

## 2023 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<sup>®</sup> (CAHPS<sup>®</sup>) 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 2023 results.

**Table 1: Child Survey Results**

SURVEY MEASURES	Maryland Physicians Care		2023 HealthChoice Aggregate Rate	2022 NCQA Quality Compass National Average (All LOBs)
	2023 Rate	2022 Rate		
<b>Getting Care</b>				
Getting Needed Care (% Always or Usually)	81.26%↑	86.66%	77.99%	84.19%
Getting Care Quickly (% Always or Usually)	84.86%↑	84.97%	81.67%	86.74%
<b>Satisfaction with Plan Physicians</b>				
Rating of Personal Doctor (% 9 or 10)	75.09%↑	68.14%	73.65%	77.15%
<b>Satisfaction with Plan and Plan Services</b>				
Rating of Health Plan (% 9 or 10)	67.85%↑	66.80%	66.83%	71.99%
Rating of All Health Care (% 9 or 10)	70.00%↑	70.07%	67.84%	70.77%
<b>Additional Measures NOT Reported in NCQA Health Plan Ratings (General Population)</b>				
Coordination of Care (% Always or Usually)	75.00%	79.37%	77.94%	84.71%
How Well Drs. Communicate (% Always or Usually)	92.91%↑	92.77%	90.77%	94.18%
Customer Service (% Always or Usually)	80.71%	80.48%	82.70%	88.06%
Rating of All Health Care (% 8, 9 or 10)	91.00%↑*	88.44%	87.82%	87.34%
Rating of Personal Doctor (% 8, 9 or 10)	90.48%↑*	84.31%	88.60%	90.18%
Rating of Specialist Seen Most Often (% 8, 9 or 10)	85.96%↑	86.54%	83.45%	86.54%
Rating of Specialist Seen Most Often (% 9 or 10)	75.44%↑*	63.46%	67.36%	73.04%
Rating of Health Plan (% 8, 9 or 10)	86.82%↑*	87.14%	85.23%	86.48%
<b>Children with Chronic Conditions Measures (CCC Population)</b>				
Access to Prescription Meds (% Always or Usually)	89.74%↑	89.39%	88.35%	90.55%
Access to Specialized Services (% Always or Usually)	71.11%↑*	75.60%	66.27%	70.60%
Getting Needed Information (% Always or Usually)	91.46%↑	93.19%	88.02%	91.53%
Personal Doctor Who Knows Child (% Yes)	91.56%↑*	93.21%	90.18%	91.55%
Coordination of Care for CCC (% Yes)	69.07%	72.70%	70.15%	76.27%

An increase in MPC's 2023 rate over the 2022 rate is shown in green.

↑ – MPC's 2023 rate is above the 2023 HealthChoice Aggregate Rate.

\* – MPC's 2023 rate is above the 2022 NCQA Quality Compass National Average (All LOBs).

**Table 2: Adult Survey Results**

SURVEY MEASURES	Maryland Physicians Care		2023 HealthChoice Aggregate Rate	2022 NCQA Quality Compass National Average (All LOBs)
	2023 Rate	2022 Rate		
<b>Getting Care</b>				
Getting Needed Care (% Always or Usually)	79.85%↑	86.30%	78.19%	81.86%
Getting Care Quickly (% Always or Usually)	81.41%↑*	78.00%	78.34%	80.22%
<b>Satisfaction with Plan Physicians</b>				
Rating of Personal Doctor (% 9 or 10)	62.50%	63.16%	64.89%	68.30%
<b>Satisfaction with Plan and Plan Services</b>				
Rating of Health Plan (% 9 or 10)	53.01%	53.85%	55.93%	61.99%
Rating of All Health Care (% 9 or 10)	52.34%	58.41%	55.19%	56.46%
<b>Additional Measures NOT Reported in NCQA Health Plan Ratings (General Population)</b>				
Coordination of Care (% Always or Usually)	79.73%	87.93%	82.55%	83.96%
How Well Drs. Communicate (% Always or Usually)	93.99%↑*	93.90%	91.78%	92.51%
Customer Service (% Always or Usually)	90.46%↑*	87.07%	88.60%	88.91%
Rating of All Health Care (% 8, 9 or 10)	78.13%↑	74.34%	74.18%	75.41%
Rating of Personal Doctor (% 8, 9 or 10)	81.58%↑	79.70%	81.41%	82.38%
Rating of Specialist Seen Most Often (% 8, 9 or 10)	78.31%	86.36%	80.11%	83.52%
Rating of Specialist Seen Most Often (% 9 or 10)	56.63%	62.12%	61.79%	68.34%
Rating of Health Plan (% 8, 9 or 10)	74.86%	75.15%	76.28%	77.98%

An increase in MPC's 2023 rate over the 2022 rate is shown in green.

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