5184 19.74%	1924 21.15% AB	700 25.29% ABC	125 28.60% ABCF	97 22.05%	118 27.31% ABC	36 39.13% I	88 26.43%	24 31.17%	71 28.63%	24 19.20%	100 32.47% L	22 21.57%	19 31.67%	30 42.25% NQ	53 27.18%	46 33.58%	71 27.10%	93 32.98% U	30 21.74%	93 28.44%	32 29.09%	0 0.0%
Some days	9262 11.77%	3122 11.89%	1106 12.16%	313 11.31%	55 12.59%	51 11.59%	54 12.50%	12 13.04%	42 12.61%	12 15.58%	34 13.71%	13 10.40%	42 13.64%	10 9.80%	8 13.33%	9 12.68%	28 14.36%	24 17.52% S	25 9.54%	34 12.06%	19 13.77%	38 11.62%	17 15.45%	0 0.0%
Every day + Some days (NET)	24214 30.77%	8306 31.63%	3030 33.31% AB	1013 36.60% ABC	180 41.19% ABCF	148 33.64%	172 39.81% ABC	48 52.17% I	130 39.04%	36 46.75%	105 42.34%	37 29.60%	142 46.10% L	32 31.37%	27 45.00%	39 54.93% N	81 41.54%	70 51.09% S	96 36.64%	127 45.04%	49 35.51%	131 40.06%	49 44.55%	0 0.0%
Not at all	53843 68.43% CDEG	17818 67.84% CDEG	6021 66.19% DEG	1748 63.15%	256 58.58%	291 66.14% EG	253 58.56%	43 46.74%	203 60.96% H	40 51.95%	143 57.66%	88 70.40% M	165 53.57%	70 68.63% P	33 55.00%	32 45.07%	113 57.95%	66 48.18%	166 63.36% R	154 54.61%	89 64.49%	195 59.63%	61 55.45%	0 0.0%
Don't know	630 0.80% BCDEF	140 0.53% D	46 0.51% D	7 0.25%	1 0.23%	1 0.23%	7 1.62% DEF	1 1.09%	0 0.0%	1 1.30%	0 0.0%	0 0.0%	1 0.32%	0 0.0%	0 0.0%	0 0.0%	1 0.51%	1 0.73%	0 0.0%	1 0.35%	0 0.0%	1 0.31%	0 0.0%	0 0.0%
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

Note: The Quality Compass 2016 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

13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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?

	2017 Plan Results																								
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.22%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	39 0.05%	760 2.82% A	279 2.99% A	83 2.92% A	12 2.70% A	13 2.87% A	43 9.11% ABCDEFG	2 2.15%	5 1.49%	4 5.00%	7 2.78%	0 0.0%	6 1.94% L	0 0.0%	2 3.23%	1 1.41%	4 2.04% N	2 1.45%	5 1.89%	7 2.46% U	0 0.0%	6 1.82%	6 5.22%	0 0.0%	
Appropriately skipped	54473 69.22% BCDEFG	17958 66.74% CDEG	6067 64.99% DEG	1755 61.82% G	257 57.75% EG	292 64.46% EG	260 55.08%	44 47.31% H	203 60.60% H	41 51.25%	143 56.75%	88 70.40% M	166 53.55%	70 68.63% P	33 53.23%	32 45.07%	114 58.16%	67 48.55%	166 62.88% R	155 54.39%	89 64.49% T	196 59.39%	61 53.04%	0 0.0%	
BASE = Those who responded	24183 30.73%	8191 30.44%	2990 32.03% B	1001 35.26% ABC	176 39.55% ABCF	147 32.45%	169 35.81% AB	47 50.54% I	127 37.91%	35 43.75%	102 40.48%	37 29.60%	138 44.52% L	32 31.37%	27 43.55%	38 53.52% NQ	78 39.80%	69 50.00% S	93 35.23%	123 43.16%	49 35.51%	128 38.79%	48 41.74%	0 0.0%	
Never	5831 24.11%	1936 23.64%	717 23.98%	261 26.07%	42 23.86%	38 25.85%	36 21.30%	13 27.66%	27 21.26%	11 31.43%	15 14.71%	11 29.73%	30 21.74%	10 31.25%	7 25.93%	7 18.42%	18 23.08%	12 17.39%	24 25.81%	33 26.83%	9 18.37%	31 24.22%	11 22.92%	0 0.0%	
Sometimes	5123 21.18%	1777 21.69% E	663 22.17% E	210 20.98%	28 15.91%	26 17.69%	42 24.85% E	13 27.66% I	15 11.81%	7 20.00%	14 13.73%	6 16.22%	22 15.94%	9 28.13%	4 14.81%	6 15.79%	9 11.54%	14 20.29%	14 15.05%	20 16.26%	7 14.29%	22 17.19%	6 12.50%	0 0.0%	
Bottom Two Box (%Never + %Sometimes)	10954 45.30%	3713 45.33%	1380 46.15%	471 47.05%	70 39.77%	64 43.54%	78 46.15%	26 55.32% I	42 33.07%	18 51.43% K	29 28.43%	17 45.95%	52 37.68%	19 59.38% PQ	11 40.74%	13 34.21%	27 34.62%	26 37.68%	38 40.86%	53 43.09%	16 32.65%	53 41.41%	17 35.42%	0 0.0%	
Usually	3573 14.77%	1305 15.93%	469 15.69%	159 15.88%	36 20.45%	25 17.01%	24 14.20%	10 21.28%	26 20.47%	8 22.86%	26 25.49%	7 18.92%	29 21.01%	5 15.63%	7 25.93%	8 21.05%	16 20.51%	18 26.09%	16 17.20%	20 16.26%	15 30.61%	30 23.44%	6 12.50%	0 0.0%	
Always	9656 39.93%	3173 38.74%	1141 38.16%	371 37.06%	70 39.77%	58 39.46%	67 39.64%	11 23.40%	59 46.46% H	9 25.71%	47 46.08% J	13 35.14%	57 41.30%	8 25.00%	9 33.33%	17 44.74%	35 44.87% N	25 36.23%	39 41.94%	50 40.65%	18 36.73%	45 35.16%	25 52.08% V	0 0.0%	
CAHPS Rate (%Always + %Usually + %Sometimes)	18352 75.89%	6255 76.36%	2273 76.02%	740 73.93%	134 76.14%	109 74.15%	133 78.70%	34 72.34%	100 78.74%	24 68.57%	87 85.29%	26 70.27%	108 78.26%	22 68.75%	20 74.07%	31 81.58%	60 76.92%	57 82.61%	69 74.19%	90 73.17%	40 81.63%	97 75.78%	37 77.08%	0 0.0%	
3-point composite mean	1.9463	1.9341	1.9201	1.9001	2.0000	1.9592	1.9349	1.6809	2.1339 H	1.7429	2.1765 J	1.8919	2.0362	1.6563	1.9259	2.1053 N	2.1026 N	1.9855	2.0108	1.9756	2.0408	1.9375	2.1667	0	
4-point composite mean	2.7052	2.6977	2.6803	2.6394	2.7614	2.7007	2.7219	2.4043	2.9213 H	2.4286	3.0294 J	2.5946	2.8188	2.3438	2.6667	2.9211 N	2.8718 N	2.8116	2.7527	2.7073	2.8571	2.6953	2.9375	0	
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%	

Note: The Quality Compass 2016 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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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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)	2016 Quality Compass (B)	2017 UHC National Average (C)	0-7 (D)	8-10 (E)	0-7 (F)	8-10 (G)	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	898 100.00%	78695 100.00%	9336 100.00%	191 100.00%	668 100.00%	160 100.00%	522 100.00%	263 100.00%	613 100.00%	268 100.00%	131 100.00%	155 100.00%	317 100.00%	260 100.00%	533 100.00%	533 100.00%	307 100.00%	646 100.00%	252 100.00%	0 0.0%
Multiple mark	1 0.11%	0 0.0%	0 0.0%	0 0.0%	1 0.15%	0 0.0%	1 0.19%	0 0.0%	1 0.16%	0 0.0%	0 0.0%	1 0.65%	0 0.0%	0 0.0%	1 0.19%	1 0.19%	0 0.0%	1 0.15%	0 0.0%	0 0.0%
No response	25 2.78% B	39 0.05%	279 2.99% B	4 2.09%	11 1.65%	7 4.38%	13 2.49%	0 0.0%	14 2.28% H	1 0.37%	2 1.53%	2 1.29%	9 2.84% J	4 1.54%	8 1.50%	9 1.69%	2 0.65%	11 1.70%	14 5.56% R	0 0.0%
Appropriately skipped	549 61.14%	54473 69.22% AC	6067 64.99% A	101 52.88%	424 63.47% D	85 53.13%	321 61.49%	190 72.24% I	350 57.10%	191 71.27% KLM	80 61.07% L	72 46.45%	193 60.88% L	144 55.38%	341 63.98% N	310 58.16%	209 68.08% P	408 63.16% S	141 55.95%	0 0.0%
BASE = Those who responded	323 35.97% BC	24183 30.73%	2990 32.03%	86 45.03% E	232 34.73%	68 42.50%	187 35.82%	73 27.76%	248 40.46% H	76 28.36%	49 37.40%	80 51.61% JKM	115 36.28% J	112 43.08% O	183 34.33%	213 39.96% Q	96 31.27%	226 34.98%	97 38.49%	0 0.0%
Never	80 24.77%	5831 24.11%	717 23.98%	24 27.91%	54 23.28%	23 33.82% G	28 14.97%	23 31.51%	56 22.58%	26 34.21% IM	14 28.57%	16 20.00%	24 20.87%	22 19.64%	48 26.23%	54 25.35%	23 23.96%	55 24.34%	25 25.77%	0 0.0%
Sometimes	54 16.72%	5123 21.18% A	663 22.17% A	22 25.58% E	32 13.79%	14 20.59%	30 16.04%	11 15.07%	43 17.34%	16 21.05%	6 12.24%	15 18.75%	16 13.91%	23 20.54%	29 15.85%	38 17.84%	12 12.50%	41 18.14%	13 13.40%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	134 41.49%	10954 45.30%	1380 46.15%	46 53.49% E	86 37.07%	37 54.41% G	58 31.02%	34 46.58%	99 39.92%	42 55.26% IM	20 40.82%	31 38.75%	40 34.78%	45 40.18%	77 42.08%	92 43.19%	35 36.46%	96 42.48%	38 39.18%	0 0.0%
Usually	61 18.89%	3573 14.77%	469 15.69%	17 19.77%	44 18.97%	15 22.06%	41 21.93%	13 17.81%	48 19.35%	12 15.79%	12 24.49%	16 20.00%	21 18.26%	25 22.32%	31 16.94%	37 17.37%	23 23.96%	44 19.47%	17 17.53%	0 0.0%
Always	128 39.63%	9656 39.93%	1141 38.16%	23 26.74%	102 43.97% D	16 23.53%	88 47.06% F	26 35.62%	101 40.73%	22 28.95%	17 34.69%	33 41.25%	54 46.96% J	42 37.50%	75 40.98%	84 39.44%	38 39.58%	86 38.05%	42 43.30%	0 0.0%
CAHPS Rate (%Always + %Usually + %Sometimes)	243 75.23%	18352 75.89%	2273 76.02%	62 72.09%	178 76.72%	45 66.18%	159 85.03% F	50 68.49%	192 77.42%	50 65.79%	35 71.43%	64 80.00% J	91 79.13% J	90 80.36%	135 73.77%	159 74.65%	73 76.04%	171 75.66%	72 74.23%	0 0.0%
3-point composite mean	1.9814	1.9463	1.9201	1.7326	2.0690 D	1.6912	2.1604 F	1.8904	2.0081	1.7368	1.9388	2.0250 J	2.1217 J	1.9732	1.9891	1.9624	2.0313	1.9558	2.0412	0
4-point composite mean	2.7337	2.7052	2.6803	2.4535	2.8362 D	2.3529	3.0107 F	2.5753	2.7823	2.3947	2.6531	2.8250 J	2.9130 J	2.7768	2.7268	2.7089	2.7917	2.7124	2.7835	0
Sigma	898 100.00%	78695 100.00%	9336 100.00%	191 100.00%	668 100.00%	160 100.00%	522 100.00%	263 100.00%	613 100.00%	268 100.00%	131 100.00%	155 100.00%	317 100.00%	260 100.00%	533 100.00%	533 100.00%	307 100.00%	646 100.00%	252 100.00%	0 0.0%

Note: The Quality Compass 2016 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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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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		
	2016/ 2015 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	925 100.00%	198 100.00%	659 100.00%	179 100.00%	506 100.00%	264 100.00%	606 100.00%	315 100.00%	149 100.00%	167 100.00%	241 100.00%	229 100.00%	540 100.00%	514 100.00%	327 100.00%	612 100.00%	313 100.00%	0 0.0%
Multiple mark	1 0.11%	0 0.0%	1 0.15%	0 0.0%	1 0.20%	0 0.0%	1 0.17%	0 0.0%	0 0.0%	1 0.60%	0 0.0%	0 0.0%	1 0.19%	1 0.19%	0 0.0%	1 0.16%	0 0.0%	0 0.0%
No response	56 6.05%	6 3.03%	10 1.52%	10 5.59%	13 2.57%	3 1.14%	15 2.48%	2 0.63%	3 2.01%	2 1.20%	9 3.73% H	4 1.75%	9 1.67%	8 1.56%	5 1.53%	15 2.45%	41 13.10% P	0 0.0%
Appropriately skipped	552 59.68%	117 59.09%	411 62.37%	96 53.63%	311 61.46%	192 72.73% G	345 56.93%	221 70.16% J	91 61.07% J	79 47.31%	153 63.49% J	131 57.21%	341 63.15%	306 59.53%	218 66.67% N	389 63.56% Q	163 52.08%	0 0.0%
BASE = Those who responded	316 34.16%	75 37.88%	237 35.96%	73 40.78%	181 35.77%	69 26.14%	245 40.43% F	92 29.21%	55 36.91%	85 50.90% HIK	79 32.78%	94 41.05%	189 35.00%	199 38.72% O	104 31.80%	207 33.82%	109 34.82%	0 0.0%
Never	74 23.42%	19 25.33%	54 22.78%	20 27.40% E	28 15.47%	24 34.78% G	50 20.41%	30 32.61% K	16 29.09% K	18 21.18%	10 12.66%	18 19.15%	46 24.34%	46 23.12%	25 24.04%	51 24.64%	23 21.10%	0 0.0%
Sometimes	68 21.52%	17 22.67%	51 21.52%	14 19.18%	43 23.76%	14 20.29%	54 22.04%	22 23.91%	8 14.55%	20 23.53%	16 20.25%	22 23.40%	40 21.16%	44 22.11%	20 19.23%	44 21.26%	24 22.02%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	142 44.94%	36 48.00%	105 44.30%	34 46.58%	71 39.23%	38 55.07%	104 42.45%	52 56.52% K	24 43.64%	38 44.71%	26 32.91%	40 42.55%	86 45.50%	90 45.23%	45 43.27%	95 45.89%	47 43.12%	0 0.0%
Usually	49 15.51%	14 18.67%	35 14.77%	14 19.18%	27 14.92%	10 14.49%	39 15.92%	14 15.22%	9 16.36%	14 16.47%	11 13.92%	14 14.89%	30 15.87%	32 16.08%	16 15.38%	33 15.94%	16 14.68%	0 0.0%
Always	125 39.56%	25 33.33%	97 40.93%	25 34.25%	83 45.86%	21 30.43%	102 41.63%	26 28.26%	22 40.00%	33 38.82%	42 53.16% H	40 42.55%	73 38.62%	77 38.69%	43 41.35%	79 38.16%	46 42.20%	0 0.0%
CAHPS Rate (%Always + %Usually + %Sometimes)	242 76.58%	56 74.67%	183 77.22%	53 72.60%	153 84.53% D	45 65.22%	195 79.59% F	62 67.39%	39 70.91%	67 78.82%	69 87.34% HI	76 80.85%	143 75.66%	153 76.88%	79 75.96%	156 75.36%	86 78.90%	0 0.0%
3-point composite mean	1.9462	1.8533	1.9662	1.8767	2.0663	1.7536	1.9918	1.7174	1.9636	1.9412	2.2025 H	2.0000	1.9312	1.9347	1.9808	1.9227	1.9908	0
4-point composite mean	2.7120	2.6000	2.7384	2.6027	2.9116	2.4058	2.7878 F	2.3913	2.6727	2.7294	3.0759 H	2.8085	2.6878	2.7035	2.7404	2.6763	2.7798	0
Sigma	925 100.00%	198 100.00%	659 100.00%	179 100.00%	506 100.00%	264 100.00%	606 100.00%	315 100.00%	149 100.00%	167 100.00%	241 100.00%	229 100.00%	540 100.00%	514 100.00%	327 100.00%	612 100.00%	313 100.00%	0 0.0%

Note: The Quality Compass 2016 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. B/C, D/E, F/G, H/I/J/K, L/M, N/O, P/Q/R

13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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.

	2017 Plan Results																							
	Overall Rating of Plan							Overall Rating of Health Care				Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	DSS Book of Bus. (B)	UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.22%	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	8 0.01%	799 2.97%	291 3.12%	85 2.99%	10 2.25%	14 3.09%	44 9.32%	2 2.15%	3 0.90%	4 5.00%	5 1.98%	0 0.0%	4 1.29%	0 0.0%	2 3.23%	1 1.41%	2 1.02%	2 1.45%	3 1.14%	5 1.72%	0 0.0%	4 1.21%	6 5.22%	0 0.0%
Appropriately skipped	54473 69.22%	17958 66.74%	6067 64.99%	1755 61.82%	257 57.75%	292 64.46%	260 55.08%	44 47.31%	203 60.60%	41 51.25%	143 56.75%	88 70.40%	166 53.55%	70 68.63%	33 53.23%	32 45.07%	114 58.16%	67 48.55%	166 62.88%	155 54.39%	89 64.49%	196 59.39%	61 53.04%	0 0.0%
BASE = Those who responded	24214 30.77%	8152 30.29%	2978 31.90%	999 35.19%	178 40.00%	146 32.23%	167 35.38%	47 50.54%	129 38.51%	35 43.75%	104 41.27%	37 29.60%	140 45.16%	32 31.37%	27 43.55%	38 53.52%	80 40.82%	69 50.00%	95 35.98%	125 43.86%	49 35.51%	130 39.39%	48 41.74%	0 0.0%
Never	12560 51.87%	4114 50.47%	1565 52.55%	520 52.05%	87 48.88%	71 48.63%	98 58.68%	27 57.45%	58 44.96%	24 68.57%	37 35.58%	17 45.95%	70 50.00%	16 50.00%	16 59.26%	21 55.26%	33 41.25%	32 46.38%	46 48.42%	66 52.80%	20 40.82%	70 53.85%	17 35.42%	0 0.0%
Sometimes	4832 19.95%	1627 19.96%	570 19.14%	187 18.72%	37 20.79%	32 21.92%	30 17.96%	10 21.28%	27 20.93%	7 20.00%	23 22.12%	9 24.32%	27 19.29%	12 37.50%	5 18.52%	4 10.53%	16 20.00%	15 21.74%	20 21.05%	22 17.60%	15 30.61%	25 19.23%	12 25.00%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	17392 71.82%	5741 70.42%	2135 71.69%	707 70.77%	124 69.66%	103 70.55%	128 76.65%	37 78.72%	85 65.89%	31 88.57%	60 57.69%	26 70.27%	97 69.29%	28 87.50%	21 77.78%	25 65.79%	49 61.25%	47 68.12%	66 69.47%	88 70.40%	35 71.43%	95 73.08%	29 60.42%	0 0.0%
Usually	2550 10.53%	937 11.49%	350 11.75%	129 12.91%	26 14.61%	17 11.64%	13 7.78%	6 12.77%	20 15.50%	1 2.86%	21 20.19%	5 13.51%	21 15.00%	1 3.13%	4 14.81%	7 18.42%	14 17.50%	10 14.49%	15 15.79%	18 14.40%	8 16.33%	19 14.62%	7 14.58%	0 0.0%
Always	4273 17.65%	1474 18.08%	493 16.55%	163 16.32%	28 15.73%	26 17.81%	26 15.57%	4 8.51%	24 18.60%	3 8.57%	23 22.12%	6 16.22%	22 15.71%	3 9.38%	2 7.41%	6 15.79%	17 21.25%	12 17.39%	14 14.74%	19 15.20%	6 12.24%	16 12.31%	12 25.00%	0 0.0%
CAHPS Rate (%Always + %Usually + %Sometimes)	11655 48.13%	4038 49.53%	1413 47.45%	479 47.95%	91 51.12%	75 51.37%	69 41.32%	20 42.55%	71 55.04%	11 31.43%	67 64.42%	20 54.05%	70 50.00%	16 50.00%	11 40.74%	17 44.74%	47 58.75%	37 53.62%	49 51.58%	59 47.20%	29 59.18%	60 46.15%	31 64.58%	0 0.0%
3-point composite mean	1.4582	1.4766	1.4486	1.4555	1.4607	1.4726	1.3892	1.2979	1.5271	1.2000	1.6442	1.4595	1.4643	1.2188	1.2963	1.5000	1.6000	1.4928	1.4526	1.4480	1.4082	1.3923	1.6458	0
4-point composite mean	1.9396	1.9719	1.9231	1.9349	1.9719	1.9863	1.8024	1.7234	2.0775	1.5143	2.2885	2.0000	1.9643	1.7188	1.7037	1.9474	2.1875	2.0290	1.9684	1.9200	2.0000	1.8538	2.2917	0

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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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.

