



2021 Member Satisfaction Results

Each year members of Maryland Physicians Care (MPC) are randomly selected to participate in the Consumer Assessment of Healthcare Providers and Systems® (CAHPS®) survey. The purpose of the survey is to assess members’ satisfaction with the services received from their health plan and plan providers. MPC uses these results to identify opportunities for improvement and address member’s needs. Below are the CY 2021 results. Please note that due to the COVID-19 pandemic, changes were made to survey methods. Therefore, the 2021 survey results and any comparisons to prior-year performance benchmarks should be taken with caution.

Table 1: Child Survey Results

SURVEY MEASURES	Maryland Physicians Care		2021 HealthChoice Aggregate Rate	2020 NCQA Quality Compass National Average (All LOBs)
	2021 Rate	2020 Rate		
<i>Getting Care</i>				
Getting Needed Care (% Always or Usually)	84.84%*	91.07%	81.75%	86.03%
Getting Care Quickly (% Always or Usually)	84.46%*	95.33%	82.95%	90.53%
<i>Satisfaction with Physicians</i>				
Rating of Personal Doctor (% 9 or 10)	74.44%	77.97%	76.86%	78.57%
Rating of Specialist Seen Most Often (% 9 or 10)	66.67%	76.19%	69.68%	73.36%
Rating of All Health Care (% 9 or 10)	73.19%↑*	66.98%	73.94%	71.92%
Coordination of Care (% Always or Usually)	89.02%**	89.16%	81.46%	86.08%
<i>Satisfaction with Plan Services</i>				
Rating of Health Plan (% 9 or 10)	68.30%	71.02%	68.35%	71.90%
<i>Additional Measures NOT Reported in NCQA Health Plan Ratings (General Population)</i>				
How Well Drs. Communicate (% Always or Usually)	95.18%*	97.61%	92.11%	95.26%
Customer Service (% Always or Usually)	87.50%*	90.82%	86.88%	88.81%
Rating of All Health Care (% 8, 9 or 10)	87.66%↑	85.85%	89.82%	88.01%
Rating of Personal Doctor (% 8, 9 or 10)	88.89%	91.95%	90.67%	90.85%
Rating of Specialist Seen Most Often (% 8, 9 or 10)	92.06%↑**	90.48%	86.14%	87.01%
Rating of Health Plan (% 8, 9 or 10)	85.31%	88.69%	85.94%	86.50%
<i>Children with Chronic Conditions Measures (CCC Population)</i>				
Access to Prescription Meds (% Always or Usually)	91.43%**	93.63%	91.16%	91.27%
Access to Specialized Services (% Always or Usually)	77.77%**	80.76%	71.58%	74.46%
Getting Needed Information (% Always or Usually)	91.20%*	93.39%	87.70%	93.05%
Personal Doctor Who Knows Child (% Yes)	91.48%↑*	90.10%	88.82%	91.56%
Coordination of Care for CCC (% Yes)	77.12%↑**	69.44%	70.95%	76.36%

↑ - Increase in MPC’s 2021 rate over the 2020 rate.

* – MPC’s 2021 rate is above the 2021 HealthChoice Aggregate Rate.

+ – MPC’s 2021 rate is above the 2020 NCQA Quality Compass National Average (All LOBs)



Table 2: Adult Survey Results

SURVEY MEASURES	Maryland Physicians Care		2021 HealthChoice Aggregate Rate	2020 NCQA Quality Compass National Average (All LOBs)
	2021 Rate	2020 Rate		
<i>Getting Care</i>				
Getting Needed Care (% Always or Usually)	87.23%↑**	85.75%	84.61%	82.96%
Getting Care Quickly (% Always or Usually)	83.01%**	86.90%	81.94%	82.35%
<i>Satisfaction with Physicians</i>				
Rating of Personal Doctor (% 9 or 10)	69.82%↑**	67.44%	66.26%	69.24%
Rating of Specialist Seen Most Often (% 9 or 10)	63.10%	65.35%	66.02%	69.47%
Rating of All Health Care (% 9 or 10)	54.81%	54.36%	55.04%	57.67%
Coordination of Care (% Always or Usually)	81.16%	84.91%	83.15%	85.14%
<i>Satisfaction with Plan Services</i>				
Rating of Health Plan (% 9 or 10)	57.43%*	57.25%	55.01%	62.23%
<i>Additional Measures NOT Reported in NCQA Health Plan Ratings (General Population)</i>				
How Well Drs. Communicate (% Always or Usually)	91.87%	95.95%	92.07%	93.16%
Customer Service (% Always or Usually)	83.90%	89.03%	88.09%	89.27%
Rating of All Health Care (% 8, 9 or 10)	72.59%	76.41%	76.38%	76.43%
Rating of Personal Doctor (% 8, 9 or 10)	81.66%	82.79%	81.74%	83.46%
Rating of Specialist Seen Most Often (% 8, 9 or 10)	78.57%	84.16%	82.45%	83.93%
Rating of Health Plan (% 8, 9 or 10)	73.76%*	74.90%	73.69%	78.50%

↑ - Increase in MPC's 2021 rate over the 2020 rate.

* - MPC's 2021 rate is above the 2021 HealthChoice Aggregate Rate.

+ - MPC's 2021 rate is above the 2020 NCQA Quality Compass National Average (All LOBs)