



Aetna Better Health® of Maryland

2021 CAHPS Survey results Summary

Adult:

Overall Aetna Better Health of Maryland improved in some measures but saw some decline. Continued improvement is needed to exceed the HealthChoice aggregate scores. The effect the ongoing pandemic could have had on responses is unknown.

Overall Rating	PERCENT RESPONDING 8, 9 OR 10				
	ABH General Population	ABH General Population	ABH General Population	Comparison to HC aggregate	HealthChoice Aggregate
	2021	2020	2019	2021	2021
Personal Doctor	76.98%	76.23%	77.27%	-4.76%	81.74%
Specialist	78.38%	67.31%	76.92%	-4.07%	82.45%
Health Care Overall	71.17%	68.63%	70.83%	-5.21%	76.38%
Health Plan Overall	61.20%	63.28%	62.80%	-12.49%	73.69%

Survey Measures	ABH	ABH	ABH	HealthChoice Aggregate
	2021	2020	2019	2020
Getting Care				
Getting Needed Care Composite	82.54%	75.03%	71.49%	84.61%
Ease of Getting Needed Care	81.08%	78.64%	69.44%	86.42%
Ease of Seeing a Specialist	84.00%	71.43%	73.53%	82.80%
Getting Care Quickly Composite	77.87%	79.22%	76.19%	81.94%
Ease of Getting Urgent Care	76.79%	82.14%	83.33%	83.69%
Ease of Getting a Check-up or Routine Care	78.95%	76.29%	69.05%	80.20%
Coordination of Care	88.14%	83.02%	73.77%	83.15%

Survey Measures	ABH	ABH	ABH	HealthChoice Aggregate
	2021	2020	2019	2020
Additional Measures NOT reported in NCQA's Health Plan Ratings				
How Well Doctors Communicate Composite	93.39%	88.55%	87.15%	92.07%
Doctor explained things in a way that was easy to understand	95.6%	86.81%	87.70%	91.93%
Doctor listened carefully to you	91.21%	88.04%	86.99%	92.31%
Doctor showed respect for what you had to say	95.56%	92.39%	89.34%	93.84%
Doctor spent enough time with you	91.21%	86.96%	84.55%	90.19%
Customer Service Composite	87.12%	80.51%	79.17%	88.09%
Received information or help needed from health plan's Customer Service	83.33%	73.13%	72.92%	83.41%
Treated with courtesy and respect by health plan's Customer Service	90.91%	87.88%	85.42%	92.77%
Effectiveness of Care Measures				
Flu Vaccinations - Adults	34.78%	36.00%	37.07%	41.43%
Advising smokers/tobacco users to quit	60.71%	62.63%	64.81%	74.65%
Discussing cessation medications	45.78%	45.00%	40.00%	55.38%
Discussing cessation strategies	43.75%	41.84%	36.36%	48.98%

Child Survey:

Overall Aetna Better Health of Maryland improved in some measures but saw some decline specially in the non NCQA reported measures. Continued improvement is needed to exceed the HealthChoice aggregate scores. The effect the ongoing pandemic could have had on responses is unknown.

Overall Rating	PERCENT RESPONDING 8, 9 OR 10				
	ABH child General Population	ABH child General Population	ABH child General Population	Comparison to HC aggregate	HealthChoice Aggregate
	2021	2020	2019	2021	2021
Personal Doctor	85.38%	84.76%	83.91%	-5.29%	90.67%
Specialist	83.33%	91.18%	83.78%	-2.81%	86.14%
Health Care Overall	85.50%	85.14%	78.45%	-4.32%	89.82%
Health Plan Overall	76.04%	75.24%	74.77%	-9.90%	85.94%

Survey Measures	ABH	ABH	ABH	HealthChoice Aggregate
	2021	2020	2019	2021
Getting Care				
Getting Needed Care Composite	83.26%	80.65%	71.51%	81.75%
Ease of Getting Needed Care	88.08%	89.86%	80.52%	88.73%
Ease of Seeing a Specialist	78.43%	71.43%	62.50%	74.77%
Getting Care Quickly Composite	79.68%	84.36%	82.95%	82.95%
Ease of Getting Urgent Care	83.72%	79.45%	84.16%	86.39%
Ease of Getting a Check-up or Routine Care	75.65%	89.26%	81.74%	79.50%
Coordination of Care	74.51%	83.33%	73.75%	81.46%

Survey Measures	ABH	ABH	ABH	HealthChoice Aggregate
	2021	2020	2019	2021
Additional Measures NOT reported in NCQA's Health Plan Ratings				
How Well Doctors Communicate Composite	89.22%	95.51%	91.22%	92.11%
Doctor explained things in a way that was easy to understand	89.37%	96.27%	92.06%	92.07%
Doctor listened carefully to you	92.23%	96.27%	92.52%	94.40%
Doctor showed respect for what you had to say	94.20%	96.27%	93.93%	95.48%
Doctor spent enough time with you	81.07%	93.23%	86.38%	86.49%
Customer Service Composite	85.56%	85.94%	79.97%	86.88%
Received information or help needed from health plan's Customer Service	77.78%	81.25%	73.23%	80.97%
Treated with courtesy and respect by health plan's Customer Service	93.33%	90.63%	86.72%	92.80%

Children with Chronic Conditions Measures (CCC Population)

CCC Composite Measure / Rating item	ABH	ABH	ABH	HealthChoice Aggregate
	2021	2020	2019	2021
Access to Prescription Medications	88.71%	84.29%	78.13%	91.16%
Access to Specialized Services	66.93%	82.67%	55.07%	71.58%
Getting needed information	88.55%	95.59%	73.81%	87.70%
Personal Doctor Who Knows Child (Composite)	90.34%	92.58%	77.60%	88.82%
Coordination of Care - Child w/CC (Composite)	57.44%	74.20%	65.03%	70.95%