							2017 Plan Results																
							Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
2016 Quality Compass (A)	DSS Book (B)	UHC National Average (C)	Regional Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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)
78695	26909	9336	2839	445	453	472	93	335	80	252	125	310	102	62	71	196	138	264	285	138	330	115	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%

Sigma

Note: The Quality Compass 2016 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



13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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	2016 Quality Compass	2017 UHC National Average	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)
Total	898 100.00%	78695 100.00%	9336 100.00%	191 100.00%	668 100.00%	160 100.00%	522 100.00%	263 100.00%	613 100.00%	268 100.00%	131 100.00%	155 100.00%	317 100.00%	260 100.00%	533 100.00%	533 100.00%	307 100.00%	646 100.00%	252 100.00%	0 0.0%
Multiple mark	1 0.11%	0 0.0%	0 0.0%	0 0.0%	1 0.15%	0 0.0%	0 0.0%	0 0.0%	1 0.16%	0 0.0%	0 0.0%	1 0.65%	0 0.0%	1 0.38%	0 0.0%	1 0.19%	0 0.0%	1 0.15%	0 0.0%	0 0.0%
No response	24 2.67% B	8 0.01%	291 3.12% B	4 2.09%	10 1.50%	7 4.38%	12 2.30%	0 0.0%	13 2.12% H	2 0.75%	2 1.53%	2 1.29%	7 2.21%	4 1.54%	7 1.31%	8 1.50%	2 0.65%	9 1.39%	15 5.95% R	0 0.0%
Appropriately skipped	549 61.14%	54473 69.22% AC	6067 64.99% A	101 52.88%	424 63.47% D	85 53.13%	321 61.49%	190 72.24% I	350 57.10%	191 71.27% KLM	80 61.07% L	72 46.45%	193 60.88% L	144 55.38%	341 63.98% N	310 58.16%	209 68.08% P	408 63.16% S	141 55.95%	0 0.0%
BASE = Those who responded	324 36.08% BC	24214 30.77%	2978 31.90%	86 45.03% E	233 34.88%	68 42.50%	189 36.21%	73 27.76%	249 40.62% H	75 27.99%	49 37.40%	80 51.61% JKM	117 36.91% J	111 42.69% O	185 34.71%	214 40.15% Q	96 31.27%	228 35.29%	96 38.10%	0 0.0%
Never	158 48.77%	12560 51.87%	1565 52.55%	53 61.63% E	101 43.35%	45 66.18% G	68 35.98%	34 46.58%	124 49.80%	42 56.00% M	29 59.18% M	38 47.50%	47 40.17%	54 48.65%	87 47.03%	107 50.00%	43 44.79%	116 50.88%	42 43.75%	0 0.0%
Sometimes	69 21.30%	4832 19.95%	570 19.14%	17 19.77%	52 22.32%	17 25.00%	45 23.81%	16 21.92%	51 20.48%	19 25.33%	6 12.24%	17 21.25%	26 22.22%	24 21.62%	41 22.16%	44 20.56%	23 23.96%	48 21.05%	21 21.88%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	227 70.06%	17392 71.82%	2135 71.69%	70 81.40% E	153 65.67% G	62 91.18% G	113 59.79%	50 68.49%	175 70.28%	61 81.33% M	35 71.43%	55 68.75%	73 62.39%	78 70.27%	128 69.19%	151 70.56%	66 68.75%	164 71.93%	63 65.63%	0 0.0%
Usually	43 13.27%	2550 10.53%	350 11.75%	8 9.30%	35 15.02%	2 2.94%	33 17.46% F	10 13.70%	33 13.25%	7 9.33%	8 16.33%	11 13.75%	17 14.53%	16 14.41%	24 12.97%	29 13.55%	14 14.58%	29 12.72%	14 14.58%	0 0.0%
Always	54 16.67%	4273 17.65%	493 16.55%	8 9.30%	45 19.31% D	4 5.88%	43 22.75% F	13 17.81%	41 16.47%	7 9.33%	6 12.24%	14 17.50%	27 23.08% J	17 15.32%	33 17.84%	34 15.89%	16 16.67%	35 15.35%	19 19.79%	0 0.0%
CAHPS Rate (%Always + %Usually + %Sometimes)	166 51.23%	11655 48.13%	1413 47.45%	33 38.37%	132 56.65% D	23 33.82%	121 64.02% F	39 53.42%	125 50.20%	33 44.00%	20 40.82%	42 52.50%	70 59.83% JK	57 51.35%	98 52.97%	107 50.00%	53 55.21%	112 49.12%	54 56.25%	0 0.0%
3-point composite mean	1.4660	1.4582	1.4486	1.2791	1.5365 D	1.1471	1.6296 F	1.4932	1.4618	1.2800	1.4082	1.4875	1.6068 J	1.4505	1.4865	1.4533	1.4792	1.4342	1.5417	0
4-point composite mean	1.9784	1.9396	1.9231	1.6628	2.1030 D	1.4853	2.2698 F	2.0274	1.9639	1.7200	1.8163	2.0125	2.2051 J	1.9640	2.0162	1.9533	2.0313	1.9254	2.1042	0
Sigma	898 100.00%	78695 100.00%	9336 100.00%	191 100.00%	668 100.00%	160 100.00%	522 100.00%	263 100.00%	613 100.00%	268 100.00%	131 100.00%	155 100.00%	317 100.00%	260 100.00%	533 100.00%	533 100.00%	307 100.00%	646 100.00%	252 100.00%	0 0.0%

Note: The Quality Compass 2016 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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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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		
	2016/ 2015 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	925	198	659	179	506	264	606	315	149	167	241	229	540	514	327	612	313	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%
Multiple mark	2	0	2	0	1	0	2	0	0	1	1	1	1	2	0	2	0	0
	0.22%	0.0%	0.30%	0.0%	0.20%	0.0%	0.33%	0.0%	0.0%	0.60%	0.41%	0.44%	0.19%	0.39%	0.0%	0.33%	0.0%	0.0%
No response	58	7	11	11	14	3	17	3	4	2	9	4	11	10	5	15	43	0
	6.27%	3.54%	1.67%	6.15%	2.77%	1.14%	2.81%	0.95%	2.68%	1.20%	3.73% H	1.75%	2.04%	1.95%	1.53%	2.45%	13.74% P	0.0%
Appropriately skipped	552	117	411	96	311	192	345	221	91	79	153	131	341	306	218	389	163	0
	59.68%	59.09%	62.37%	53.63%	61.46%	72.73% G	56.93%	70.16% J	61.07% J	47.31%	63.49% J	57.21%	63.15%	59.53%	66.67% N	63.56% Q	52.08%	0.0%
BASE = Those who responded	313	74	235	72	180	69	242	91	54	85	78	93	187	196	104	206	107	0
	33.84%	37.37%	35.66%	40.22%	35.57%	26.14%	39.93% F	28.89%	36.24%	50.90% HIK	32.37%	40.61%	34.63%	38.13%	31.80%	33.66%	34.19%	0.0%
Never	169	49	117	46	79	39	129	59	34	42	31	48	100	100	60	114	55	0
	53.99%	66.22% C	49.79%	63.89% E	43.89%	56.52%	53.31%	64.84% JK	62.96% K	49.41%	39.74%	51.61%	53.48%	51.02%	57.69%	55.34%	51.40%	0.0%
Sometimes	62	14	48	15	45	12	49	17	4	21	19	20	38	45	15	39	23	0
	19.81%	18.92%	20.43%	20.83%	25.00%	17.39%	20.25%	18.68% I	7.41%	24.71% I	24.36% I	21.51%	20.32%	22.96%	14.42%	18.93%	21.50%	0.0%
Bottom Two Box (%Never + %Sometimes)	231	63	165	61	124	51	178	76	38	63	50	68	138	145	75	153	78	0
	73.80%	85.14% C	70.21%	84.72% E	68.89%	73.91%	73.55%	83.52% K	70.37%	74.12%	64.10%	73.12%	73.80%	73.98%	72.12%	74.27%	72.90%	0.0%
Usually	30	3	27	3	21	6	24	9	6	6	8	12	15	20	9	19	11	0
	9.58%	4.05%	11.49% B	4.17%	11.67% D	8.70%	9.92%	9.89%	11.11%	7.06%	10.26%	12.90%	8.02%	10.20%	8.65%	9.22%	10.28%	0.0%
Always	52	8	43	8	35	12	40	6	10	16	20	13	34	31	20	34	18	0
	16.61%	10.81%	18.30%	11.11%	19.44%	17.39%	16.53%	6.59%	18.52% H	18.82% H	25.64% H	13.98%	18.18%	15.82%	19.23%	16.50%	16.82%	0.0%
CAHPS Rate (%Always + %Usually + %Sometimes)	144	25	118	26	101	30	113	32	20	43	47	45	87	96	44	92	52	0
	46.01%	33.78%	50.21% B	36.11%	56.11% D	43.48%	46.69%	35.16%	37.04%	50.59% H	60.26% HI	48.39%	46.52%	48.98%	42.31%	44.66%	48.60%	0.0%
3-point composite mean	1.4281	1.2568	1.4809 B	1.2639	1.5056 D	1.4348	1.4298	1.2308	1.4815 H	1.4471 H	1.6154 H	1.4086	1.4439	1.4184	1.4712	1.4223	1.4393	0
4-point composite mean	1.8882	1.5946	1.9830 B	1.6250	2.0667 D	1.8696	1.8967	1.5824	1.8519	1.9529 H	2.2179 H	1.8925	1.9091	1.9082	1.8942	1.8689	1.9252	0
Sigma	925	198	659	179	506	264	606	315	149	167	241	229	540	514	327	612	313	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%

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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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.

	2017 Plan Results																								
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016	2017	2017	2017	2017	2016	2015																		
	DSS Quality Compass (A)	Book of Bus. (B)	National Average (C)	Regional Average Central (D)	Plan Total (E)	Plan Total (F)	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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	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	24 0.03%	827 3.07%	312 3.34%	91 3.21%	11 2.47%	14 3.09%	44 9.32%	2 2.15%	4 1.19%	4 5.00%	6 2.38%	0 0.0%	5 1.61%	0 0.0%	2 3.23%	1 1.41%	3 1.53%	3 2.17%	3 1.14%	6 2.11%	0 0.0%	5 1.52%	6 5.22%	0 0.0%	
Appropriately skipped	54473 69.22%	17958 66.74%	6067 64.99%	1755 61.82%	257 57.75%	292 64.46%	260 55.08%	44 47.31%	203 60.60%	41 51.25%	143 56.75%	88 70.40%	166 53.55%	70 68.63%	33 53.23%	32 45.07%	114 58.16%	67 48.55%	166 62.88%	155 54.39%	89 64.49%	196 59.39%	61 53.04%	0 0.0%	
BASE = Those who responded	24199 30.75%	8124 30.19%	2957 31.67%	993 34.98%	177 39.78%	147 32.45%	168 35.59%	47 50.54%	128 38.21%	35 43.75%	103 40.87%	37 29.60%	139 44.84%	32 31.37%	27 43.55%	38 53.52%	79 40.31%	68 49.28%	95 35.98%	124 43.51%	49 35.51%	129 39.09%	48 41.74%	0 0.0%	
Never	13724 56.72%	4530 55.76%	1679 56.78%	544 54.78%	94 53.11%	76 51.70%	98 58.33%	29 61.70%	63 49.22%	26 74.29%	44 42.72%	21 56.76%	72 51.80%	21 65.63%	16 59.26%	21 55.26%	35 44.30%	35 51.47%	51 53.68%	69 55.65%	24 48.98%	72 55.81%	22 45.83%	0 0.0%	
Sometimes	4651 19.22%	1578 19.42%	585 19.78%	194 19.54%	36 20.34%	32 21.77%	30 17.86%	10 21.28%	26 20.31%	6 17.14%	23 22.33%	8 21.62%	28 20.14%	8 25.00%	3 11.11%	3 7.89%	22 27.85%	12 17.65%	21 22.11%	24 19.35%	12 24.49%	26 20.16%	10 20.83%	0 0.0%	
Bottom Two Box (%Never + %Sometimes)	18375 75.93%	6108 75.18%	2264 76.56%	738 74.32%	130 73.45%	108 73.47%	128 76.19%	39 82.98%	89 69.53%	32 91.43%	67 65.05%	29 78.38%	100 71.94%	29 90.63%	19 70.37%	24 63.16%	57 72.15%	47 69.12%	72 75.79%	93 75.00%	36 73.47%	98 75.97%	32 66.67%	0 0.0%	
Usually	2337 9.66%	852 10.49%	311 10.52%	116 11.68%	23 12.99%	13 8.84%	17 10.12%	6 12.77%	17 13.28%	1 2.86%	17 16.50%	4 10.81%	19 13.67%	2 6.25%	6 22.22%	6 15.79%	9 11.39%	10 14.71%	11 11.58%	14 11.29%	9 18.37%	17 13.18%	6 12.50%	0 0.0%	
Always	3486 14.41%	1164 14.33%	382 12.92%	139 14.00%	24 13.56%	26 17.69%	23 13.69%	2 4.26%	22 17.19%	2 5.71%	19 18.45%	4 10.81%	20 14.39%	1 3.13%	2 7.41%	8 21.05%	13 16.46%	11 16.18%	12 12.63%	17 13.71%	4 8.16%	14 10.85%	10 20.83%	0 0.0%	
CAHPS Rate (%Always + %Usually + %Sometimes)	10474 43.28%	3594 44.24%	1278 43.22%	449 45.22%	83 46.89%	71 48.30%	70 41.67%	18 38.30%	65 50.78%	9 25.71%	59 57.28%	16 43.24%	67 48.20%	11 34.38%	11 40.74%	17 44.74%	44 55.70%	33 48.53%	44 46.32%	55 44.35%	25 51.02%	57 44.19%	26 54.17%	0 0.0%	
3-point composite mean	1.3847	1.3914	1.3635	1.3968	1.4011	1.4422	1.3750	1.2128	1.4766	1.1429	1.5340	1.3243	1.4245	1.1250	1.3704	1.5789	1.4430	1.4706	1.3684	1.3871	1.3469	1.3488	1.5417	0	
4-point composite mean	1.8176	1.8338	1.7957	1.8489	1.8701	1.9252	1.7917	1.5957	1.9844	1.4000	2.1068	1.7568	1.9065	1.4688	1.7778	2.0263	2.0000	1.9559	1.8316	1.8306	1.8571	1.7907	2.0833	0	

Note: The Quality Compass 2016 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

13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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.

							2017 Plan Results																
							Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
2016 Quality Compass (A)	DSS Book (B)	UHC National Average (C)	Regional Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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)
78695	26909	9336	2839	445	453	472	93	335	80	252	125	310	102	62	71	196	138	264	285	138	330	115	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%

Sigma

Note: The Quality Compass 2016 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

13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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	2016 Quality Compass	2017 UHC National Average	0-7 (D)	8-10 (E)	0-7 (F)	8-10 (G)	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)
	(A)	(B)	(C)																	
Total	898 100.00%	78695 100.00%	9336 100.00%	191 100.00%	668 100.00%	160 100.00%	522 100.00%	263 100.00%	613 100.00%	268 100.00%	131 100.00%	155 100.00%	317 100.00%	260 100.00%	533 100.00%	533 100.00%	307 100.00%	646 100.00%	252 100.00%	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%
No response	25 2.78% B	24 0.03%	312 3.34% B	4 2.09%	11 1.65%	7 4.38%	13 2.49%	0 0.0%	13 2.12% H	1 0.37%	2 1.53%	3 1.94%	8 2.52% J	6 2.31%	6 1.13%	8 1.50%	3 0.98%	11 1.70%	14 5.56% R	0 0.0%
Appropriately skipped	549 61.14%	54473 69.22% AC	6067 64.99% A	101 52.88%	424 63.47% D	85 53.13%	321 61.49%	190 72.24% I	350 57.10%	191 71.27% KLM	80 61.07% L	72 46.45%	193 60.88% L	144 55.38%	341 63.98% N	310 58.16%	209 68.08% P	408 63.16% S	141 55.95%	0 0.0%
BASE = Those who responded	324 36.08% BC	24199 30.75%	2957 31.67%	86 45.03% E	233 34.88%	68 42.50%	188 36.02%	73 27.76%	250 40.78% H	76 28.36%	49 37.40%	80 51.61% JKM	116 36.59% J	110 42.31% O	186 34.90%	215 40.34% Q	95 30.94%	227 35.14%	97 38.49%	0 0.0%
Never	170 52.47%	13724 56.72%	1679 56.78%	55 63.95% E	112 48.07%	48 70.59% G	78 41.49%	38 52.05%	131 52.40%	47 61.84% M	30 61.22% M	40 50.00%	51 43.97%	55 50.00%	99 53.23%	116 53.95%	48 50.53%	120 52.86%	50 51.55%	0 0.0%
Sometimes	68 20.99%	4651 19.22%	585 19.78%	17 19.77%	49 21.03%	13 19.12%	44 23.40%	13 17.81%	55 22.00%	15 19.74%	6 12.24%	12 15.00%	34 29.31% KL	24 21.82%	40 21.51%	47 21.86%	17 17.89%	49 21.59%	19 19.59%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	238 73.46%	18375 75.93%	2264 76.56%	72 83.72% E	161 69.10%	61 89.71% G	122 64.89%	51 69.86%	186 74.40%	62 81.58% L	36 73.47%	52 65.00%	85 73.28%	79 71.82%	139 74.73%	163 75.81%	65 68.42%	169 74.45%	69 71.13%	0 0.0%
Usually	36 11.11%	2337 9.66%	311 10.52%	7 8.14%	29 12.45%	3 4.41%	27 14.36% F	8 10.96%	28 11.20%	7 9.21%	6 12.24%	11 13.75%	12 10.34%	14 12.73%	18 9.68%	23 10.70%	13 13.68%	28 12.33%	8 8.25%	0 0.0%
Always	50 15.43%	3486 14.41%	382 12.92%	7 8.14%	43 18.45% D	4 5.88%	39 20.74% F	14 19.18%	36 14.40%	7 9.21%	7 14.29%	17 21.25% J	19 16.38%	17 15.45%	29 15.59%	29 13.49%	17 17.89%	30 13.22%	20 20.62%	0 0.0%
CAHPS Rate (%Always + %Usually + %Sometimes)	154 47.53%	10474 43.28%	1278 43.22%	31 36.05%	121 51.93% D	20 29.41%	110 58.51% F	35 47.95%	119 47.60%	29 38.16%	19 38.78%	40 50.00%	65 56.03% JK	55 50.00%	87 46.77%	99 46.05%	47 49.47%	107 47.14%	47 48.45%	0 0.0%
3-point composite mean	1.4198	1.3847	1.3635	1.2442	1.4936 D	1.1618	1.5585 F	1.4932	1.4000	1.2763	1.4082	1.5625 J	1.4310	1.4364	1.4086	1.3767	1.4947	1.3877	1.4948	0
4-point composite mean	1.8951	1.8176	1.7957	1.6047	2.0129 D	1.4559	2.1436 F	1.9726	1.8760	1.6579	1.7959	2.0625 J	1.9914 J	1.9364	1.8763	1.8372	1.9895	1.8590	1.9794	0
Sigma	898 100.00%	78695 100.00%	9336 100.00%	191 100.00%	668 100.00%	160 100.00%	522 100.00%	263 100.00%	613 100.00%	268 100.00%	131 100.00%	155 100.00%	317 100.00%	260 100.00%	533 100.00%	533 100.00%	307 100.00%	646 100.00%	252 100.00%	0 0.0%

