



Aetna Better Health® of Maryland

2023 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.

| PERCENT RESPONDING 8, 9 OR 10 | | | | | |
|-------------------------------|------------------------|------------------------|------------------------|----------------------------|------------------------|
| Overall Rating | ABH General Population | ABH General Population | ABH General Population | Comparison to HC aggregate | HealthChoice Aggregate |
| | 2023 | 2021 | 2021 | 2023 | 2023 |
| Personal Doctor | 74.80% | 75.47% | 76.98% | -6.61% | 81.41% |
| Specialist | 79.66% | 70.91% | 78.38% | -0.45% | 80.11% |
| Health Care Overall | 67.96% | 72.62% | 71.17% | -6.22% | 74.18% |
| Health Plan Overall | 69.71% | 66.91% | 61.20% | -6.57% | 76.28% |

Blue type = less than 100 valid responses

| Survey Measures | ABH | ABH | ABH | HealthChoice Aggregate |
|--|--------|--------|--------|------------------------|
| | 2023 | 2022 | 2021 | 2023 |
| Getting Care | | | | |
| Getting Needed Care Composite | 73.14% | 77.38% | 82.54% | 78.19% |
| Ease of Getting Needed Care | 76.92% | 86.90% | 81.08% | 82.07% |
| Ease of Seeing a Specialist | 69.35% | 67.86% | 84.00% | 74.32% |
| Getting Care Quickly Composite | 73.94% | 76.50% | 77.87% | 78.34% |
| Ease of Getting Urgent Care | 77.78% | 71.05% | 76.79% | 81.67% |
| Ease of Getting a Check-up or Routine Care | 70.10% | 81.94% | 78.95% | 75.00% |
| Coordination of Care | 81.82% | 81.82% | 88.14% | 82.55% |

| Survey Measures | ABH | ABH | ABH | HealthChoice Aggregate |
|---|---------------|--------|--------|------------------------|
| | 2023 | 2022 | 2021 | 2023 |
| Additional Measures NOT reported in NCQA's Health Plan Ratings | | | | |
| How Well Doctors Communicate Composite | 91.21% | 90.64% | 93.39% | 91.78% |
| Doctor explained things in a way that was easy to understand | 91.21% | 92.00% | 95.60% | 91.99% |
| Doctor listened carefully to you | 90.11% | 90.54% | 91.21% | 91.20% |
| Doctor showed respect for what you had to say | 92.31% | 93.33% | 95.56% | 94.25% |
| Doctor spent enough time with you | 91.21% | 86.67% | 91.21% | 89.67% |
| Customer Service Composite | 81.95% | 87.27% | 87.12% | 88.60% |
| Received information or help needed from health plan's Customer Service | 72.00% | 81.82% | 83.33% | 82.57% |
| Treated with courtesy and respect by health plan's Customer Service | 91.89% | 92.73% | 90.91% | 94.63% |
| Effectiveness of Care Measures | | | | |
| Flu Vaccinations - Adults | 28.65% | 34.78% | 36.00% | 42.41% |
| Advising smokers/tobacco users to quit | 76.56% | 60.71% | 62.63% | 78.09% |
| Discussing cessation medications | 40.63% | 45.78% | 45.00% | 55.87% |
| Discussing cessation strategies | 41.27% | 43.75% | 41.84% | 46.49% |

Child Survey:

Overall Aetna Better Health of Maryland declined in most measures but saw some improvement. Continued improvement is needed to exceed the HealthChoice aggregate scores.

| 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 |
| | 2023 | 2022 | 2021 | 2023 | 2023 |
| Personal Doctor | 90.13% | 82.61% | 85.38% | 1.53% | 88.60% |
| Specialist | 80.85% | 90.63% | 83.33% | -2.60% | 83.45% |
| Health Care Overall | 86.88% | 85.50% | 85.05% | -0.40% | 87.28% |
| Health Plan Overall | 84.86% | 79.39% | 76.04% | -0.37% | 85.23% |

Blue type = less than 100 valid responses

| Survey Measures | ABH | ABH | ABH | HealthChoice Aggregate |
|--|---------------|--------|--------|---------------------------|
| | 2023 | 2022 | 2021 | 2023 |
| Getting Care | | | | |
| Getting Needed Care Composite | 70.45% | 81.87% | 83.26% | 86.36% |
| Ease of Getting Needed Care | 80.12% | 90.77% | 88.08% | 88.07% |
| Ease of Seeing a Specialist | 60.78% | 72.97% | 78.43% | 69.61% |
| Getting Care Quickly Composite | 80.49% | 86.49% | 79.68% | 81.67% |
| Ease of Getting Urgent Care | 87.18% | 92.00% | 83.72% | 85.56% |
| Ease of Getting a Check-up or Routine Care | 73.80% | 80.99% | 75.65% | 77.78% |
| Coordination of Care | 79.37% | 77.78% | 74.51% | 77.94% |

| Survey Measures | ABH | ABH | ABH | HealthChoice Aggregate |
|---|---------------|--------|--------|---------------------------|
| | 2023 | 2022 | 2021 | 2023 |
| Additional Measures NOT reported in NCQA's Health Plan Ratings | | | | |
| How Well Doctors Communicate Composite | 89.59% | 94.12% | 89.22% | 90.77% |
| Doctor explained things in a way that was easy to understand | 88.70% | 94.53% | 89.37% | 90.30% |
| Doctor listened carefully to you | 92.18% | 96.88% | 92.23% | 92.79% |
| Doctor showed respect for what you had to say | 93.85% | 97.66% | 94.20% | 94.65% |
| Doctor spent enough time with you | 83.62% | 87.40% | 81.07% | 85.36% |
| Customer Service Composite | 76.79% | 90.45% | 85.56% | 82.70% |
| Received information or help needed from health plan's Customer Service | 63.10% | 84.13% | 77.78% | 74.58% |
| Treated with courtesy and respect by health plan's Customer Service | 90.48% | 96.77% | 93.33% | 90.81% |

Children with Chronic Conditions Measures (CCC Population)

| CCC Composite Measure / Rating item | ABH | ABH | ABH | HealthChoice Aggregate |
|---|---------------|--------|--------|---------------------------|
| | 2023 | 2022 | 2021 | 2023 |
| Access to Prescription Medications | 80.99% | 88.76% | 88.71% | 88.35% |
| Access to Specialized Services | 65.26% | 53.83% | 66.93% | 66.27% |
| Getting needed information | 84.80% | 93.81% | 88.55% | 88.02% |
| Personal Doctor Who Knows Child (Composite) | 90.08% | 90.15% | 90.34% | 90.18% |
| Coordination of Care - Child w/CC (Composite) | 67.07% | 77.79% | 57.44% | 70.15% |