Note: The Quality Compass 2016 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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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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		
	2016/ 2015 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	925 100.00%	198 100.00%	659 100.00%	179 100.00%	506 100.00%	264 100.00%	606 100.00%	315 100.00%	149 100.00%	167 100.00%	241 100.00%	229 100.00%	540 100.00%	514 100.00%	327 100.00%	612 100.00%	313 100.00%	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%	
No response	58 6.27%	6 3.03%	12 1.82%	10 5.59%	14 2.77%	3 1.14%	16 2.64%	2 0.63%	3 2.01%	3 1.80%	9 3.73% H	6 2.62%	9 1.67%	8 1.56%	6 1.83%	16 2.61%	42 13.42% P	0 0.0%	
Appropriately skipped	552 59.68%	117 59.09%	411 62.37%	96 53.63%	311 61.46%	192 72.73% G	345 56.93%	221 70.16% J	91 61.07% J	79 47.31%	153 63.49% J	131 57.21%	341 63.15%	306 59.53%	218 66.67% N	389 63.56% Q	163 52.08%	0 0.0%	
BASE = Those who responded	315 34.05%	75 37.88%	236 35.81%	73 40.78%	181 35.77%	69 26.14%	245 40.43% F	92 29.21%	55 36.91%	85 50.90% HIK	79 32.78%	92 40.17%	190 35.19%	200 38.91% O	103 31.50%	207 33.82%	108 34.50%	0 0.0%	
Never	174 55.24%	50 66.67% C	122 51.69%	46 63.01% E	85 46.96%	38 55.07%	135 55.10%	58 63.04% K	33 60.00%	46 54.12%	35 44.30%	43 46.74%	110 57.89%	110 55.00%	58 56.31%	115 55.56%	59 54.63%	0 0.0%	
Sometimes	62 19.68%	12 16.00%	48 20.34%	14 19.18%	41 22.65%	11 15.94%	51 20.82%	15 16.30%	10 18.18%	17 20.00%	19 24.05%	26 28.26% M	33 17.37%	46 23.00% O	12 11.65%	40 19.32%	22 20.37%	0 0.0%	
Bottom Two Box (%Never + %Sometimes)	236 74.92%	62 82.67% C	170 72.03%	60 82.19% E	126 69.61%	49 71.01%	186 75.92%	73 79.35%	43 78.18%	63 74.12%	54 68.35%	69 75.00%	143 75.26%	156 78.00%	70 67.96%	155 74.88%	81 75.00%	0 0.0%	
Usually	30 9.52%	4 5.33%	26 11.02%	5 6.85%	20 11.05%	6 8.70%	24 9.80%	11 11.96%	2 3.64%	7 8.24%	9 11.39%	12 13.04%	14 7.37%	20 10.00%	9 8.74%	24 11.59%	6 5.56%	0 0.0%	
Always	49 15.56%	9 12.00%	40 16.95%	8 10.96%	35 19.34%	14 20.29%	35 14.29%	8 8.70%	10 18.18%	15 17.65%	16 20.25% H	11 11.96%	33 17.37%	24 12.00%	24 23.30% N	28 13.53%	21 19.44%	0 0.0%	
CAHPS Rate (%Always + %Usually + %Sometimes)	141 44.76%	25 33.33%	114 48.31% B	27 36.99%	96 53.04% D	31 44.93%	110 44.90%	34 36.96%	22 40.00%	39 45.88%	44 55.70% H	49 53.26%	80 42.11%	90 45.00%	45 43.69%	92 44.44%	49 45.37%	0 0.0%	
3-point composite mean	1.4063	1.2933	1.4492	1.2877	1.4972 D	1.4928	1.3837	1.2935	1.4000	1.4353	1.5190 H	1.3696	1.4211	1.3400	1.5534 N	1.3865	1.4444	0	
4-point composite mean	1.8540	1.6267	1.9322 B	1.6575	2.0276 D	1.9420	1.8327	1.6630	1.8000	1.8941	2.0759 H	1.9022	1.8421	1.7900	1.9903	1.8309	1.8981	0	
Sigma	925 100.00%	198 100.00%	659 100.00%	179 100.00%	506 100.00%	264 100.00%	606 100.00%	315 100.00%	149 100.00%	167 100.00%	241 100.00%	229 100.00%	540 100.00%	514 100.00%	327 100.00%	612 100.00%	313 100.00%	0 0.0%	

Note: The Quality Compass 2016 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. B/C, D/E, F/G, H/I/J/K, L/M, N/O, P/Q/R

13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

43. Do you take aspirin daily or every other day? - All respondents

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.22%	3 0.64%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	646 2.40%	231 2.47%	67 2.36%	9 2.02%	13 2.87%	39 8.26% BCDEF	0 0.0%	3 0.90%	4 5.00%	4 1.59%	0 0.0%	4 1.29% L	0 0.0%	0 0.0%	0 0.0%	4 2.04% NOP	2 1.45%	2 0.76%	4 1.40% U	0 0.0%	3 0.91%	6 5.22% V	0 0.0%
Don't know	0 0.0%	288 1.07%	92 0.99%	25 0.88%	7 1.57%	16 3.53% BCD	8 1.69%	1 1.08%	6 1.79%	2 2.50%	4 1.59%	3 2.40%	4 1.29%	2 1.96%	0 0.0%	0 0.0%	5 2.55% OP	5 3.62%	2 0.76%	4 1.40%	2 1.45%	7 2.12% W	0 0.0%	0 0.0%
BASE = Those who responded	0 0.0%	25975 96.53% FG	9013 96.54% FG	2747 96.76% FG	429 96.40% FG	423 93.38% G	422 89.41%	92 98.92%	326 97.31%	74 92.50%	244 96.83%	122 97.60%	302 97.42%	100 98.04%	62 100.00% Q	71 100.00% Q	187 95.41%	131 94.93%	260 98.48%	277 97.19%	136 98.55%	320 96.97%	109 94.78%	0 0.0%
Yes	0 0.0%	6919 26.64% DG	2418 26.83% DG	653 23.77%	130 30.30% DG	106 25.06%	95 22.51%	25 27.17%	102 31.29%	25 33.78%	75 30.74%	26 21.31%	101 33.44% L	7 7.00%	11 17.74%	27 38.03% NO	81 43.32% NO	55 41.98% S	64 24.62%	80 28.88%	43 31.62%	94 29.38%	36 33.03%	0 0.0%
No	0 0.0%	19056 73.36%	6595 73.17%	2094 76.23% BCE	299 69.70%	317 74.94%	327 77.49% BCE	67 72.83%	224 68.71%	49 66.22%	169 69.26%	96 78.69% M	201 66.56%	93 93.00% FQ	51 82.26% FQ	44 61.97%	106 56.68%	76 58.02%	196 75.38% R	197 71.12%	93 68.38%	226 70.63%	73 66.97%	0 0.0%
Sigma	0 0.0%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

Note: The Quality Compass 2016 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

13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

43. Do you take aspirin daily or every other day? - Aspirin use qualified

2017 Plan Results																								
			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type							
2016 Quality Compass (A)	2017 DSS Book (B)	2017 UHC National Average (C)	2017 Regional Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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%	2840 100.00%	1032 100.00%	274 100.00%	37 100.00%	30 100.00%	36 100.00%	6 100.00%	31 100.00%	3 100.00%	22 100.00%	5 100.00%	30 100.00%	0 0.0%	0 0.0%	5 100.00%	30 100.00%	18 100.00%	16 100.00%	28 100.00%	7 100.00%	31 100.00%	6 100.00%	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%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Don't know	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	2840 100.00%	1032 100.00%	274 100.00%	37 100.00%	30 100.00%	36 100.00%	6 100.00%	31 100.00%	3 100.00%	22 100.00%	5 100.00%	30 100.00%	0 0.0%	0 0.0%	5 100.00%	30 100.00%	18 100.00%	16 100.00%	28 100.00%	7 100.00%	31 100.00%	6 100.00%	0 0.0%
Yes	0 0.0%	1019 35.88%	382 37.02%	93 33.94%	13 35.14%	11 36.67%	13 36.11%	3 50.00%	10 32.26%	1 33.33%	8 36.36%	1 20.00%	11 36.67%	0 0.0%	0 0.0%	1 20.00%	10 33.33%	7 38.89%	4 25.00%	9 32.14%	3 42.86%	12 38.71%	1 16.67%	0 0.0%
No	0 0.0%	1821 64.12%	650 62.98%	181 66.06%	24 64.86%	19 63.33%	23 63.89%	3 50.00%	21 67.74%	2 66.67%	14 63.64%	4 80.00%	19 63.33%	0 0.0%	0 0.0%	4 80.00%	20 66.67%	11 61.11%	12 75.00%	19 67.86%	4 57.14%	19 61.29%	5 83.33%	0 0.0%
Sigma	0 0.0%	2840 100.00%	1032 100.00%	274 100.00%	37 100.00%	30 100.00%	36 100.00%	6 100.00%	31 100.00%	3 100.00%	22 100.00%	5 100.00%	30 100.00%	0 0.0%	0 0.0%	5 100.00%	30 100.00%	18 100.00%	16 100.00%	28 100.00%	7 100.00%	31 100.00%	6 100.00%	0 0.0%

Note: The Quality Compass 2016 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



13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

43. Do you take aspirin daily or every other day? - Aspirin use qualified

2017/ 2016 Plan Total (A)	2016 Quality Compass (B)	2017 UHC National Average (C)	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
			0-7 (D)	8-10 (E)	0-7 (F)	8-10 (G)	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)
67 100.00%	0 0.0%	1032 100.00%	11 100.00%	56 100.00%	5 100.00%	43 100.00%	11 100.00%	54 100.00%	0 0.0%	0 0.0%	15 100.00%	49 100.00%	38 100.00%	25 100.00%	49 100.00%	14 100.00%	58 100.00%	9 100.00%	0 0.0%
0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
67 100.00%	0 0.0%	1032 100.00%	11 100.00%	56 100.00%	5 100.00%	43 100.00%	11 100.00%	54 100.00%	0 0.0%	0 0.0%	15 100.00%	49 100.00%	38 100.00%	25 100.00%	49 100.00%	14 100.00%	58 100.00%	9 100.00%	0 0.0%
24 35.82%	0 0.0%	382 37.02%	4 36.36%	20 35.71%	2 40.00%	17 39.53%	3 27.27%	20 37.04%	0 0.0%	0 0.0%	4 26.67%	17 34.69%	13 34.21%	9 36.00%	16 32.65%	6 42.86%	22 37.93%	2 22.22%	0 0.0%
43 64.18%	0 0.0%	650 62.98%	7 63.64%	36 64.29%	3 60.00%	26 60.47%	8 72.73%	34 62.96%	0 0.0%	0 0.0%	11 73.33%	32 65.31%	25 65.79%	16 64.00%	33 67.35%	8 57.14%	36 62.07%	7 77.78%	0 0.0%
67 100.00%	0 0.0%	1032 100.00%	11 100.00%	56 100.00%	5 100.00%	43 100.00%	11 100.00%	54 100.00%	0 0.0%	0 0.0%	15 100.00%	49 100.00%	38 100.00%	25 100.00%	49 100.00%	14 100.00%	58 100.00%	9 100.00%	0 0.0%

Note: The Quality Compass 2016 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

13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

43. Do you take aspirin daily or every other day? - Aspirin use qualified

	Overall Rating of Plan			Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016/ 2015 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	66 100.00%	11 100.00%	54 100.00%	12 100.00%	38 100.00%	12 100.00%	54 100.00%	0 0.0%	0 0.0%	26 100.00%	39 100.00%	45 100.00%	19 100.00%	48 100.00%	15 100.00%	56 100.00%	10 100.00%	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%
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%
Don't know	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	66 100.00%	11 100.00%	54 100.00%	12 100.00%	38 100.00%	12 100.00%	54 100.00%	0 0.0%	0 0.0%	26 100.00%	39 100.00%	45 100.00%	19 100.00%	48 100.00%	15 100.00%	56 100.00%	10 100.00%	0 0.0%
Yes	24 36.36%	3 27.27%	21 38.89%	4 33.33%	17 44.74%	5 41.67%	19 35.19%	0 0.0%	0 0.0%	7 26.92%	16 41.03%	13 28.89%	11 57.89%	18 37.50%	5 33.33%	20 35.71%	4 40.00%	0 0.0%
No	42 63.64%	8 72.73%	33 61.11%	8 66.67%	21 55.26%	7 58.33%	35 64.81%	0 0.0%	0 0.0%	19 73.08%	23 58.97%	32 71.11%	8 42.11%	30 62.50%	10 66.67%	36 64.29%	6 60.00%	0 0.0%
Sigma	66 100.00%	11 100.00%	54 100.00%	12 100.00%	38 100.00%	12 100.00%	54 100.00%	0 0.0%	0 0.0%	26 100.00%	39 100.00%	45 100.00%	19 100.00%	48 100.00%	15 100.00%	56 100.00%	10 100.00%	0 0.0%

Note: The Quality Compass 2016 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. B/C, D/E, F/G, H/I/J/K, L/M, N/O, P/Q/R

13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.22%	3 0.64%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	650 2.42%	226 2.42%	67 2.36%	10 2.25%	14 3.09%	37 7.84% BCDEF	0 0.0%	4 1.19% H	4 5.00%	3 1.19%	0 0.0%	5 1.61% L	0 0.0%	0 0.0%	0 0.0%	5 2.55% NOP	0 0.0%	5 1.89% R	3 1.05%	1 0.72%	4 1.21%	6 5.22%	0 0.0%
Don't know	0 0.0%	2044 7.60%	784 8.40% B	213 7.50%	35 7.87%	51 11.26% BD	48 10.17%	5 5.38%	30 8.96%	7 8.75%	25 9.92%	8 6.40%	27 8.71%	3 2.94%	5 8.06%	10 14.08% N	16 8.16% N	13 9.42%	20 7.58%	25 8.77%	7 5.07%	33 10.00% W	2 1.74%	0 0.0%
BASE = Those who responded	0 0.0%	24215 89.99% CFG	8326 89.18% FG	2559 90.14% FG	400 89.89% FG	387 85.43%	384 81.36%	88 94.62%	301 89.85%	69 86.25%	224 88.89%	117 93.60%	278 89.68%	99 97.06% FQ	57 91.94%	61 85.92%	175 89.29%	125 90.58%	239 90.53%	257 90.18%	130 94.20%	293 88.79%	107 93.04%	0 0.0%
Yes	0 0.0%	2703 11.16%	961 11.54%	266 10.39%	57 14.25% D	40 10.34%	49 12.76%	18 20.45%	36 11.96%	15 21.74%	26 11.61%	6 5.13%	51 18.35% L	5 5.05%	8 14.04%	7 11.48%	37 21.14% N	15 12.00%	38 15.90%	40 15.56%	14 10.77%	34 11.60%	23 21.50% V	0 0.0%
No	0 0.0%	21512 88.84%	7365 88.46%	2293 89.61% E	343 85.75%	347 89.66%	335 87.24%	70 79.55%	265 88.04%	54 78.26%	198 88.39%	111 94.87% M	227 81.65%	94 94.95% Q	49 85.96%	54 88.52%	138 78.86%	110 88.00%	201 84.10%	217 84.44%	116 89.23%	259 88.40% W	84 78.50%	0 0.0%
Sigma	0 0.0%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

Note: The Quality Compass 2016 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

13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? - All respondents

2017 Plan Results																								
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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	0 0.0%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	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%	717 2.66%	238 2.55%	67 2.36%	10 2.25%	14 3.09%	41 8.69% BCDEF	2 2.15%	3 0.90%	4 5.00%	4 1.59%	2 1.60%	3 0.97%	0 0.0%	0 0.0%	1 1.41%	4 2.04% NO	1 0.72%	3 1.14%	4 1.40%	1 0.72%	4 1.21%	6 5.22%	0 0.0%
BASE = Those who responded	0 0.0%	26192 97.34% G	9098 97.45% G	2772 97.64% G	435 97.75% G	439 96.91% G	431 91.31%	91 97.85%	332 99.10%	76 95.00%	248 98.41%	123 98.40%	307 99.03%	102 100.00% Q	62 100.00% Q	70 98.59%	192 97.96%	137 99.28%	261 98.86%	281 98.60%	137 99.28%	326 98.79%	109 94.78%	0 0.0%
Yes	0 0.0%	10848 41.42% DG	3813 41.91% DG	1054 38.02%	192 44.14% DFG	165 37.59%	151 35.03%	34 37.36%	151 45.48%	33 43.42%	121 48.79%	35 28.46%	154 50.16% L	21 20.59%	19 30.65%	28 40.00% N	122 63.54% NOP	71 51.82%	109 41.76%	123 43.77%	60 43.80%	135 41.41%	57 52.29% V	0 0.0%
No	0 0.0%	15344 58.58%	5285 58.09%	1718 61.98% BCE	243 55.86%	274 62.41% E	280 64.97% BCE	57 62.64%	181 54.52%	43 56.58%	127 51.21%	88 71.54% M	153 49.84%	81 79.41% PQ	43 69.35% Q	42 60.00% Q	70 36.46%	66 48.18%	152 58.24%	158 56.23%	77 56.20%	191 58.59% W	52 47.71%	0 0.0%
Sigma	0 0.0%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

Note: The Quality Compass 2016 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

13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? - Discussing aspirin risks and benefits qualified

														2017 Plan Results											
							Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type				
2016 Quality Compass of Bus. (A)	2017 DSS Book Average (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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%	6049 100.00%	2131 100.00%	556 100.00%	84 100.00%	61 100.00%	74 100.00%	12 100.00%	69 100.00%	12 100.00%	48 100.00%	16 100.00%	66 100.00%	0 0.0%	1 100.00%	11 100.00%	69 100.00%	31 100.00%	49 100.00%	56 100.00%	21 100.00%	69 100.00%	15 100.00%	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%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	6049 100.00%	2131 100.00%	556 100.00%	84 100.00%	61 100.00%	74 100.00%	12 100.00%	69 100.00%	12 100.00%	48 100.00%	16 100.00%	66 100.00%	0 0.0%	1 100.00%	11 100.00%	69 100.00%	31 100.00%	49 100.00%	56 100.00%	21 100.00%	69 100.00%	15 100.00%	0 0.0%	
Yes	0 0.0%	2605 43.06%	925 43.41%	227 40.83%	39 46.43%	30 49.18%	25 33.78%	4 33.33%	34 49.28%	5 41.67%	25 52.08%	7 43.75%	31 46.97%	0 0.0%	1 100.00%	4 36.36%	32 46.38%	16 51.61%	20 40.82%	25 44.64%	10 47.62%	30 43.48%	9 60.00%	0 0.0%	
No	0 0.0%	3444 56.94%	1206 56.59%	329 59.17%	45 53.57%	31 50.82%	49 66.22%	8 66.67%	35 50.72%	7 58.33%	23 47.92%	9 56.25%	35 53.03%	0 0.0%	0 0.0%	7 63.64%	37 53.62%	15 48.39%	29 59.18%	31 55.36%	11 52.38%	39 56.52%	6 40.00%	0 0.0%	
Sigma	0 0.0%	6049 100.00%	2131 100.00%	556 100.00%	84 100.00%	61 100.00%	74 100.00%	12 100.00%	69 100.00%	12 100.00%	48 100.00%	16 100.00%	66 100.00%	0 0.0%	1 100.00%	11 100.00%	69 100.00%	31 100.00%	49 100.00%	56 100.00%	21 100.00%	69 100.00%	15 100.00%	0 0.0%	

Note: The Quality Compass 2016 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

13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? - Discussing aspirin risks and benefits qualified

			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
2017/ 2016 Plan Total (A)	2016 Compass (B)	2017 UHC National Average (C)	0-7 (D)	8-10 (E)	0-7 (F)	8-10 (G)	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)
145 100.00%	0 0.0%	2131 100.00%	27 100.00%	112 100.00%	25 100.00%	81 100.00%	25 100.00%	115 100.00%	0 0.0%	1 100.00%	25 100.00%	114 100.00%	61 100.00%	76 100.00%	95 100.00%	37 100.00%	121 100.00%	24 100.00%	0 0.0%
0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
145 100.00%	0 0.0%	2131 100.00%	27 100.00%	112 100.00%	25 100.00%	81 100.00%	25 100.00%	115 100.00%	0 0.0%	1 100.00%	25 100.00%	114 100.00%	61 100.00%	76 100.00%	95 100.00%	37 100.00%	121 100.00%	24 100.00%	0 0.0%
69 47.59%	0 0.0%	925 43.41%	9 33.33%	58 51.79%	9 36.00%	45 55.56%	13 52.00%	55 47.83%	0 0.0%	1 100.00%	11 44.00%	54 47.37%	32 52.46%	31 40.79%	44 46.32%	19 51.35%	53 43.80%	16 66.67%	0 0.0%
76 52.41%	0 0.0%	1206 56.59%	18 66.67%	54 48.21%	16 64.00%	36 44.44%	12 48.00%	60 52.17%	0 0.0%	0 0.0%	14 56.00%	60 52.63%	29 47.54%	45 59.21%	51 53.68%	18 48.65%	68 56.20%	8 33.33%	0 0.0%
145 100.00%	0 0.0%	2131 100.00%	27 100.00%	112 100.00%	25 100.00%	81 100.00%	25 100.00%	115 100.00%	0 0.0%	1 100.00%	25 100.00%	114 100.00%	61 100.00%	76 100.00%	95 100.00%	37 100.00%	121 100.00%	24 100.00%	0 0.0%

Note: The Quality Compass 2016 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

13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? - Discussing aspirin risks and benefits qualified

	Overall Rating of Plan			Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016/ 2015 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	135 100.00%	29 100.00%	100 100.00%	29 100.00%	70 100.00%	22 100.00%	107 100.00%	0 0.0%	0 0.0%	35 100.00%	98 100.00%	69 100.00%	57 100.00%	95 100.00%	31 100.00%	111 100.00%	24 100.00%	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%
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%
BASE = Those who responded	135 100.00%	29 100.00%	100 100.00%	29 100.00%	70 100.00%	22 100.00%	107 100.00%	0 0.0%	0 0.0%	35 100.00%	98 100.00%	69 100.00%	57 100.00%	95 100.00%	31 100.00%	111 100.00%	24 100.00%	0 0.0%
Yes	55 40.74%	8 27.59%	45 45.00%	8 27.59%	37 52.86%	11 50.00%	44 41.12%	0 0.0%	0 0.0%	12 34.29%	42 42.86%	27 39.13%	24 42.11%	38 40.00%	13 41.94%	42 37.84%	13 54.17%	0 0.0%
No	80 59.26%	21 72.41%	55 55.00%	21 72.41%	33 47.14%	11 50.00%	63 58.88%	0 0.0%	0 0.0%	23 65.71%	56 57.14%	42 60.87%	33 57.89%	57 60.00%	18 58.06%	69 62.16%	11 45.83%	0 0.0%
Sigma	135 100.00%	29 100.00%	100 100.00%	29 100.00%	70 100.00%	22 100.00%	107 100.00%	0 0.0%	0 0.0%	35 100.00%	98 100.00%	69 100.00%	57 100.00%	95 100.00%	31 100.00%	111 100.00%	24 100.00%	0 0.0%

Note: The Quality Compass 2016 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. B/C, D/E, F/G, H/I/J/K, L/M, N/O, P/Q/R

13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

46. Are you aware that you have any of the following conditions?

	2017 Plan Results																								
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%	
BASE = Those who responded	0 0.0%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%	
High cholesterol	0 0.0%	7616 28.30% DG	2769 29.66% BDG	693 24.41%	157 35.28% BCDFG	118 26.05%	111 23.52%	30 32.26%	122 36.42%	33 41.25%	95 37.70%	16 12.80%	137 44.19% L	9 8.82%	13 20.97% N	28 39.44% NO	104 53.06% NOP	54 39.13%	98 37.12%	104 36.49%	48 34.78%	120 36.36%	37 32.17%	0 0.0%	
High blood pressure	0 0.0%	10179 37.83% DG	3651 39.11% BDG	930 32.76%	190 42.70% BDFG	157 34.66%	152 32.20%	30 32.26%	153 45.67% H	36 45.00%	125 49.60%	28 22.40%	159 51.29% L	19 18.63%	11 17.74%	29 40.85% NO	127 64.80% NOP	67 48.55%	115 43.56%	130 45.61%	51 36.96%	149 45.15%	41 35.65%	0 0.0%	
Parent or sibling with heart attack before the age of 60	0 0.0%	5146 19.12%	1850 19.82% G	581 20.46% G	101 22.70% G	82 18.10%	76 16.10%	19 20.43%	79 23.58%	25 31.25%	59 23.41%	18 14.40%	82 26.45% L	15 14.71%	7 11.29%	24 33.80% NO	54 27.55% NO	26 18.84%	70 26.52%	62 21.75%	32 23.19%	76 23.03%	25 21.74%	0 0.0%	
None/no response	0 0.0%	11981 44.52% C	4022 43.08%	1407 49.56% BCE	179 40.22%	221 48.79% CE	246 52.12% BCE	47 50.54% I	124 37.01%	27 33.75%	85 33.73%	83 66.40% M	91 29.35%	76 74.51% PQ	38 61.29% PQ	21 29.58%	35 17.86%	53 38.41%	94 35.61%	105 36.84%	63 45.65%	119 36.06%	60 52.17% V	0 0.0%	
Sigma	0 0.0%	34922 129.78%	12292 131.66%	3611 127.19%	627 140.90%	578 127.59%	585 123.94%	126 135.48%	478 142.69%	121 151.25%	364 144.44%	145 116.00%	469 151.29%	119 116.67%	69 111.29%	102 143.66%	320 163.27%	200 144.93%	377 142.80%	401 140.70%	194 140.58%	464 140.61%	163 141.74%	0 0.0%	

Note: The Quality Compass 2016 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



13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

47. Has a doctor ever told you that you have any of the following conditions?

	2017 Plan Results																									
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type				
	2016	2017	2017	2017	2017	2016	2015															High	Some			
	Quality	DSS	UHC	Regional	Plan	Plan	Plan	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	School	College	Mail	Phone	Internet		
Compass	Book	National	Average	Total	Total	Total	(H)	(I)	(J)	(K)	Very	Fair/	(N)	(O)	(P)	(Q)	(R)	(S)	or Less	or More	(V)	(W)	(X)			
(A)	(B)	(C)	(D)	(E)	(F)	(G)					Good	Poor							(T)	(U)						
Total	0	26909	9336	2839	445	453	472	93	335	80	252	125	310	102	62	71	196	138	264	285	138	330	115	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%		
BASE = Those who responded	0	26909	9336	2839	445	453	472	93	335	80	252	125	310	102	62	71	196	138	264	285	138	330	115	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%		
A heart attack	0	1522	540	119	24	19	16	4	20	3	17	3	21	1	2	4	17	13	10	18	5	18	6	0		
	0.0%	5.66% DG	5.78% DG	4.19%	5.39%	4.19%	3.39%	4.30%	5.97%	3.75%	6.75%	2.40%	6.77% L	0.98%	3.23%	5.63%	8.67% N	9.42% S	3.79%	6.32%	3.62%	5.45%	5.22%	0.0%		
Angina or coronary heart disease	0	1493	520	113	34	26	19	8	25	8	21	3	31	1	2	6	25	15	17	22	12	25	9	0		
	0.0%	5.55% D	5.57% D	3.98%	7.64% DG	5.74%	4.03%	8.60%	7.46%	10.00%	8.33%	2.40%	10.00% L	0.98%	3.23%	8.45% N	12.76% NO	10.87%	6.44%	7.72%	8.70%	7.58%	7.83%	0.0%		
A stroke	0	1468	563	112	37	32	20	7	28	5	24	7	29	0	2	4	31	12	24	21	12	29	8	0		
	0.0%	5.46% D	6.03% BD	3.95%	8.31% BDG	7.06% D	4.24%	7.53%	8.36%	6.25%	9.52%	5.60%	9.35%	0.0%	3.23%	5.63% N	15.82% NOP	8.70%	9.09%	7.37%	8.70%	8.79%	6.96%	0.0%		
Any kind of diabetes or high blood sugar	0	5872	2049	546	127	108	92	22	99	24	81	22	104	9	12	17	86	43	77	92	30	96	31	0		
	0.0%	21.82% D	21.95% D	19.23%	28.54% BCDG	23.84% D	19.49%	23.66%	29.55%	30.00%	32.14%	17.60%	33.55% L	8.82%	19.35%	23.94% N	43.88% NOP	31.16%	29.17%	32.28% U	21.74%	29.09%	26.96%	0.0%		
None/no response	0	18951	6518	2118	274	309	352	60	203	47	143	99	167	92	47	46	78	74	164	168	91	201	73	0		
	0.0%	70.43% E	69.82% E	74.60% BCEF	61.57%	68.21% E	74.58% BCEF	64.52%	60.60%	58.75%	56.75%	79.20%	53.87% M	90.20% OQ	75.81% Q	64.79% Q	39.80%	53.62%	62.12%	58.95%	65.94%	60.91%	63.48%	0.0%		
Sigma	0	29306	10190	3008	496	494	499	101	375	87	286	134	352	103	65	77	237	157	292	321	150	369	127	0		
	0.0%	108.91%	109.15%	105.95%	111.46%	109.05%	105.72%	108.60%	111.94%	108.75%	113.49%	107.20%	113.55%	100.98%	104.84%	108.45%	120.92%	113.77%	110.61%	112.63%	108.70%	111.82%	110.43%	0.0%		

Note: The Quality Compass 2016 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

13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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

2017 Plan Results																									
							Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type				
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	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%	1151 4.28% AE	395 4.23% A	101 3.56% A	12 2.70% A	20 4.42% A	44 9.32% ABCEFG	2 2.15%	5 1.49%	3 3.75%	7 2.78%	3 2.40%	4 1.29%	1 0.98%	0 0.0%	1 1.41%	1 0.51%	0 0.0%	4 1.52% R	3 1.05%	1 0.72%	6 1.82%	6 5.22%	0 0.0%	
BASE = Those who responded	78695 100.00% BCDEFG	25758 95.72% G	8941 95.77% G	2738 96.44% G	433 97.30% BG	433 95.58% G	427 90.47%	91 97.85%	330 98.51%	77 96.25%	245 97.22%	122 97.60%	306 98.71%	101 99.02%	62 100.00%	70 98.59%	195 99.49%	138 100.00% S	260 98.48%	282 98.95%	137 99.28%	324 98.18%	109 94.78%	0 0.0%	
Yes	26135 33.21%	8818 34.23%	3178 35.54% AB	937 34.22%	178 41.11% ABCD	187 43.19% ABCD	162 37.94% A	33 36.26%	140 42.42%	35 45.45%	117 47.76%	32 26.23%	143 46.73% L	25 24.75%	20 32.26%	29 41.43% N	102 52.31% NO	48 34.78%	125 48.08% R	110 39.01%	58 42.34%	138 42.59%	40 36.70%	0 0.0%	
No	52560 66.79% CEFG	16940 65.77% CEF	5763 64.46% EF	1801 65.78% EF	255 58.89%	246 56.81%	265 62.06%	58 63.74%	190 57.58%	42 54.55%	128 52.24%	90 73.77% M	163 53.27%	76 75.25% PQ	42 67.74% Q	41 58.57%	93 47.69%	90 65.22% S	135 51.92%	172 60.99%	79 57.66%	186 57.41%	69 63.30%	0 0.0%	
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%	

Note: The Quality Compass 2016 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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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016	2017	2017	2017	2017	2016	2015																	
	Quality Compass (A)	DSS Book of Bus. (B)	UHC National Average (C)	Regional Central (D)	Plan Total (E)	Plan Total (F)	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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	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	8 0.01%	1430 5.31%	487 5.22%	117 4.12%	13 2.92%	23 5.08%	49 10.38%	2 2.15%	6 1.79%	3 3.75%	7 2.78%	3 2.40%	5 1.61%	1 0.98%	0 0.0%	1 1.41%	2 1.02%	1 0.72%	4 1.52%	4 1.40%	1 0.72%	7 2.12%	6 5.22%	0 0.0%
Appropriately skipped	52560 66.79% BCDEFG	16940 62.95% CEFG	5763 61.73% FG	1801 63.44% EFG	255 57.30% A	246 54.30% A	265 56.14% ABCDEF	58 62.37%	190 56.72%	42 52.50%	128 50.79%	90 72.00% M	163 52.58%	76 74.51% PQ	42 67.74% Q	41 57.75%	93 47.45%	90 65.22% S	135 51.14%	172 60.35%	79 57.25%	186 56.36%	69 60.00%	0 0.0%
BASE = Those who responded	26127 33.20% B	8539 31.73% B	3086 33.05% B	921 32.44% ABC	177 39.78% ABCDG	184 40.62% ABCDG	158 33.47% ABCDEF	33 35.48%	139 41.49%	35 43.75%	117 46.43%	32 25.60%	142 45.81% L	25 24.51%	20 32.26%	29 40.85% N	101 51.53% NO	47 34.06%	125 47.35% R	109 38.25%	58 42.03%	137 41.52%	40 34.78%	0 0.0%
Yes	21673 82.95%	7182 84.11% G	2623 85.00% AG	793 86.10% AG	150 84.75%	154 83.70%	122 77.22%	30 90.91%	117 84.17%	31 88.57%	99 84.62%	22 68.75%	126 88.73% L	19 76.00%	17 85.00%	26 89.66%	87 86.14%	38 80.85%	108 86.40%	91 83.49%	52 89.66%	114 83.21%	36 90.00%	0 0.0%
No	4454 17.05% CD	1357 15.89%	463 15.00%	128 13.90%	27 15.25%	30 16.30%	36 22.78% BCD	3 9.09%	22 15.83%	4 11.43%	18 15.38%	10 31.25% M	16 11.27%	6 24.00%	3 15.00%	3 10.34%	14 13.86%	9 19.15%	17 13.60%	18 16.51%	6 10.34%	23 16.79%	4 10.00%	0 0.0%
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

Note: The Quality Compass 2016 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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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	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%	956 3.55% A	328 3.51% A	88 3.10% A	11 2.47% A	18 3.97% A	41 8.69% ABCDEF	2 2.15%	4 1.19%	4 5.00%	6 2.38%	1 0.80%	5 1.61%	0 0.0%	0 0.0%	0 0.0%	3 1.53%	2 1.45%	1 0.38%	1 0.35%	2 1.45%	6 1.82%	5 4.35%	0 0.0%
BASE = Those who responded	78695 100.00% BCDEFG	25953 96.45% G	9008 96.49% G	2751 96.90% G	434 97.53% G	435 96.03% G	431 91.31%	91 97.85%	331 98.81%	76 95.00%	246 97.62%	124 99.20%	305 98.39%	102 100.00%	62 100.00%	71 100.00%	193 98.47%	136 98.55%	263 99.62%	284 99.65%	136 98.55%	324 98.18%	110 95.65%	0 0.0%
Yes	49239 62.57%	17228 66.38% A	6156 68.34% ABD	1793 65.18% A	319 73.50% ABCDG	292 67.13% A	282 65.43%	64 70.33%	247 74.62%	61 80.26%	204 82.93%	71 57.26%	245 80.33% L	49 48.04%	38 61.29%	63 88.73% NO	166 86.01% NO	105 77.21%	212 80.61%	209 73.59%	96 70.59%	241 74.38%	78 70.91%	0 0.0%
No	29456 37.43% BCDEF	8725 33.62% CE	2852 31.66% E	958 34.82% CE	115 26.50%	143 32.87% E	149 34.57% E	27 29.67%	84 25.38%	15 19.74%	42 17.07%	53 42.74% M	60 19.67%	53 51.96% PQ	24 38.71% PQ	8 11.27%	27 13.99%	31 22.79%	51 19.39%	75 26.41%	40 29.41%	83 25.62%	32 29.09%	0 0.0%
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

Note: The Quality Compass 2016 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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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016	2017	2017	2017	2017	2016	2015																	
	Quality Compass (A)	DSS Book of Bus. (B)	UHC National Average (C)	Regional Central (D)	Plan Total (E)	Plan Total (F)	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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	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	31 0.04%	1438 5.34%	516 5.53%	132 4.65%	18 4.04%	27 5.96%	47 9.96%	3 3.23%	10 2.99%	5 6.25%	11 4.37%	3 2.40%	10 3.23%	0 0.0%	0 0.0%	0 0.0%	10 5.10%	4 2.90%	6 2.27%	6 2.11%	4 2.90%	13 3.94%	5 4.35%	0 0.0%
		A	A	A	A	A	ABCDEF										NOF							
Appropriately skipped	29456 37.43%	8725 32.42%	2852 30.55%	958 33.74%	115 25.84%	143 31.57%	149 31.57%	27 29.03%	84 25.07%	15 18.75%	42 16.67%	53 42.40%	60 19.35%	53 51.96%	24 38.71%	8 11.27%	27 13.78%	31 22.46%	51 19.32%	75 26.32%	40 28.99%	83 25.15%	32 27.83%	0 0.0%
		CE	E	CE								M		PQ	PQ									
BASE = Those who responded	49208 62.53%	16746 62.23%	5968 63.92%	1749 61.61%	312 70.11%	283 62.47%	276 58.47%	63 67.74%	241 71.94%	60 75.00%	199 78.97%	69 55.20%	240 77.42%	49 48.04%	38 61.29%	63 88.73%	159 81.12%	103 74.64%	207 78.41%	204 71.58%	94 68.12%	234 70.91%	78 67.83%	0 0.0%
			ABDG		ABCDG							L				NO	NO							
Yes	44840 91.12%	15417 92.06%	5492 92.02%	1616 92.40%	284 91.03%	253 89.40%	250 90.58%	58 92.06%	218 90.46%	57 95.00%	181 90.95%	59 85.51%	222 92.50%	42 85.71%	35 92.11%	60 95.24%	145 91.19%	96 93.20%	186 89.86%	184 90.20%	88 93.62%	214 91.45%	70 89.74%	0 0.0%
		A																						
No	4368 8.88%	1329 7.94%	476 7.98%	133 7.60%	28 8.97%	30 10.60%	26 9.42%	5 7.94%	23 9.54%	3 5.00%	18 9.05%	10 14.49%	18 7.50%	7 14.29%	3 7.89%	3 4.76%	14 8.81%	7 6.80%	21 10.14%	20 9.80%	6 6.38%	20 8.55%	8 10.26%	0 0.0%
		B																						
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

Note: The Quality Compass 2016 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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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

52. What is your age?

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.22%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	797 2.96% A	267 2.86% A	82 2.89% A	14 3.15% A	12 2.65% A	40 8.47% ABCDEF	1 1.08%	7 2.09%	2 2.50%	6 2.38%	3 2.40%	6 1.94%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.72%	4 1.52%	5 1.75% U	0 0.0%	8 2.42%	6 5.22%	0 0.0%
BASE = Those who responded	78695 100.00% BCDEFG	26112 97.04% G	9069 97.14% G	2757 97.11% G	431 96.85% G	440 97.13% G	432 91.53% G	92 98.92%	328 97.91%	78 97.50%	246 97.62%	122 97.60%	304 98.06%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	137 99.28%	260 98.48%	280 98.25% T	138 100.00%	322 97.58%	109 94.78%	0 0.0%
18-34 (NET)	25080 31.87% BCE	7178 27.49% C	2339 25.79% C	896 32.50% BCE	102 23.67% C	166 37.73% ABCDE	149 34.49% BCE	23 25.00%	77 23.48%	15 19.23%	56 22.76%	52 42.62% M	50 16.45% O	102 100.00% OPQ	0 0.0%	0 0.0%	0 0.0%	30 21.90%	58 22.31%	66 23.57%	36 26.09%	73 22.67%	29 26.61%	0 0.0%
18 to 24 (v 21)	11033 14.02% BCEG	3019 11.56% CE	970 10.70% C	404 14.65% BCEG	35 8.12% C	60 13.64% E	47 10.88% E	6 6.52%	29 8.84%	4 5.13%	16 6.50%	24 19.67% M	11 3.62% O	35 34.31% OPQ	0 0.0%	0 0.0%	0 0.0%	13 9.49%	18 6.92%	21 7.50%	14 10.14%	29 9.01%	6 5.50%	0 0.0%
25 to 34 (v 29.5)	14047 17.85% BC	4159 15.93% BC	1369 15.10% BC	492 17.85% BC	67 15.55% BC	106 24.09% ABCDE	102 23.61% ABCDE	17 18.48%	48 14.63%	11 14.10%	40 16.26%	28 22.95% M	39 12.83% O	67 65.69% OPQ	0 0.0%	0 0.0%	0 0.0%	17 12.41%	40 15.38%	45 16.07%	22 15.94%	44 13.66%	23 21.10%	0 0.0%
35 to 44 (v 39.5)	12930 16.43% BC	3654 13.99% BC	1289 14.21% BC	466 16.90% BC	62 14.39% C	69 15.68% C	80 18.52% BC	24 26.09% I	38 11.59%	13 16.67%	26 10.57%	24 19.67%	37 12.17%	0 0.0% NQ	62 100.00% NQ	0 0.0%	0 0.0%	15 10.95%	37 14.23%	33 11.79%	28 20.29% T	38 11.80%	24 22.02% V	0 0.0%
45 to 54 (v 49.5)	16038 20.38% E	5296 20.28% E	1867 20.59% E	569 20.64% E	71 16.47% E	84 19.09% E	83 19.21% E	15 16.30%	56 17.07%	15 19.23%	40 16.26%	12 9.84%	59 19.41% L	0 0.0%	0 0.0%	71 100.00% NOQ	0 0.0%	24 17.52%	46 17.69%	44 15.71%	25 18.12%	58 18.01%	13 11.93%	0 0.0%
55 or older (NET)	24647 31.32% ADFG	9984 38.24% ADFG	3574 39.41% ADFG	826 29.96% ADFG	196 45.48% ABCDG	121 27.50% ADFG	120 27.78% ADFG	30 32.61%	157 47.87% H	35 44.87%	124 50.41%	34 27.87%	158 51.97% L	0 0.0%	0 0.0%	0 0.0%	196 100.00% NOP	68 49.64%	119 45.77%	137 48.93% U	49 35.51%	153 47.52%	43 39.45%	0 0.0%
55 to 64 (v 59.5)	19288 24.51% ADFG	7490 28.68% ADFG	2655 29.28% ADFG	713 25.86% FG	136 31.55% ADFG	93 21.14% ADFG	93 21.53% ADFG	22 23.91%	107 32.62%	26 33.33%	92 37.40%	22 18.03%	111 36.51% L	0 0.0%	0 0.0%	0 0.0%	136 69.39% NOP	51 37.23%	79 30.38%	94 33.57%	38 27.54%	104 32.30%	32 29.36%	0 0.0%
65 to 74 (v 69.5)	3526 4.48% D	1391 5.33% AD	531 5.86% AD	79 2.87% AD	41 9.51% ABCDG	20 4.55% AD	21 4.86% AD	6 6.52%	34 10.37%	5 6.41%	22 8.94%	8 6.56%	33 10.86%	0 0.0%	0 0.0%	0 0.0%	41 20.92% NOP	14 10.22%	24 9.23%	28 10.00%	9 6.52%	34 10.56%	7 6.42%	0 0.0%
75 or older (v 79.5)	1834 2.33% D	1103 4.22% ADFG	388 4.28% ADFG	34 1.23% AD	19 4.41% ADFG	8 1.82% AD	6 1.39% AD	2 2.17%	16 4.88%	4 5.13%	10 4.07%	4 3.28%	14 4.61%	0 0.0%	0 0.0%	0 0.0%	19 9.69% NOP	3 2.19%	16 6.15% R	15 5.36% U	2 1.45%	15 4.66%	4 3.67%	0 0.0%

Note: The Quality Compass 2016 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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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

52. What is your age?

2017 Plan Results																								
							Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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)	
Average	44.3373 DF	46.8211 ADFG	47.3934 ABDFG	43.5936 ABCDFG	49.0186	42.7955	43.3669	45.6848	49.6936 H	49.7051	50.0854	41.4344	51.8898 L	26.5833	39.5000	49.5000	63.5306 N	49.6423	49.7577	49.9339 U	45.8841	49.7593	46.8303	0
Standard deviation	15.4420	15.8886	15.7554	14.8608	15.8611	15.2819	14.7374	14.4216	16.1210	14.8262	15.4225	16.7326	14.4412	4.0354	0	0	6.5915	15.3443	15.9571	16.0807	14.8341	16.0002	15.2341	0
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

Note: The Quality Compass 2016 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

13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

53. Are you male or female?

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016	2017	2017	2017	2017	2016	2015																	
	Quality Compass of Bus. (A)	DSS Book Average (B)	UHC National Average (C)	Regional Average Central (D)	Plan Total (E)	Plan Total (F)	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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	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%	4250 15.79% ACE	1314 14.07% AE	444 15.64% ACE	43 9.66% A	62 13.69% A	94 19.92% ABCEDEF	9 9.68%	29 8.66%	8 10.00%	16 6.35%	17 13.60% M	21 6.77%	14 13.73% PQ	10 16.13% PQ	1 1.41%	9 4.59%	0 0.0%	0 0.0%	21 7.37%	13 9.42%	5 1.52%	38 33.04% V	0 0.0%
BASE = Those who responded	78695 100.00% BCEDEFG	22659 84.21% G	8022 85.93% BDG	2395 84.36% G	402 90.34% BCDG	391 86.31% G	378 80.08%	84 90.32%	306 91.34%	72 90.00%	236 93.65%	108 86.40%	289 93.23% L	88 86.27%	52 83.87%	70 98.59% NO	187 95.41% NO	138 100.00%	264 100.00%	264 92.63%	125 90.58%	325 98.48% W	77 66.96%	0 0.0%
Male	29456 37.43% FG	8772 38.71% ADFG	3067 38.23% DFG	851 35.53% G	138 34.33%	122 31.20%	107 28.31%	32 38.10%	105 34.31%	22 30.56%	82 34.75%	39 36.11%	96 33.22%	30 34.09%	15 28.85%	24 34.29%	68 36.36%	138 100.00% S	0 0.0%	97 36.74%	37 29.60%	109 33.54%	29 37.66%	0 0.0%
Female	49239 62.57% B	13887 61.29%	4955 61.77%	1544 64.47% BC	264 65.67%	269 68.80% ABC	271 71.69% ABCD	52 61.90%	201 65.69%	50 69.44%	154 65.25%	69 63.89%	193 66.78%	58 65.91%	37 71.15%	46 65.71%	119 63.64%	0 0.0%	264 100.00% R	167 63.26%	88 70.40%	216 66.46%	48 62.34%	0 0.0%
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

Note: The Quality Compass 2016 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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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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

	2017 Plan Results																								
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	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%	1312 4.88% A	490 5.25% A	129 4.54% A	22 4.94% A	36 7.95% ABCD	48 10.17% ABCDE	1 1.08%	16 4.78% H	4 5.00%	14 5.56%	6 4.80%	11 3.55%	0 0.0%	1 1.61%	2 2.82%	10 5.10% N	4 2.90%	9 3.41%	0 0.0%	0 0.0%	14 4.24%	8 6.96%	0 0.0%	
BASE = Those who responded	78695 100.00% BCDEFG	25597 95.12% FG	8846 94.75% FG	2710 95.46% FG	423 95.06% G	417 92.05% ABCD	424 89.83% ABCDE	92 98.92% I	319 95.22%	76 95.00%	238 94.44%	119 95.20%	299 96.45%	102 100.00% Q	61 98.39%	69 97.18%	186 94.90%	134 97.10%	255 96.59%	285 100.00%	138 100.00%	316 95.76%	107 93.04%	0 0.0%	
High school or less (NET)	49106 62.40% D	15799 61.72% D	5517 62.37% D	1631 60.18% D	285 67.38% ABCD	248 59.47% D	266 62.74% ABCD	57 61.96%	221 69.28%	50 65.79%	151 63.45%	72 60.50%	210 70.23%	66 64.71%	33 54.10%	44 63.77%	137 73.66% O	97 72.39%	167 65.49%	285 100.00% U	0 0.0%	215 68.04%	70 65.42%	0 0.0%	
8th grade or less	6225 7.91% D	1961 7.66% D	716 8.09% D	128 4.72% D	50 11.82% ABCD	35 8.39% D	53 12.50% ABCD	9 9.78%	40 12.54%	11 14.47%	22 9.24%	12 10.08%	37 12.37%	7 6.86%	7 11.48%	3 4.35%	31 16.67% NP	13 9.70%	33 12.94%	50 17.54% U	0 0.0%	40 12.66%	10 9.35%	0 0.0%	
Some high school, but did not graduate	13528 17.19% BCD	4067 15.89% D	1402 15.85% D	389 14.35% D	85 20.09% BCD	84 20.14% BCD	76 17.92% BCD	16 17.39%	65 20.38%	16 21.05%	49 20.59%	20 16.81%	63 21.07%	17 16.67%	13 21.31%	16 23.19%	38 20.43%	29 21.64%	52 20.39%	85 29.82% U	0 0.0%	67 21.20%	18 16.82%	0 0.0%	
High school graduate or GED	29353 37.30% FG	9771 38.17% FG	3399 38.42% FG	1114 41.11% ABCEFG	150 35.46% D	129 30.94% D	137 32.31% D	32 34.78%	116 36.36%	23 30.26%	80 33.61%	40 33.61%	110 36.79%	42 41.18% O	13 21.31%	25 36.23%	68 36.56% O	55 41.04%	82 32.16%	150 52.63% U	0 0.0%	108 34.18%	42 39.25%	0 0.0%	
Some college or 2-year degree	21555 27.39%	7175 28.03%	2476 27.99%	849 31.33% ABC	116 27.42%	127 30.46%	114 26.89%	31 33.70%	80 25.08%	25 32.89%	69 28.99%	37 31.09%	79 26.42%	30 29.41%	23 37.70% Q	24 34.78% Q	39 20.97%	31 23.13%	74 29.02%	0 0.0%	116 84.06% T	81 25.63%	35 32.71%	0 0.0%	
College graduate or more (NET)	8035 10.21% DE	2623 10.25% DE	853 9.64% E	230 8.49% E	22 5.20%	42 10.07% E	44 10.38% E	4 4.35%	18 5.64%	1 1.32%	18 7.56% J	10 8.40%	10 3.34%	6 5.88%	5 8.20%	1 1.45%	10 5.38%	6 4.48%	14 5.49%	0 0.0%	22 15.94% T	20 6.33% W	2 1.87%	0 0.0%	
4-year college graduate	5194 6.60% E	1682 6.57% DE	532 6.01% E	152 5.61% E	13 3.07%	25 6.00% E	30 7.08% E	2 2.17%	11 3.45%	1 1.32%	10 4.20%	5 4.20%	6 2.01%	3 2.94%	3 4.92%	1 1.45%	6 3.23%	4 2.99%	8 3.14%	0 0.0%	13 9.42% T	12 3.80% W	1 0.93%	0 0.0%	
More than 4-year college degree	2841 3.61% DE	941 3.68% DE	321 3.63% DE	78 2.88%	9 2.13%	17 4.08%	14 3.30%	2 2.17%	7 2.19%	0 0.0%	8 3.36% J	5 4.20%	4 1.34%	3 2.94%	2 3.28%	0 0.0%	4 2.15% P	2 1.49%	6 2.35%	0 0.0%	9 6.52% T	8 2.53%	1 0.93%	0 0.0%	
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%	

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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016	2017	2017	2017	2017	2016	2015																	
	Compass of Quality	DSS Book of Bus.	UHC National Average	Regional Average	Plan Total	Plan Total	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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.22%	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%	1728 6.42%	683 7.32%	167 5.88%	30 6.74%	39 8.61%	55 11.65%	6 6.45%	19 5.67%	6 7.50%	16 6.35%	6 4.80%	19 6.13%	1 0.98%	0 0.0%	4 5.63%	14 7.14%	6 4.35%	14 5.30%	16 5.61%	1 0.72%	20 6.06%	10 8.70%	0 0.0%
		A	ABD	A	A	AD	ABCDE									O	NO			U				
BASE = Those who responded	78695 100.00%	25181 93.58%	8653 92.68%	2672 94.12%	415 93.26%	413 91.17%	416 88.14%	87 93.55%	316 94.33%	74 92.50%	236 93.65%	119 95.20%	291 93.87%	101 99.02%	62 100.00%	67 94.37%	182 92.86%	132 95.65%	250 94.70%	269 94.39%	137 99.28%	310 93.94%	105 91.30%	0 0.0%
	BDEFG	CG	G	CFG	G									Q	PQ					T				
Yes, Hispanic or Latino	15227 19.35%	4302 17.08%	1386 16.02%	393 14.71%	54 13.01%	38 9.20%	35 8.41%	12 13.79%	41 12.97%	10 13.51%	28 11.86%	19 15.97%	35 12.03%	19 18.81%	7 11.29%	5 7.46%	20 10.99%	16 12.12%	35 14.00%	37 13.75%	15 10.95%	42 13.55%	12 11.43%	0 0.0%
	BDEFG	CDEFG	FG	FG	G									P										
No, not Hispanic or Latino	63468 80.65%	20879 82.92%	7267 83.98%	2279 85.29%	361 86.99%	375 90.80%	381 91.59%	75 86.21%	275 87.03%	64 86.49%	208 88.14%	100 84.03%	256 87.97%	82 81.19%	55 88.71%	62 92.54%	162 89.01%	116 87.88%	215 86.00%	232 86.25%	122 89.05%	268 86.45%	93 88.57%	0 0.0%
		A	AB	AB	AB	ABCD	ABCDE									N								
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

Note: The Quality Compass 2016 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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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

56. What is your race?

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%
No response	0 0.0%	1823 6.77% A	624 6.68% A	172 6.06% A	27 6.07% A	25 5.52% A	58 12.29% ABCDEF	4 4.30%	18 5.37%	5 6.25%	15 5.95%	4 3.20%	18 5.81%	5 4.90%	2 3.23%	3 4.23%	8 4.08%	2 1.45%	14 5.30% R	11 3.86%	2 1.45%	13 3.94%	14 12.17% V	0 0.0%
BASE = Those who responded	78695 100.00% BCDEFG	25086 93.23% G	8712 93.32% G	2667 93.94% G	418 93.93% G	428 94.48% G	414 87.71% G	89 95.70%	317 94.63%	75 93.75%	237 94.05%	121 96.80%	292 94.19%	97 95.10%	60 96.77%	68 95.77%	188 95.92%	136 98.55% S	250 94.70%	274 96.14%	136 98.55%	317 96.06% W	101 87.83%	0 0.0%
White	42409 53.89%	16381 65.30% AF	5745 65.94% AEF	2030 76.12% ABCEFG	254 60.77% A	259 60.51% A	266 64.25% A	56 62.92%	188 59.31%	44 58.67%	139 58.65%	72 59.50%	180 61.64%	63 64.95%	37 61.67%	48 70.59% Q	105 55.85%	81 59.56%	157 62.80%	162 59.12%	90 66.18%	189 59.62%	65 64.36%	0 0.0%
Black or African-American	19115 24.29% BCD	5550 22.12% D	1955 22.44% D	425 15.94%	100 23.92% D	111 25.93% D	108 26.09% D	18 20.22%	80 25.24%	18 24.00%	62 26.16%	29 23.97%	70 23.97%	17 17.53%	15 25.00%	18 26.47%	48 25.53%	32 23.53%	55 22.00%	64 23.36%	35 25.74%	66 20.82%	34 33.66% V	0 0.0%
Asian	4714 5.99% CD	1438 5.73% D	457 5.25% D	94 3.52%	33 7.89% CD	36 8.41% BCD	26 6.28% D	8 8.99%	25 7.89%	9 12.00%	14 5.91%	14 11.57%	17 5.82%	8 8.25% P	4 6.67%	1 1.47%	20 10.64% P	14 10.29%	17 6.80%	27 9.85% U	4 2.94%	30 9.46% W	3 2.97%	0 0.0%
Native Hawaiian or other Pacific Islander	968 1.23% G	502 2.00% ADG	194 2.23% ADG	32 1.20% G	7 1.67% G	6 1.40%	1 0.24%	1 1.12%	6 1.89%	4 5.33%	2 0.84%	3 2.48%	4 1.37%	3 3.09%	2 3.33%	1 1.47%	1 0.53%	2 1.47%	4 1.60%	4 1.46%	3 2.21%	2 0.63%	5 4.95%	0 0.0%
American Indian or Alaska Native	3148 4.00%	1244 4.96% A	438 5.03% A	123 4.61%	26 6.22%	22 5.14%	23 5.56%	8 8.99%	17 5.36%	8 10.67%	13 5.49%	3 2.48%	23 7.88% L	5 5.15%	6 10.00%	3 4.41%	12 6.38%	5 3.68%	20 8.00%	14 5.11%	12 8.82%	13 4.10%	13 12.87% V	0 0.0%
Other	8342 10.60% DFG	2845 11.34% ACDFG	883 10.14% DG	223 8.36%	45 10.77%	33 7.71%	29 7.00%	8 8.99%	35 11.04%	8 10.67%	24 10.13%	17 14.05%	28 9.59%	15 15.46% P	5 8.33%	3 4.41%	20 10.64%	14 10.29%	28 11.20%	28 10.22%	11 8.09%	31 9.78%	14 13.86%	0 0.0%
Sigma	78695 100.00%	29783 110.68%	10296 110.28%	3099 109.16%	492 110.56%	492 108.61%	511 108.26%	103 110.75%	369 110.15%	96 120.00%	269 106.75%	142 113.60%	340 109.68%	116 113.73%	71 114.52%	77 108.45%	214 109.18%	150 108.70%	295 111.74%	310 108.77%	157 113.77%	344 104.24%	148 128.70%	0 0.0%

Note: The Quality Compass 2016 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

13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

57. Did someone help you complete this survey?

	2017 Plan Results																								
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	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%	561 2.08% A	234 2.51% ABD	53 1.87% A	9 2.02% A	7 1.55% A	8 1.69% A	1 1.08%	8 2.39%	1 1.25%	6 2.38%	3 2.40%	6 1.94%	0 0.0%	0 0.0%	2 2.82%	4 2.04% NO	2 1.45%	4 1.52%	2 0.70%	0 0.0%	9 2.73% W	0 0.0%	0 0.0%	
Appropriately skipped	0 0.0%	8946 33.25% ACE	2873 30.77% AE	902 31.77% AE	115 25.84% A	137 30.24% A	176 37.29% ACDEF	26 27.96%	83 24.78%	24 30.00%	53 21.03%	37 29.60%	73 23.55%	29 28.43%	24 38.71% PQ	13 18.31%	43 21.94%	29 21.01%	48 18.18%	70 24.56%	37 26.81%	0 0.0%	115 100.00% V	0 0.0%	
BASE = Those who responded	78695 100.00% BCDEFG	17402 64.67%	6229 66.72% BG	1884 66.36% G	321 72.13% BCDG	309 68.21% G	288 61.02%	66 70.97%	244 72.84%	55 68.75%	193 76.59%	85 68.00%	231 74.52%	73 71.57%	38 61.29%	56 78.87% O	149 76.02% O	107 77.54%	212 80.30%	213 74.74%	101 73.19%	321 97.27% W	0 0.0%	0 0.0%	
Yes	13748 17.47% D	3031 17.42% D	1173 18.83% ABD	246 13.06%	73 22.74% ABD	72 23.30% ABD	61 21.18% D	14 21.21%	56 22.95%	13 23.64%	41 21.24%	17 20.00%	54 23.38%	18 24.66% P	10 26.32% P	5 8.93%	40 26.85% P	31 28.97%	42 19.81%	61 28.64% U	8 7.92%	73 22.74%	0 0.0%	0 0.0%	
No	64947 82.53% CEF	14371 82.58% CEF	5056 81.17% ABCEFG	1638 86.94%	248 77.26%	237 76.70%	227 78.82%	52 78.79%	188 77.05%	42 76.36%	152 78.76%	68 80.00%	177 76.62%	55 75.34%	28 73.68%	51 91.07% NOQ	109 73.15%	76 71.03%	170 80.19%	152 71.36%	93 92.08% T	248 77.26%	0 0.0%	0 0.0%	
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%	

Note: The Quality Compass 2016 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

13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

58. How did that person help you?

	2017 Plan Results																								
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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	78695 100.00%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%	
No response	0 0.0%	629 2.34% A	257 2.75% ABDF	58 2.04% A	10 2.25% A	7 1.55% A	11 2.33% A	1 1.08%	9 2.69%	1 1.25%	7 2.78%	3 2.40%	7 2.26%	0 0.0%	0 0.0%	2 2.82%	5 2.55% NO	2 1.45%	5 1.89%	2 0.70%	0 0.0%	10 3.03% W	0 0.0%	0 0.0%	
Appropriately skipped	64947 82.53%	23317 86.65% ACEF	7929 84.93% A	2540 89.47% ABCEFG	363 81.57%	374 82.56%	403 85.38%	78 83.87%	271 80.90%	66 82.50%	205 81.35%	105 84.00%	250 80.65%	84 82.35%	52 83.87%	64 90.14% Q	152 77.55%	105 76.09%	218 82.58%	222 77.89%	130 94.20% T	248 75.15% V	115 100.00%	0 0.0%	
BASE = Those who responded	13748 17.47% BCDG	2963 11.01% D	1150 12.32% BD	241 8.49% A	72 16.18% BCD	72 15.89% BCD	58 12.29% D	14 15.05%	55 16.42%	13 16.25%	40 15.87%	17 13.60%	53 17.10%	18 17.65% P	10 16.13%	5 7.04%	39 19.90% P	31 22.46%	41 15.53%	61 21.40% U	8 5.80%	72 21.82% W	0 0.0%	0 0.0%	
Read the questions to me	4769 34.69%	1417 47.82% A	568 49.39% AF	114 47.30% A	38 52.78% A	27 37.50%	29 50.00% A	8 57.14%	29 52.73%	7 53.85%	22 55.00%	6 35.29%	30 56.60%	8 44.44%	4 40.00%	3 60.00%	23 58.97%	17 54.84%	21 51.22%	30 49.18%	5 62.50%	38 52.78%	0 0.0%	0 0.0%	
Wrote down the answers I gave	3321 24.16%	988 33.34% A	387 33.65% A	82 34.02% A	26 36.11% A	22 30.56%	24 41.38% A	3 21.43%	21 38.18%	5 38.46%	14 35.00%	4 23.53%	20 37.74%	4 22.22%	4 40.00%	2 40.00%	16 41.03%	13 41.94%	13 31.71%	21 34.43%	5 62.50%	26 36.11%	0 0.0%	0 0.0%	
Answered the questions for me	2959 21.52%	946 31.93% AEF	367 31.91% AEF	67 27.80% A	13 18.06%	13 18.06%	15 25.86%	3 21.43%	9 16.36%	2 15.38%	6 15.00%	3 17.65%	10 18.87%	7 38.89%	1 10.00%	1 20.00%	4 10.26%	6 19.35%	7 17.07%	11 18.03%	2 25.00%	13 18.06%	0 0.0%	0 0.0%	
Translated the questions into my language	1731 12.59%	421 14.21% C	128 11.13%	43 17.84% AC	20 27.78% ABC	29 40.28% ABCD	21 36.21% ABCD	3 21.43%	17 30.91%	3 23.08%	12 30.00%	6 35.29%	13 24.53%	2 11.11%	4 40.00%	1 20.00%	13 33.33%	8 25.81%	12 29.27%	19 31.15%	0 0.0%	20 27.78%	0 0.0%	0 0.0%	
Helped in some other way	968 7.04%	314 10.60% A	115 10.00% A	23 9.54%	4 5.56%	9 12.50%	5 8.62%	1 7.14%	3 5.45%	1 7.69%	2 5.00%	2 11.76%	2 3.77%	1 5.56%	1 10.00%	0 0.0%	2 5.13%	1 3.23%	3 7.32%	4 6.56%	0 0.0%	4 5.56%	0 0.0%	0 0.0%	
Sigma	78695 100.00%	28032 104.17%	9751 104.45%	2927 103.10%	474 106.52%	481 106.18%	508 107.63%	97 104.30%	359 107.16%	85 106.25%	268 106.35%	129 103.20%	332 107.10%	106 103.92%	66 106.45%	73 102.82%	215 109.69%	152 110.14%	279 105.68%	309 108.42%	142 102.90%	359 108.79%	115 100.00%	0 0.0%	

Note: The Quality Compass 2016 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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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

59. In the last 6 months, if it was not easy to get the care, tests, or treatment you thought you needed, what was the main reason for the difficulty?

	2017 Plan Results																								
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016 Quality Compass of Bus. (A)	2017 DSS Book Average (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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 0.0%	8393 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	8 1.77% CDE	7 1.48% CDE	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	3499 41.69%	1188 41.85%	210 47.19% CDG	200 44.15%	191 40.47%	31 33.33%	170 50.75% H	32 40.00%	128 50.79%	55 44.00%	146 47.10%	37 36.27%	19 30.65%	32 45.07%	111 56.63% NO	65 47.10%	124 46.97%	136 47.72%	55 39.86%	156 47.27%	54 46.96%	0 0.0%	
I did not try to get any care, tests, or treatment in the last 6 months	0 0.0%	0 0.0%	2209 26.32%	763 26.88% F	110 24.72%	102 22.52%	133 28.18% F	27 29.03%	80 23.88%	13 16.25%	59 23.41%	33 26.40%	77 24.84%	31 30.39% Q	21 33.87% Q	18 25.35%	37 18.88%	31 22.46%	63 23.86%	77 27.02%	33 23.91%	81 24.55%	29 25.22%	0 0.0%	
BASE = Those who responded	0 0.0%	0 0.0%	2685 31.99%	888 31.28%	125 28.09%	143 31.57%	141 29.87%	35 37.63% I	85 25.37%	35 43.75% K	65 25.79%	37 29.60%	87 28.06%	34 33.33%	22 35.48%	21 29.58%	48 24.49%	42 30.43%	77 29.17%	72 25.26%	50 36.23% T	93 28.18%	32 27.83%	0 0.0%	
I had to wait too long for the health plan to give the OK	0 0.0%	0 0.0%	453 16.87%	137 15.43%	28 22.40%	23 16.08%	23 16.31%	12 34.29%	15 17.65%	11 31.43%	15 23.08%	6 16.22%	22 25.29%	6 17.65%	4 18.18%	4 19.05%	14 29.17%	10 23.81%	17 22.08%	13 18.06%	15 30.00%	22 23.66%	6 18.75%	0 0.0%	
I did not know where to go to get a physician/lab work/x-ray, mammogram (NET)	0 0.0%	0 0.0%	237 8.83%	84 9.46%	11 8.80%	13 9.09%	15 10.64%	2 5.71%	9 10.59%	1 2.86%	8 12.31%	5 13.51%	6 6.90%	4 11.76%	1 4.55%	2 9.52%	4 8.33%	3 7.14%	8 10.39%	9 12.50%	2 4.00%	11 11.83% W	0 0.0%	0 0.0%	
I did not know where to go to get a physician for care	0 0.0%	0 0.0%	190 7.08% G	70 7.88% G	9 7.20% G	9 6.29% G	0 0.0%	2 5.71%	7 8.24%	1 2.86%	6 9.23%	3 8.11%	6 6.90%	4 11.76%	0 0.0%	2 9.52%	3 6.25%	2 4.76%	7 9.09%	7 9.72%	2 4.00%	9 9.68% W	0 0.0%	0 0.0%	
I did not know where to go to get lab work done	0 0.0%	0 0.0%	23 0.86% G	8 0.90% G	1 0.80%	2 1.40%	0 0.0%	0 0.0%	1 1.18%	0 0.0%	1 1.54%	1 2.70%	0 0.0%	0 0.0%	1 4.55%	0 0.0%	0 0.0%	0 0.0%	1 1.30%	1 1.39%	0 0.0%	1 1.08%	0 0.0%	0 0.0%	
I did not know where to go to get an x-ray, mammogram, etc.	0 0.0%	0 0.0%	24 0.89% G	6 0.68% G	1 0.80%	2 1.40%	0 0.0%	0 0.0%	1 1.18%	0 0.0%	1 1.54%	1 2.70%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 2.08%	1 2.38%	0 0.0%	1 1.39%	0 0.0%	1 1.08%	0 0.0%	0 0.0%	
I could not find a doctor, lab, or x-ray facility in my network	0 0.0%	0 0.0%	170 6.33% ERG	43 4.84% E	2 1.60%	4 2.80%	3 2.13%	2 5.71%	0 0.0%	2 5.71%	0 0.0%	1 2.70%	1 1.15%	0 0.0%	0 0.0%	0 0.0%	2 4.17%	1 2.38%	0 0.0%	1 1.39%	1 2.00%	1 1.08%	1 3.13%	0 0.0%	
I could not find a doctor who was easy to get to	0 0.0%	0 0.0%	147 5.47% EF	35 3.94% E	1 0.80%	3 2.10%	9 6.38% E	0 0.0%	1 1.18%	0 0.0%	1 1.54%	1 2.70%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 2.08%	1 2.38%	0 0.0%	0 0.0%	0 0.0%	1 1.08%	0 0.0%	0 0.0%	
I could not find a lab or x-ray facility that was easy to get to	0 0.0%	0 0.0%	21 0.78% EF	5 0.56% EF	0 0.0%	0 0.0%	1 0.71%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	

Note: The Quality Compass 2016 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

13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

59. In the last 6 months, if it was not easy to get the care, tests, or treatment you thought you needed, what was the main reason for the difficulty?

	2017 Plan Results																							
							Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016 Quality Compass (A)	2017 DSS of Bus. (B)	2017 UHC National Average (C)	2017 Regional Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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)
I had to wait too long to get an appointment	0 0.0%	0 0.0%	551 20.52% EG	177 19.93% EG	13 10.40%	29 20.28% E	18 12.77%	2 5.71%	10 11.76%	4 11.43%	6 9.23%	4 10.81%	9 10.34%	3 8.82%	4 18.18%	0 0.0%	6 12.50%	2 4.76%	9 11.69%	5 6.94%	8 16.00%	4 4.30%	9 28.13% V	0 0.0%
I could not find someone who spoke my language	0 0.0%	0 0.0%	33 1.23%	15 1.69%	8 6.40% CDG	6 4.20%	2 1.42%	2 5.71%	6 7.06%	3 8.57%	3 4.62%	1 2.70%	6 6.90%	1 2.94%	2 9.09%	0 0.0%	5 10.42%	5 11.90%	3 3.90%	8 11.11% U	0 0.0%	7 7.53%	1 3.13%	0 0.0%
Other, personal reason	0 0.0%	0 0.0%	1073 39.96%	392 44.14% C	62 49.60% C	65 45.45%	70 49.65% C	15 42.86%	44 51.76%	14 40.00%	32 49.23%	19 51.35%	43 49.43%	20 58.82% Q	11 50.00%	15 71.43%	16 33.33%	20 47.62%	40 51.95%	36 50.00%	24 48.00%	47 50.54%	15 46.88%	0 0.0%
Sigma	0 0.0%	0 0.0%	8393 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

Note: The Quality Compass 2016 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

13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

60. In the last 6 months, did you call a doctor's office or clinic after hours to get help for yourself?

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016	2017	2017	2017	2017	2016	2015																	
	Compass of Bus. (A)	DSS Book (B)	UHC National Average (C)	Regional Average Central (D)	Plan Total (E)	Plan Total (F)	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 0.0%	7980 100.00%	2426 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	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%	504 6.32%	130 5.36%	27 6.07%	27 5.96%	51 10.81% CDEF	5 5.38%	17 5.07%	6 7.50%	16 6.35%	4 3.20%	18 5.81%	3 2.94%	1 1.61%	2 2.82%	13 6.63% O	5 3.62%	11 4.17%	12 4.21%	3 2.17%	16 4.85%	11 9.57%	0 0.0%
BASE = Those who responded	0 0.0%	0 0.0%	7476 93.68% G	2296 94.64% G	418 93.93% G	426 94.04% G	421 89.19%	88 94.62%	318 94.93%	74 92.50%	236 93.65%	121 96.80%	292 94.19%	99 97.06%	61 98.39% Q	69 97.18%	183 93.37%	133 96.38%	253 95.83%	273 95.79%	135 97.83%	314 95.15%	104 90.43%	0 0.0%
Yes	0 0.0%	0 0.0%	865 11.57%	284 12.37%	76 18.18% CD	76 17.84% CD	68 16.15% CD	17 19.32%	57 17.92%	16 21.62%	45 19.07%	19 15.70%	57 19.52%	20 20.20%	13 21.31%	15 21.74%	28 15.30%	20 15.04%	53 20.95%	44 16.12%	28 20.74%	52 16.56%	24 23.08%	0 0.0%
No	0 0.0%	0 0.0%	6611 88.43% EFG	2012 87.63% EFG	342 81.82%	350 82.16%	353 83.85%	71 80.68%	261 82.08%	58 78.38%	191 80.93%	102 84.30%	235 80.48%	79 79.80%	48 78.69%	54 78.26%	155 84.70%	113 84.96%	200 79.05%	229 83.88%	107 79.26%	262 83.44%	80 76.92%	0 0.0%
Sigma	0 0.0%	0 0.0%	7980 100.00%	2426 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

Note: The Quality Compass 2016 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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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

61. In the last 6 months, when you called a doctor's office or clinic after hours, how often did you get the help you wanted?

	2017 Plan Results																							
							Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
							0-7	8-10	0-7	8-10			18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet	
	2016 DSS Quality Compass (A)	2017 Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
Total	0 0.0%	0 0.0%	8393 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.22%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	550 6.55%	158 5.57%	27 6.07%	28 6.18%	51 10.81% CDEF	5 5.38%	17 5.07%	6 7.50%	16 6.35%	4 3.20%	18 5.81%	3 2.94%	1 1.61%	2 2.82%	13 6.63% O	5 3.62%	11 4.17%	12 4.21%	3 2.17%	16 4.85%	11 9.57%	0 0.0%
I did not call after hours in the last 6 months	0 0.0%	0 0.0%	244 2.91% EFG	201 7.08% CEFG	4 0.90%	4 0.88%	3 0.64%	1 1.08%	3 0.90%	2 2.50%	2 0.79%	1 0.80%	3 0.97%	0 0.0%	1 1.61%	1 1.41%	2 1.02%	0 0.0%	3 1.14%	3 1.05%	0 0.0%	3 0.91%	1 0.87%	0 0.0%
Appropriately skipped	0 0.0%	0 0.0%	6611 78.77% D	2012 70.87% D	342 76.85% D	350 77.26% D	353 74.79%	71 76.34%	261 77.91%	58 72.50%	191 75.79%	102 81.60%	235 75.81%	79 77.45%	48 77.42%	54 76.06%	155 79.08%	113 81.88%	200 75.76%	229 80.35%	107 77.54%	262 79.39% W	80 69.57%	0 0.0%
BASE = Those who responded	0 0.0%	0 0.0%	988 11.77% C	468 16.48% C	72 16.18% C	70 15.45% C	65 13.77%	16 17.20%	54 16.12%	14 17.50%	43 17.06%	18 14.40%	54 17.42%	20 19.61%	12 19.35%	14 19.72%	26 13.27%	20 14.49%	50 18.94%	41 14.39%	28 20.29%	49 14.85%	23 20.00%	0 0.0%
Never	0 0.0%	0 0.0%	135 13.66% F	66 14.10% F	7 9.72%	5 7.14%	5 7.69%	2 12.50%	5 9.26%	1 7.14%	3 6.98%	2 11.11%	5 9.26%	1 5.00%	2 16.67%	3 21.43%	1 3.85%	1 5.00%	5 10.00%	6 14.63%	1 3.57%	3 6.12%	4 17.39%	0 0.0%
Sometimes	0 0.0%	0 0.0%	180 18.22%	73 15.60%	11 15.28%	11 15.71%	10 15.38%	5 31.25%	5 9.26%	7 50.00%	3 6.98%	3 16.67%	8 14.81%	4 20.00%	1 8.33%	1 7.14%	5 19.23%	4 20.00%	6 12.00%	8 19.51%	3 10.71%	7 14.29%	4 17.39%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	0 0.0%	0 0.0%	315 31.88%	139 29.70%	18 25.00%	16 22.86%	15 23.08%	7 43.75%	10 18.52%	8 57.14%	6 13.95%	5 27.78%	13 24.07%	5 25.00%	3 25.00%	4 28.57%	6 23.08%	5 25.00%	11 22.00%	14 34.15%	4 14.29%	10 20.41%	8 34.78%	0 0.0%
Usually	0 0.0%	0 0.0%	204 20.65%	108 23.08%	21 29.17%	16 22.86%	14 21.54%	4 25.00%	16 29.63%	4 28.57%	13 30.23%	6 33.33%	15 27.78%	7 35.00%	4 33.33%	4 28.57%	6 23.08%	6 30.00%	15 30.00%	10 24.39%	10 35.71%	14 28.57%	7 30.43%	0 0.0%
Always	0 0.0%	0 0.0%	469 47.47%	221 47.22%	33 45.83%	38 54.29%	36 55.38%	5 31.25%	28 51.85%	2 14.29%	24 55.81%	7 38.89%	26 48.15%	8 40.00%	5 41.67%	6 42.86%	14 53.85%	9 45.00%	24 48.00%	17 41.46%	14 50.00%	25 51.02%	8 34.78%	0 0.0%
Top Two Box (%Always + %Usually)	0 0.0%	0 0.0%	673 68.12%	329 70.30%	54 75.00%	54 77.14%	50 76.92%	9 56.25%	44 81.48%	6 42.86%	37 86.05%	13 72.22%	41 75.93%	15 75.00%	9 75.00%	10 71.43%	20 76.92%	15 75.00%	39 78.00%	27 65.85%	24 85.71%	39 79.59%	15 65.22%	0 0.0%
4-point composite mean	0	0	3.0192	3.0342	3.1111	3.2429	3.2462	2.7500	3.2407	2.5000	3.3488	3.0000	3.1481	3.1000	3.0000	2.9286	3.2692	3.1500	3.1600	2.9268	3.3214	3.2449	2.8261	0
Sigma	0 0.0%	0 0.0%	8393 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

62. In the last 6 months, how often was it hard to find a personal doctor who speaks your language?

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 DSS	2017	2017	2017	2017	2016	2015																	
	Quality	Book	UHC	Regional	Plan	Plan	Plan	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	Total	Total	Total	(H)	(I)	(J)	(K)	Very	Fair/	(N)	(O)	(P)	(Q)	(R)	(S)	or Less	College	(V)	(W)	(X)	
(A)	(B)	(C)	(D)	(E)	(F)	(G)					Good	Poor							(T)	(U)				
Total	0	0	8393	2839	445	453	472	93	335	80	252	125	310	102	62	71	196	138	264	285	138	330	115	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%	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	589	176	31	33	54	4	22	8	14	6	20	3	3	3	14	4	14	15	4	16	15	0
	0.0%	0.0%	7.02%	6.20%	6.97%	7.28%	11.44% CDEF	4.30%	6.57%	10.00%	5.56%	4.80%	6.45%	2.94%	4.84%	4.23%	7.14%	2.90%	5.30%	5.26%	2.90%	4.85%	13.04% V	0.0%
BASE = Those who responded	0	0	7804	2663	414	420	418	89	313	72	238	119	290	99	59	68	182	134	250	270	134	314	100	0
	0.0%	0.0%	92.98% G	93.80% G	93.03% G	92.72% G	88.56%	95.70%	93.43%	90.00%	94.44%	95.20%	93.55%	97.06%	95.16%	95.77%	92.86%	97.10%	94.70%	94.74%	97.10%	95.15% W	86.96%	0.0%
Never	0	0	6618	2289	325	337	340	62	253	48	203	97	224	80	49	51	140	100	202	201	118	253	72	0
	0.0%	0.0%	84.80% EF	85.96% EFG	78.50%	80.24%	81.34%	69.66%	80.83% H	66.67%	85.29% J	81.51%	77.24%	80.81%	83.05%	75.00%	76.92%	74.63%	80.80%	74.44%	88.06% T	80.57%	72.00%	0.0%
Sometimes	0	0	388	116	31	22	17	15	16	10	8	10	21	6	7	6	12	11	16	25	5	24	7	0
	0.0%	0.0%	4.97%	4.36%	7.49% DG	5.24%	4.07%	16.85% I	5.11%	13.89% K	3.36%	8.40%	7.24%	6.06%	11.86%	8.82%	6.59%	8.21%	6.40%	9.26% U	3.73%	7.64%	7.00%	0.0%
Bottom Two Box (%Never + %Sometimes)	0	0	7006	2405	356	359	357	77	269	58	211	107	245	86	56	57	152	111	218	226	123	277	79	0
	0.0%	0.0%	89.77% EFG	90.31% EFG	85.99%	85.48%	85.41%	86.52%	85.94%	80.56%	88.66%	89.92%	84.48%	86.87%	94.92% FQ	83.82%	83.52%	82.84%	87.20%	83.70%	91.79% T	88.22% W	79.00%	0.0%
Usually	0	0	191	65	13	9	13	2	10	5	4	3	10	2	0	4	7	1	11	12	1	11	2	0
	0.0%	0.0%	2.45%	2.44%	3.14%	2.14%	3.11%	2.25%	3.19%	6.94%	1.68%	2.52%	3.45%	2.02%	0.0%	5.88% O	3.85% O	0.75%	4.40% R	4.44% U	0.75%	3.50%	2.00%	0.0%
Always	0	0	607	193	45	52	48	10	34	9	23	9	35	11	3	7	23	22	21	32	10	26	19	0
	0.0%	0.0%	7.78%	7.25%	10.87% CD	12.38% CD	11.48% CD	11.24%	10.86%	12.50%	9.66%	7.56%	12.07%	11.11%	5.08%	10.29%	12.64% O	16.42% S	8.40%	11.85%	7.46%	8.28%	19.00% V	0.0%
Top Two Box (%Always + %Usually)	0	0	798	258	58	61	61	12	44	14	27	12	45	13	3	11	30	23	32	44	11	37	21	0
	0.0%	0.0%	10.23%	9.69%	14.01% CD	14.52% CD	14.59% CD	13.48%	14.06%	19.44%	11.34%	10.08%	15.52%	13.13%	5.08%	16.18% O	16.48% O	17.16%	12.80%	16.30% U	8.21%	11.78%	21.00% V	0.0%
4-point composite mean	0	0	1.3320	1.3098	1.4638 CD	1.4667 CD	1.4474 CD	1.5506	1.4409	1.6528 K	1.3571	1.3613	1.5034	1.4343	1.2712	1.5147	1.5220 O	1.5896	1.4040	1.5370 U	1.2761	1.3949	1.6800 V	0
Sigma	0	0	8393	2839	445	453	472	93	335	80	252	125	310	102	62	71	196	138	264	285	138	330	115	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%	0.0%

Note: The Quality Compass 2016 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

13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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 0.0%	8873 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.22%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	671 7.56%	185 6.52%	30 6.74%	38 8.39%	57 12.08%	4 4.30%	21 6.27%	7 8.75%	13 5.16%	6 4.80%	19 6.13%	4 3.92%	2 3.23%	2 2.82%	13 6.63%	6 4.35%	12 4.55%	15 5.26%	3 2.17%	17 5.15%	13 11.30%	0 0.0%
BASE = Those who responded	0 0.0%	0 0.0%	8202 92.44% G	2654 93.48% G	415 93.26% G	414 91.39%	415 87.92%	89 95.70%	314 93.73%	73 91.25%	239 94.84%	119 95.20%	291 93.87%	98 96.08%	60 96.77%	69 97.18%	183 93.37%	132 95.65%	252 95.45%	270 94.74%	135 97.83%	313 94.85%	102 88.70%	0 0.0%
Never	0 0.0%	0 0.0%	6742 82.20% EF	2226 83.87% CEFG	318 76.63%	311 75.12%	326 78.55%	62 69.66%	247 78.66%	47 64.38%	196 82.01% J	97 81.51%	217 74.57%	82 83.67%	44 73.33%	51 73.91%	137 74.86%	91 68.94%	205 81.35% R	198 73.33%	115 85.19% T	250 79.87% W	68 66.67%	0 0.0%
Sometimes	0 0.0%	0 0.0%	500 6.10%	141 5.31%	28 6.75%	38 9.18% CD	26 6.27%	11 12.36%	17 5.41%	10 13.70% K	6 2.51%	6 5.04%	22 7.56%	6 6.12%	8 13.33%	5 7.25%	9 4.92%	7 5.30%	17 6.75%	19 7.04%	7 5.19%	19 6.07%	9 8.82%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	0 0.0%	0 0.0%	7242 88.30% EF	2367 89.19% EFG	346 83.37%	349 84.30%	352 84.82%	73 82.02%	264 84.08%	57 78.08%	202 84.52%	103 86.55%	239 82.13%	88 89.80% Q	52 86.67%	56 81.16%	146 79.78%	98 74.24%	222 88.10% R	217 80.37%	122 90.37% T	269 85.94% W	77 75.49%	0 0.0%
Usually	0 0.0%	0 0.0%	256 3.12%	74 2.79%	20 4.82%	18 4.35%	19 4.58%	6 6.74%	12 3.82%	8 10.96% K	7 2.93%	4 3.36%	15 5.15%	4 4.08%	2 3.33%	3 4.35%	11 6.01%	9 6.82%	10 3.97%	19 7.04% U	1 0.74%	18 5.75% W	2 1.96%	0 0.0%
Always	0 0.0%	0 0.0%	704 8.58%	213 8.03%	49 11.81% CD	47 11.35% D	44 10.60%	10 11.24%	38 12.10%	8 10.96%	30 12.55%	12 10.08%	37 12.71%	6 6.12%	6 10.00%	10 14.49%	26 14.21% N	25 18.94% S	20 7.94%	34 12.59%	12 8.89%	26 8.31%	23 22.55% V	0 0.0%
Top Two Box (%Always + %Usually)	0 0.0%	0 0.0%	960 11.70%	287 10.81%	69 16.63% CD	65 15.70% CD	63 15.18% D	16 17.98%	50 15.92%	16 21.92%	37 15.48%	16 13.45%	52 17.87%	10 10.20%	8 13.33%	13 18.84%	37 20.22% N	34 25.76% S	30 11.90%	53 19.63% U	13 9.63%	44 14.06%	25 24.51% V	0 0.0%
4-point composite mean	0	0	1.3809	1.3497	1.5181 CD	1.5193 CD	1.4723 D	1.5955	1.4936	1.6849	1.4603	1.4202	1.5601	1.3265	1.5000	1.5942	1.5956 N	1.7576 S	1.3849	1.5889 U	1.3333	1.4249	1.8039 V	0
Sigma	0 0.0%	0 0.0%	8873 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

64. In the last 6 months, did you use the health plan website to look up information about a doctor or hospital?

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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 0.0%	7690 100.00%	2426 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	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%	489 6.36%	130 5.36%	24 5.39%	28 6.18%	62 13.14% CDEF	3 3.23%	16 4.78%	6 7.50%	10 3.97%	5 4.00%	14 4.52%	3 2.94%	2 3.23%	2 2.82%	9 4.59%	3 2.17%	9 3.41%	12 4.21% U	1 0.72%	11 3.33%	13 11.30% V	0 0.0%
BASE = Those who responded	0 0.0%	0 0.0%	7201 93.64% G	2296 94.64% G	421 94.61% G	425 93.82% G	410 86.86%	90 96.77%	319 95.22%	74 92.50%	242 96.03%	120 96.00%	296 95.48%	99 97.06%	60 96.77%	69 97.18%	187 95.41%	135 97.83%	255 96.59%	273 95.79%	137 99.28% T	319 96.67% W	102 88.70%	0 0.0%
Yes	0 0.0%	0 0.0%	811 11.26%	256 11.15%	41 9.74%	41 9.65%	41 10.00%	11 12.22%	29 9.09%	7 9.46%	26 10.74%	19 15.83% M	21 7.09%	19 19.19% PQ	7 11.67%	5 7.25%	10 5.35%	17 12.59%	19 7.45%	22 8.06%	17 12.41%	28 8.78%	13 12.75%	0 0.0%
No	0 0.0%	0 0.0%	6390 88.74%	2040 88.85%	380 90.26%	384 90.35%	369 90.00%	79 87.78%	290 90.91%	67 90.54%	216 89.26%	101 84.17% L	275 92.91% L	80 80.81%	53 88.33%	64 92.75% N	177 94.65% N	118 87.41%	236 92.55%	251 91.94%	120 87.59%	291 91.22%	89 87.25%	0 0.0%
Sigma	0 0.0%	0 0.0%	7690 100.00%	2426 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

Note: The Quality Compass 2016 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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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

65. In the last 6 months, if the health plan website was not useful in finding a doctor or hospital, what was the problem?

	2017 Plan Results																							
							Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016 DSS Quality Compass (A)	2017 Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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 0.0%	7951 100.00%	2426 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%
No response	0 0.0%	0 0.0%	640 8.05%	190 7.83%	33 7.42%	34 7.51%	65 13.77% CDEF	6 6.45%	22 6.57%	7 8.75%	14 5.56%	8 6.40%	20 6.45%	6 5.88%	5 8.06%	2 2.82%	12 6.12%	7 5.07%	10 3.79%	17 5.96%	4 2.90%	15 4.55%	18 15.65% V	0 0.0%
I did not use the site	0 0.0%	0 0.0%	167 2.10% DEFG	10 0.41% EFG	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Appropriately skipped	0 0.0%	0 0.0%	6390 80.37%	2040 84.09% CG	380 85.39% CG	384 84.77% CG	369 78.18%	79 84.95%	290 86.57%	67 83.75%	216 85.71%	101 80.80%	275 88.71% L	80 78.43%	53 85.48%	64 90.14% N	177 90.31% N	118 85.51%	236 89.39%	251 88.07%	120 86.96%	291 88.18% W	89 77.39%	0 0.0%
BASE = Those who responded	0 0.0%	0 0.0%	754 9.48% D	186 7.67%	32 7.19%	35 7.73%	38 8.05%	8 8.60%	23 6.87%	6 7.50%	22 8.73%	16 12.80% M	15 4.84%	16 15.69% Q	4 6.45%	5 7.04%	7 3.57%	13 9.42%	18 6.82%	17 5.96%	14 10.14%	24 7.27%	8 6.96%	0 0.0%
The print was too small	0 0.0%	0 0.0%	43 5.70%	13 6.99%	5 15.63%	2 5.71%	3 7.89%	3 37.50%	2 8.70%	3 50.00%	2 9.09%	1 6.25%	4 26.67%	2 12.50%	1 25.00%	1 20.00%	1 14.29%	2 15.38%	3 16.67%	2 11.76%	3 21.43%	3 12.50%	2 25.00%	0 0.0%
The information was hard to understand	0 0.0%	0 0.0%	65 8.62%	18 9.68%	6 18.75%	6 17.14%	6 15.79%	2 25.00%	3 13.04%	2 33.33%	3 13.64%	2 12.50%	4 26.67%	3 18.75%	1 25.00%	0 0.0%	2 28.57%	3 23.08%	2 11.11%	3 17.65%	3 21.43%	4 16.67%	2 25.00%	0 0.0%
It was hard to find the information I was looking for	0 0.0%	0 0.0%	184 24.40%	50 26.88%	5 15.63%	9 25.71%	9 23.68%	3 37.50%	2 8.70%	2 33.33%	2 9.09%	0 0.0%	4 26.67%	1 6.25%	1 25.00%	1 20.00%	2 28.57%	1 7.69%	4 22.22%	2 11.76%	3 21.43%	4 16.67%	1 12.50%	0 0.0%
The information was wrong	0 0.0%	0 0.0%	114 15.12% EFG	23 12.37% EFG	1 3.13%	1 2.86%	0 0.0%	0 0.0%	1 4.35%	0 0.0%	1 4.55%	1 6.25%	0 0.0%	1 6.25%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 5.56%	1 5.88%	0 0.0%	1 4.17%	0 0.0%	0 0.0%
It was not in my language	0 0.0%	0 0.0%	32 4.24% G	13 6.99% G	3 9.38%	2 5.71%	0 0.0%	2 25.00%	1 4.35%	2 33.33%	1 4.55%	2 12.50%	1 6.67%	0 0.0%	1 25.00%	1 20.00%	1 14.29%	2 15.38%	1 5.56%	3 17.65%	0 0.0%	2 8.33%	1 12.50%	0 0.0%
I did not have a problem	0 0.0%	0 0.0%	417 55.31%	101 54.30%	18 56.25%	22 62.86%	22 57.89%	2 25.00%	16 69.57%	1 16.67%	15 68.18%	10 62.50%	8 53.33%	9 56.25%	2 50.00%	3 60.00%	4 57.14%	8 61.54%	10 55.56%	9 52.94%	8 57.14%	15 62.50%	3 37.50%	0 0.0%
Sigma	0 0.0%	0 0.0%	8052 101.27%	2458 101.32%	451 101.35%	460 101.55%	474 100.42%	97 104.30%	337 100.60%	84 105.00%	254 100.79%	125 100.00%	316 101.94%	102 100.00%	64 103.23%	72 101.41%	199 101.53%	141 102.17%	267 101.14%	288 101.05%	141 102.17%	335 101.52%	116 100.87%	0 0.0%

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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

66. In the last 6 months, if you called customer service regarding mental health services, how often was the staff helpful and provided the help you needed?

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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 0.0%	5705 100.00%	1896 100.00%	445 100.00%	0 0.0%	0 0.0%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	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%	467 8.19%	143 7.54%	35 7.87%	0 0.0%	0 0.0%	6 6.45%	24 7.16%	9 11.25%	15 5.95%	7 5.60%	23 7.42%	5 4.90%	2 3.23%	5 7.04%	15 7.65%	8 5.80%	15 5.68%	19 6.67%	5 3.62%	22 6.67%	13 11.30%	0 0.0%
I did not call customer service for mental health services in the last 6 months	0 0.0%	0 0.0%	3283 57.55% E	1119 59.02% E	222 49.89%	0 0.0%	0 0.0%	46 49.46%	167 49.85%	38 47.50%	131 51.98%	60 48.00%	157 50.65%	55 53.92%	29 46.77%	40 56.34%	96 48.98%	69 50.00%	146 55.30%	135 47.37%	84 60.87% T	195 59.09% W	27 23.48%	0 0.0%
BASE = Those who responded	0 0.0%	0 0.0%	1955 34.27%	634 33.44%	188 42.25% D	0 0.0%	0 0.0%	41 44.09%	144 42.99%	33 41.25%	106 42.06%	58 46.40%	130 41.94%	42 41.18%	31 50.00%	26 36.62%	85 43.37%	61 44.20%	103 39.02%	131 45.96% U	49 35.51%	113 34.24%	75 65.22% V	0 0.0%
Never	0 0.0%	0 0.0%	875 44.76%	264 41.64%	76 40.43%	0 0.0%	0 0.0%	20 48.78%	53 36.81%	15 45.45%	40 37.74%	20 34.48%	56 43.08%	12 28.57%	13 41.94%	12 46.15%	36 42.35%	23 37.70%	44 42.72%	51 38.93%	21 42.86%	47 41.59%	29 38.67%	0 0.0%
Sometimes	0 0.0%	0 0.0%	180 9.21%	54 8.52%	17 9.04%	0 0.0%	0 0.0%	2 4.88%	15 10.42%	5 15.15%	9 8.49%	9 15.52%	8 6.15%	3 7.14%	4 12.90%	4 15.38%	6 7.06%	7 11.48%	7 6.80%	9 6.87%	5 10.20%	8 7.08%	9 12.00%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	0 0.0%	0 0.0%	1055 53.96%	318 50.16%	93 49.47%	0 0.0%	0 0.0%	22 53.66%	68 47.22%	20 60.61%	49 46.23%	29 50.00%	64 49.23%	15 35.71%	17 54.84%	16 61.54%	42 49.41%	30 49.18%	51 49.51%	60 45.80%	26 53.06%	55 48.67%	38 50.67%	0 0.0%
Usually	0 0.0%	0 0.0%	211 10.79%	93 14.67% C	33 17.55% C	0 0.0%	0 0.0%	13 31.71% I	20 13.89%	9 27.27%	16 15.09%	8 13.79%	25 19.23%	9 21.43%	5 16.13%	4 15.38%	14 16.47%	11 18.03%	20 19.42%	27 20.61%	6 12.24%	24 21.24%	9 12.00%	0 0.0%
Always	0 0.0%	0 0.0%	689 35.24%	223 35.17%	62 32.98%	0 0.0%	0 0.0%	6 14.63%	56 38.89% H	4 12.12%	41 38.68% J	21 36.21%	41 31.54%	18 42.86%	9 29.03%	6 23.08%	29 34.12%	20 32.79%	32 31.07%	44 33.59%	17 34.69%	34 30.09%	28 37.33%	0 0.0%
Top Two Box (%Always + %Usually)	0 0.0%	0 0.0%	900 46.04%	316 49.84%	95 50.53%	0 0.0%	0 0.0%	19 46.34%	76 52.78%	13 39.39%	57 53.77%	29 50.00%	66 50.77%	27 64.29%	14 45.16%	10 38.46%	43 50.59%	31 50.82%	52 50.49%	71 54.20%	23 46.94%	58 51.33%	37 49.33%	0 0.0%
4-point composite mean	0	0	2.3652	2.4338	2.4309	0	0	2.1220	2.5486	2.0606	2.5472	2.5172	2.3923	2.7857	2.3226	2.1538	2.4235	2.4590	2.3883	2.4885	2.3878	2.3982	2.4800	0
Sigma	0 0.0%	0 0.0%	5705 100.00%	1896 100.00%	445 100.00%	0 0.0%	0 0.0%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

Note: The Quality Compass 2016 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

13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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

	2017 Plan Results																							
							Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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 0.0%	5705 100.00%	1896 100.00%	445 100.00%	0 0.0%	0 0.0%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	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%	597 10.46%	170 8.97%	41 9.21%	0 0.0%	0 0.0%	7 7.53%	29 8.66%	13 16.25% K	16 6.35%	11 8.80%	25 8.06%	7 6.86%	5 8.06%	3 4.23%	19 9.69%	14 10.14%	16 6.06%	26 9.12% U	5 3.62%	26 7.88%	15 13.04%	0 0.0%
I did not receive mental health services in the last 6 months	0 0.0%	0 0.0%	2904 50.90% E	961 50.69%	204 45.84%	0 0.0%	0 0.0%	39 41.94%	158 47.16%	29 36.25%	130 51.59% J	51 40.80%	149 48.06%	45 44.12%	27 43.55%	31 43.66%	97 49.49%	61 44.20%	135 51.14%	123 43.16%	76 55.07% T	180 54.55% W	24 20.87%	0 0.0%
BASE = Those who responded	0 0.0%	0 0.0%	2204 38.63%	765 40.35%	200 44.94% C	0 0.0%	0 0.0%	47 50.54%	148 44.18%	38 47.50%	106 42.06%	63 50.40%	136 43.87%	50 49.02%	30 48.39%	37 52.11%	80 40.82%	63 45.65%	113 42.80%	136 47.72%	57 41.30%	124 37.58%	76 66.09% V	0 0.0%
10 - Best mental health services possible	0 0.0%	0 0.0%	905 41.06%	294 38.43%	84 42.00%	0 0.0%	0 0.0%	6 12.77%	77 52.03% H	8 21.05%	49 46.23% J	31 49.21%	52 38.24%	17 34.00%	10 33.33%	17 45.95%	39 48.75%	33 52.38% S	39 34.51%	55 40.44%	25 43.86%	40 32.26%	44 57.89% V	0 0.0%
9 -	0 0.0%	0 0.0%	269 12.21%	98 12.81%	26 13.00%	0 0.0%	0 0.0%	2 4.26%	24 16.22% H	2 5.26%	19 17.92% J	5 7.94%	21 15.44%	6 12.00%	3 10.00%	6 16.22%	10 12.50%	7 11.11%	17 15.04%	17 12.50%	8 14.04%	20 16.13%	6 7.89%	0 0.0%
Top Two Box	0 0.0%	0 0.0%	1174 53.27%	392 51.24%	110 55.00%	0 0.0%	0 0.0%	8 17.02%	101 68.24% H	10 26.32%	68 64.15% J	36 57.14%	73 53.68%	23 46.00%	13 43.33%	23 62.16%	49 61.25%	40 63.49%	56 49.56%	72 52.94%	33 57.89%	60 48.39%	50 65.79% V	0 0.0%
8 -	0 0.0%	0 0.0%	301 13.66%	118 15.42%	28 14.00%	0 0.0%	0 0.0%	5 10.64%	22 14.86%	3 7.89%	18 16.98%	13 20.63%	15 11.03%	8 16.00%	6 20.00%	2 5.41%	12 15.00%	5 7.94%	19 16.81%	22 16.18%	5 8.77%	20 16.13%	8 10.53%	0 0.0%
Rate (Top Three Box)	0 0.0%	0 0.0%	1475 66.92%	510 66.67%	138 69.00%	0 0.0%	0 0.0%	13 27.66%	123 83.11% H	13 34.21%	86 81.13% J	49 77.78%	88 64.71%	31 62.00%	19 63.33%	25 67.57%	61 76.25%	45 71.43%	75 66.37%	94 69.12%	38 66.67%	80 64.52%	58 76.32%	0 0.0%
7 -	0 0.0%	0 0.0%	189 8.58%	78 10.20%	16 8.00%	0 0.0%	0 0.0%	10 21.28% I	6 4.05%	5 13.16%	7 6.60%	6 9.52%	10 7.35%	5 10.00%	4 13.33%	3 8.11%	4 5.00%	4 6.35%	8 7.08%	9 6.62%	7 12.28%	9 7.26%	7 9.21%	0 0.0%
6 -	0 0.0%	0 0.0%	117 5.31%	45 5.88%	8 4.00%	0 0.0%	0 0.0%	3 6.38%	3 2.03%	1 2.63%	3 2.83%	2 3.17%	6 4.41%	5 10.00% OQ	0 0.0%	1 2.70%	1 1.25%	3 4.76%	5 4.42%	5 3.68%	3 5.26%	7 5.65%	1 1.32%	0 0.0%
5 -	0 0.0%	0 0.0%	172 7.80%	59 7.71%	15 7.50%	0 0.0%	0 0.0%	8 17.02% I	7 4.73%	7 18.42% K	5 4.72%	2 3.17%	13 9.56%	7 14.00% P	3 10.00%	1 2.70%	4 5.00%	4 6.35%	9 7.96%	13 9.56%	2 3.51%	11 8.87%	4 5.26%	0 0.0%
4 -	0 0.0%	0 0.0%	39 1.77%	14 1.83%	4 2.00%	0 0.0%	0 0.0%	3 6.38%	1 0.68%	2 5.26%	1 0.94%	0 0.0%	4 2.94% L	0 0.0%	3 10.00%	0 0.0%	1 1.25%	1 1.59%	3 2.65%	2 1.47%	2 3.51%	2 1.61%	2 2.63%	0 0.0%

Note: The Quality Compass 2016 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

13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

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

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass of Bus. (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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 -	0 0.0%	0 0.0%	50 2.27%	21 2.75%	8 4.00%	0 0.0%	0 0.0%	4 8.51%	4 2.70%	5 13.16% K	2 1.89%	2 3.17%	6 4.41%	2 4.00%	1 3.33%	2 5.41%	3 3.75%	3 4.76%	5 4.42%	6 4.41%	1 1.75%	8 6.45% W	0 0.0%	0 0.0%
2 -	0 0.0%	0 0.0%	40 1.81%	9 1.18%	3 1.50%	0 0.0%	0 0.0%	2 4.26%	0 0.0%	2 5.26%	0 0.0%	1 1.59%	2 1.47%	0 0.0%	0 0.0%	2 5.41%	1 1.25%	2 3.17%	1 0.88%	3 2.21%	0 0.0%	2 1.61%	1 1.32%	0 0.0%
1 -	0 0.0%	0 0.0%	29 1.32% DE	4 0.52% E	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 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 mental health services possible	0 0.0%	0 0.0%	93 4.22%	25 3.27%	8 4.00%	0 0.0%	0 0.0%	4 8.51%	4 2.70%	3 7.89%	2 1.89%	1 1.59%	7 5.15%	0 0.0%	0 0.0%	3 8.11%	5 6.25% NO	1 1.59%	7 6.19%	4 2.94%	4 7.02%	5 4.03%	3 3.95%	0 0.0%
0-7 (NET)	0 0.0%	0 0.0%	729 33.08%	255 33.33%	62 31.00%	0 0.0%	0 0.0%	34 72.34% I	25 16.89%	25 65.79% K	20 18.87%	14 22.22%	48 35.29%	19 38.00%	11 36.67%	12 32.43%	19 23.75%	18 28.57%	38 33.63%	42 30.88%	19 33.33%	44 35.48%	18 23.68%	0 0.0%
Bottom Three Box	0 0.0%	0 0.0%	162 7.35% D	38 4.97%	11 5.50%	0 0.0%	0 0.0%	6 12.77% I	4 2.70%	5 13.16% K	2 1.89%	2 3.17%	9 6.62%	0 0.0%	0 0.0%	5 13.51% NO	6 7.50% NO	3 4.76%	8 7.08%	7 5.15%	4 7.02%	7 5.65%	4 5.26%	0 0.0%
Bottom Two Box	0 0.0%	0 0.0%	122 5.54% D	29 3.79%	8 4.00%	0 0.0%	0 0.0%	4 8.51%	4 2.70%	3 7.89%	2 1.89%	1 1.59%	7 5.15%	0 0.0%	0 0.0%	3 8.11%	5 6.25% NO	1 1.59%	7 6.19%	4 2.94%	4 7.02%	5 4.03%	3 3.95%	0 0.0%
Average	0	0	7.7945	7.8667	7.8950	0	0	5.8298 H	8.6014 H	5.9211	8.5566 J	8.4286 M	7.6324	7.8800	7.7667	7.6216	8.0625	8.1905	7.5664	7.8603	7.8947	7.5484	8.4605 V	0
Standard deviation	0	0	2.7517	2.5356	2.6710	0	0	2.8233	2.2232	3.0897	2.0378	2.1801	2.8383	2.0556	2.2013	3.2826	2.8651	2.5688	2.8499	2.6099	2.8327	2.7160	2.4944	0
Sigma	0 0.0%	0 0.0%	5705 100.00%	1896 100.00%	445 100.00%	0 0.0%	0 0.0%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

Note: The Quality Compass 2016 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



13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

68. In the last 6 months, if you needed to see a mental health specialist how often was it easy to get an appointment as soon as needed?

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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 0.0%	5995 100.00%	1896 100.00%	445 100.00%	0 0.0%	0 0.0%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	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%	568 9.47% D	151 7.96%	38 8.54%	0 0.0%	0 0.0%	5 5.38%	28 8.36%	11 13.75%	15 5.95%	11 8.80%	22 7.10%	7 6.86%	2 3.23%	2 2.82%	20 10.20% OP	13 9.42%	15 5.68%	25 8.77% U	3 2.17%	21 6.36%	17 14.78% V	0 0.0%
I did not see a mental health specialist in the last 6 months	0 0.0%	0 0.0%	3184 53.11% E	1006 53.06% E	209 46.97%	0 0.0%	0 0.0%	47 50.54%	155 46.27%	34 42.50%	125 49.60%	54 43.20%	150 48.39%	54 52.94%	32 51.61%	29 40.85%	91 46.43%	62 44.93%	139 52.65%	125 43.86%	82 59.42% T	187 56.67% W	22 19.13%	0 0.0%
BASE = Those who responded	0 0.0%	0 0.0%	2243 37.41%	739 38.98%	198 44.49% CD	0 0.0%	0 0.0%	41 44.09%	152 45.37%	35 43.75%	112 44.44%	60 48.00%	138 44.52%	41 40.20%	28 45.16%	40 56.34% N	85 43.37%	63 45.65%	110 41.67%	135 47.37%	53 38.41%	122 36.97%	76 66.09% V	0 0.0%
Never	0 0.0%	0 0.0%	634 28.27%	187 25.30%	54 27.27%	0 0.0%	0 0.0%	10 24.39%	42 27.63%	9 25.71%	27 24.11%	20 33.33%	34 24.64%	11 26.83%	6 21.43%	7 17.50%	27 31.76%	16 25.40%	27 24.55%	40 29.63%	10 18.87%	31 25.41%	23 30.26%	0 0.0%
Sometimes	0 0.0%	0 0.0%	289 12.88%	102 13.80%	23 11.62%	0 0.0%	0 0.0%	10 24.39% I	13 8.55%	8 22.86% K	7 6.25%	9 15.00%	14 10.14%	9 21.95%	4 14.29%	3 7.50%	7 8.24%	5 7.94%	14 12.73%	20 14.81% U	3 5.66%	13 10.66%	10 13.16%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	0 0.0%	0 0.0%	923 41.15%	289 39.11%	77 38.89%	0 0.0%	0 0.0%	20 48.78%	55 36.18%	17 48.57%	34 30.36%	29 48.33%	48 34.78%	20 48.78% P	10 35.71%	10 25.00%	34 40.00%	21 33.33%	41 37.27%	60 44.44% U	13 24.53%	44 36.07%	33 43.42%	0 0.0%
Usually	0 0.0%	0 0.0%	365 16.27%	138 18.67%	37 18.69%	0 0.0%	0 0.0%	5 12.20%	30 19.74%	9 25.71%	22 19.64%	7 11.67%	30 21.74%	3 7.32%	4 14.29%	12 30.00% N	17 20.00% N	14 22.22%	21 19.09%	21 15.56%	13 24.53%	28 22.95% W	9 11.84%	0 0.0%
Always	0 0.0%	0 0.0%	955 42.58%	312 42.22%	84 42.42%	0 0.0%	0 0.0%	16 39.02%	67 44.08%	9 25.71%	56 50.00% J	24 40.00%	60 43.48%	18 43.90%	14 50.00%	18 45.00%	34 40.00%	28 44.44%	48 43.64%	54 40.00%	27 50.94%	50 40.98%	34 44.74%	0 0.0%
Top Two Box (%Always + %Usually)	0 0.0%	0 0.0%	1320 58.85%	450 60.89%	121 61.11%	0 0.0%	0 0.0%	21 51.22%	97 63.82%	18 51.43%	78 69.64%	31 51.67%	90 65.22%	21 51.22%	18 64.29%	30 75.00% N	51 60.00%	42 66.67%	69 62.73%	75 55.56%	40 75.47% T	78 63.93%	43 56.58%	0 0.0%
4-point composite mean	0	0	2.7316	2.7781	2.7626	0	0	2.6585	2.8026	2.5143	2.9554	2.5833	2.8406	2.6829	2.9286	3.0250	2.6824	2.8571	2.8182	2.6593	3.0755 T	2.7951	2.7105	0
Sigma	0 0.0%	0 0.0%	5995 100.00%	1896 100.00%	445 100.00%	0 0.0%	0 0.0%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

Note: The Quality Compass 2016 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

13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

69. In the last 6 months, if you needed mental health or substance abuse services for yourself, did you access them?

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	2017 DSS of Bus. (B)	2017 UHC National Average (C)	2017 Regional Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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 0.0%	5705 100.00%	1896 100.00%	445 100.00%	0 0.0%	0 0.0%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	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%	914 16.02% D	262 13.82%	78 17.53%	0 0.0%	0 0.0%	15 16.13%	56 16.72%	17 21.25%	38 15.08%	20 16.00%	52 16.77%	11 10.78%	5 8.06%	14 19.72% O	41 20.92% NO	29 21.01%	38 14.39%	46 16.14%	22 15.94%	60 18.18%	18 15.65%	0 0.0%
I did not need these services in the last 6 months	0 0.0%	0 0.0%	2493 43.70% E	876 46.20% E	168 37.75%	0 0.0%	0 0.0%	34 36.56%	127 37.91%	25 31.25%	100 39.68%	47 37.60%	117 37.74%	53 51.96% OPQ	20 32.26%	21 29.58%	71 36.22%	45 32.61%	112 42.42%	100 35.09%	66 47.83% T	151 45.76% W	17 14.78%	0 0.0%
BASE = Those who responded	0 0.0%	0 0.0%	2298 40.28%	758 39.98%	199 44.72%	0 0.0%	0 0.0%	44 47.31%	152 45.37%	38 47.50%	114 45.24%	58 46.40%	141 45.48%	38 37.25%	37 59.68% NQ	36 50.70%	84 42.86%	64 46.38%	114 43.18%	139 48.77% U	50 36.23%	119 36.06%	80 69.57% V	0 0.0%
Yes	0 0.0%	0 0.0%	971 42.25%	346 45.65% E	74 37.19%	0 0.0%	0 0.0%	18 40.91%	55 36.18%	17 44.74%	50 43.86%	19 32.76%	55 39.01%	15 39.47%	12 32.43%	18 50.00%	29 34.52%	23 35.94%	47 41.23%	51 36.69%	21 42.00%	48 40.34%	26 32.50%	0 0.0%
No	0 0.0%	0 0.0%	1327 57.75%	412 54.35%	125 62.81% D	0 0.0%	0 0.0%	26 59.09%	97 63.82%	21 55.26%	64 56.14%	39 67.24%	86 60.99%	23 60.53%	25 67.57%	18 50.00%	55 65.48%	41 64.06%	67 58.77%	88 63.31%	29 58.00%	71 59.66%	54 67.50%	0 0.0%
Sigma	0 0.0%	0 0.0%	5705 100.00%	1896 100.00%	445 100.00%	0 0.0%	0 0.0%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

Note: The Quality Compass 2016 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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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

70. Was the mental health or substance abuse provider helpful to you?

	2017 Plan Results																							
							Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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 0.0%	5705 100.00%	1896 100.00%	445 100.00%	0 0.0%	0 0.0%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	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%	997 17.48% D	290 15.30%	87 19.55% D	0 0.0%	0 0.0%	17 18.28%	63 18.81%	19 23.75%	43 17.06%	21 16.80%	60 19.35%	12 11.76%	7 11.29%	16 22.54%	45 22.96% NO	32 23.19%	44 16.67%	54 18.95%	23 16.67%	69 20.91%	18 15.65%	0 0.0%
Appropriately skipped	0 0.0%	0 0.0%	3820 66.96%	1288 67.93%	293 65.84%	0 0.0%	0 0.0%	60 64.52%	224 66.87%	46 57.50%	164 65.08%	86 68.80%	203 65.48%	76 74.51% P	45 72.58% P	39 54.93%	126 64.29%	86 62.32%	179 67.80%	188 65.96%	95 68.84%	222 67.27%	71 61.74%	0 0.0%
BASE = Those who responded	0 0.0%	0 0.0%	888 15.57%	318 16.77%	65 14.61%	0 0.0%	0 0.0%	16 17.20%	48 14.33%	15 18.75%	45 17.86%	18 14.40%	47 15.16%	14 13.73%	10 16.13%	16 22.54%	25 12.76%	20 14.49%	41 15.53%	43 15.09%	20 14.49%	39 11.82%	26 22.61% V	0 0.0%
Yes	0 0.0%	0 0.0%	830 93.47%	302 94.97%	59 90.77%	0 0.0%	0 0.0%	15 93.75%	43 89.58%	13 86.67%	42 93.33%	16 88.89%	43 91.49%	13 92.86%	9 90.00%	15 93.75%	22 88.00%	18 90.00%	38 92.68%	39 90.70%	19 95.00%	35 89.74%	24 92.31%	0 0.0%
No	0 0.0%	0 0.0%	58 6.53%	16 5.03%	6 9.23%	0 0.0%	0 0.0%	1 6.25%	5 10.42%	2 13.33%	3 6.67%	2 11.11%	4 8.51%	1 7.14%	1 10.00%	1 6.25%	3 12.00%	2 10.00%	3 7.32%	4 9.30%	1 5.00%	4 10.26%	2 7.69%	0 0.0%
Sigma	0 0.0%	0 0.0%	5705 100.00%	1896 100.00%	445 100.00%	0 0.0%	0 0.0%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%

Note: The Quality Compass 2016 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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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

Survey Language

							2017 Plan Results																		
							Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type				
2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%	
No response	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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	26908 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%	
English	0 0.0%	25621 95.22%	8930 95.65%	2749 96.83% BCE	416 93.48%	439 96.91% BE	461 97.67% BCE	90 96.77%	309 92.24%	77 96.25%	237 94.05%	118 94.40%	288 92.90%	97 95.10%	60 96.77%	68 95.77%	181 92.35%	134 97.10% S	242 91.67%	265 92.98%	133 96.38%	305 92.42%	111 96.52%	0 0.0%	
Spanish	0 0.0%	1287 4.78% DFG	406 4.35% DG	90 3.17%	29 6.52% DFG	14 3.09%	11 2.33%	3 3.23%	26 7.76%	3 3.75%	15 5.95%	7 5.60%	22 7.10%	5 4.90%	2 3.23%	3 4.23%	15 7.65%	4 2.90%	22 8.33% R	20 7.02%	5 3.62%	25 7.58%	4 3.48%	0 0.0%	
Sigma	0 0.0%	26909 100.00%	9336 100.00%	2839 100.00%	445 100.00%	453 100.00%	472 100.00%	93 100.00%	335 100.00%	80 100.00%	252 100.00%	125 100.00%	310 100.00%	102 100.00%	62 100.00%	71 100.00%	196 100.00%	138 100.00%	264 100.00%	285 100.00%	138 100.00%	330 100.00%	115 100.00%	0 0.0%	

Note: The Quality Compass 2016 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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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

Customer Service Composite Score

	2017 Plan Results																								
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016	2017	2017	2017	2017	2016	2015					Excel./	Good/							High	Some				
	Quality	DSS	UHC	Regional	Plan	Plan	Plan	0-7	8-10	0-7	8-10	Very	Fair/	18-34	35-44	45-54	55+	Male	Female	School	College	Mail	Phone	Internet	
Compass	Book	National	Average	Total	Total	Total	(H)	(I)	(J)	(K)	Good	Poor	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	or Less	or More	(V)	(W)	(X)
(A)	(B)	(C)	(D)	(E)	(F)	(G)																			
Customer Service Composite Score (BASE)	27614	8676	3008	888	155	120	104	24	128	28	99	51	102	39	21	23	68	48	96	93	52	113	42	0	
NEVER/SOMETIMES COMPOSITE	12.46%	12.09%	11.63%	11.65%	14.24%	12.98%	14.59%	42.39%	8.60%	32.14%	10.14%	12.82%	14.25%	12.82%	14.40%	19.57%	12.53%	13.54%	14.66%	10.79%	20.29%	12.45%	19.05%	0.0%	
USUALLY COMPOSITE	19.09%	19.49%	18.44%	20.49%	22.07%	22.22%	29.19% ABC	29.89%	20.39%	28.57%	18.86%	20.75%	23.16%	25.64%	32.02%	17.39%	18.49%	21.88%	20.53%	21.06%	26.26%	24.54%	15.48%	0.0%	
ALWAYS COMPOSITE	68.45% G	68.42% G	69.93% G	67.87% G	63.68%	64.80%	56.22%	27.72%	71.01%	39.29%	70.99%	66.43%	62.59%	61.54%	53.57%	63.04%	68.97%	64.58%	64.80%	68.15%	53.45%	63.00%	65.48%	0.0%	
CAHPS RATE	87.54%	87.91%	88.37%	88.35%	85.76%	87.02%	85.41%	57.61%	91.40%	67.86%	89.86%	87.18%	85.75%	87.18%	85.60%	80.43%	87.47%	86.46%	85.34%	89.21%	79.71%	87.55%	80.95%	0.0%	
AVERAGE	2.5600	2.5633	2.5831	2.5622	2.4944	2.5182	2.4163	1.8533	2.6241	2.0714	2.6085	2.5361	2.4834	2.4872	2.3917	2.4348	2.5644	2.5104	2.5014	2.5736	2.3316	2.5055	2.4643	0	
Standard deviation	0.6744	0.6690	0.6589	0.6704	0.7136	0.6886	0.7205	0.8178	0.6082	0.8410	0.6400	0.6917	0.7126	0.7065	0.7126	0.7841	0.6618	0.7047	0.7172	0.6629	0.7694	0.6926	0.7644	0	

Note: The Quality Compass 2016 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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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

Getting Needed Care Composite Score

	2017 Plan Results																							
							Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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)
Getting Needed Care Composite Score (BASE)	78648 BCDEFG	20804	7346 B	2217	354	375 BCDG	359	67	274	80	251	96	249	75	45	60	166 N	111	218	214	122 T	270	84	0
NEVER/SOMETIMES COMPOSITE	19.57% BCDEG	17.44% CDE	15.95%	14.44%	13.28%	18.99% DE	15.47%	26.31% I	10.12%	32.88% K	7.55%	15.82%	11.92%	15.87%	22.44%	10.43%	12.10%	15.47%	12.67%	11.49%	15.30%	12.02%	17.37%	0.0%
USUALLY COMPOSITE	26.86% F	26.08% F	26.19% F	27.17% F	23.67%	21.67%	26.10%	36.13% I	21.03%	34.13% K	20.98%	22.61%	24.35%	30.57%	20.19%	22.11%	22.53%	20.33%	24.68%	21.68%	27.72%	25.30%	18.34%	0.0%
ALWAYS COMPOSITE	53.57%	56.49% A	57.86% AB	58.39% A	63.05% ABC	59.34% A	58.43%	37.56% H	68.85% H	32.98% J	71.48% J	61.57%	63.74%	53.57%	57.37%	67.46%	65.37%	64.20%	62.65%	66.83%	56.98%	62.68%	64.29%	0.0%
CAHPS RATE	80.43%	82.56% A	84.05% AB	85.56% ABF	86.72% ABF	81.01%	84.53% A	73.69%	89.88% H	67.12%	92.45% J	84.18%	88.08%	84.13%	77.56%	89.57%	87.90%	84.53%	87.33%	88.51%	84.70%	87.98%	82.63%	0.0%
AVERAGE	2.3400	2.3905	2.4191	2.4395	2.4978	2.4035	2.4296	2.1124	2.5873	2.0010	2.6393	2.4575	2.5182	2.3770	2.3494	2.5703	2.5327	2.4873	2.4998	2.5534	2.4168	2.5066	2.4692	0
Standard deviation	0.7838	0.7647	0.7486	0.7298	0.7178	0.7816	0.7445	0.7765	0.6655	0.8077	0.6171	0.7510	0.6983	0.7239	0.8174	0.6731	0.6963	0.7477	0.7090	0.6847	0.7394	0.7002	0.7667	0

Note: The Quality Compass 2016 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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13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

Getting Care Quickly Composite Score

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016	2017	2017	2017	2017	2016	2015																	
	DSS	Book	UHC	Regional	Plan	Plan	Plan	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some			
	Quality	Bus.	National	Average	Total	Total	Total	(H)	(I)	(J)	(K)	Very	Fair/	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)					Good	Poor							or Less	or More	(V)	(W)	(X)
Getting Care Quickly Composite Score (BASE)	56597	20208	7096	2112	349	364	351	66	271	69	229	96	245	75	47	60	159	110	214	212	118	264	85	0
NEVER/SOMETIMES COMPOSITE	19.94% BCDFG	17.75% CD	16.46%	15.03%	16.00%	15.08%	14.19%	31.70% I	12.53%	29.47% K	11.84%	14.35%	15.76%	19.61%	16.87%	16.75%	14.60%	20.88%	13.26%	15.44%	18.90%	14.57%	20.85%	0.0%
USUALLY COMPOSITE	22.12%	21.17%	20.99%	22.19%	20.80%	19.96%	22.56%	24.50%	19.22%	30.79% K	18.67%	20.38%	21.41%	19.86%	22.61%	11.17%	24.98% P	14.72%	23.88% R	20.06%	21.98%	21.84%	17.28%	0.0%
ALWAYS COMPOSITE	57.94%	61.08% A	62.55% AB	62.79% A	63.20% A	64.96% A	63.26% A	43.80%	68.25% H	39.74%	69.49% J	65.27%	62.84%	60.53%	60.52%	72.08%	60.42%	64.41%	62.86%	64.50%	59.12%	63.59%	61.87%	0.0%
CAHPS RATE	80.06%	82.25% A	83.54% AB	84.97% AB	84.00%	84.92% A	85.81% A	68.30%	87.47% H	70.53%	88.16% J	85.65%	84.24%	80.39%	83.13%	83.25%	85.40%	79.12%	86.74%	84.56%	81.10%	85.43%	79.15%	0.0%
AVERAGE	2.3799	2.4333	2.4610	2.4776	2.4721	2.4988	2.4907	2.1211	2.5573	2.1026	2.5765	2.5092	2.4708	2.4091	2.4365	2.5532	2.4582	2.4353	2.4960	2.4906	2.4021	2.4901	2.4102	0
Standard deviation	0.7932	0.7719	0.7580	0.7348	0.7524	0.7392	0.7278	0.8563	0.7013	0.8256	0.6882	0.7257	0.7500	0.7825	0.7635	0.7629	0.7331	0.8126	0.7159	0.7426	0.7864	0.7326	0.8115	0

Note: The Quality Compass 2016 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

13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

How Well Doctors Communicate Composite Score

	2017 Plan Results																							
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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)
How Well Doctors Communicate Composite Score (BASE)	52293	17102	6087	1823	307	322	295	50	247	64	213	77	223	55	36	51	158	103	186	195	95	230	77	0
NEVER/SOMETIMES COMPOSITE	9.27% BCD	8.42%	8.01%	7.79%	8.84%	7.16%	7.40%	22.13% I	5.70%	27.58% K	3.42%	10.13%	8.22%	5.00%	13.29%	12.02%	8.40%	12.44%	7.15%	9.28%	8.74%	8.74%	9.16%	0.0%
USUALLY COMPOSITE	16.81%	16.84%	16.80%	17.14%	18.24%	16.90%	19.73%	31.63% I	15.56%	28.29% K	15.08%	16.97%	19.15%	20.00%	15.38%	16.49%	18.71%	14.38%	20.38%	17.27%	21.41%	19.32%	15.01%	0.0%
ALWAYS COMPOSITE	73.93%	74.74%	75.19%	75.07%	72.92%	75.93%	72.87%	46.23%	78.74% H	44.13%	81.51% J	72.90%	72.63%	75.00%	71.33%	71.50%	72.89%	73.18%	72.46%	73.45%	69.85%	71.95%	75.83%	0.0%
CAHPS RATE	90.73%	91.58% A	91.99% A	92.21% A	91.16%	92.84%	92.60%	77.87%	94.30% H	72.42%	96.58% J	89.87%	91.78%	95.00%	86.71%	87.98%	91.60%	87.56%	92.85%	90.72%	91.26%	91.26%	90.84%	0.0%
AVERAGE	2.6466	2.6632	2.6718	2.6728	2.6407	2.6877	2.6547	2.2410	2.7304	2.1654	2.7809	2.6276	2.6441	2.7000	2.5804	2.5948	2.6450	2.6073	2.6531	2.6417	2.6112	2.6321	2.6667	0
Standard deviation	0.6398	0.6224	0.6134	0.6101	0.6365	0.5948	0.6065	0.7825	0.5567	0.8226	0.4874	0.6514	0.6256	0.5541	0.7046	0.6888	0.6291	0.6953	0.6069	0.6412	0.6411	0.6371	0.6315	0

Note: The Quality Compass 2016 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



13930 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)  
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22619)

Shared Decision Making Composite Score

2017 Plan Results																								
							Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Central (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 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)	
Shared Decision Making Composite Score (BASE)	28118 B	9252	3311	1066 BC	169	200 ABCDG	172	34	133	40	128	42	123	35	19	29	83	49	114	92	67 T	129	40	0
YES COMPOSITE	79.20%	79.52%	79.68%	80.90%	80.86%	79.31%	83.94%	74.24%	82.80%	69.79%	84.22%	76.79%	82.45%	83.81%	82.46%	73.56%	81.93%	76.63%	83.14%	80.61%	82.59%	82.49%	75.58%	0.0%

Note: The Quality Compass 2016 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