

2024 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 2024 results.

Table 1: Child Survey Results

SURVEY MEASURES	Maryland Physicians Care		2024 HealthChoice Aggregate Rate	2024 NCQA Quality Compass National Average (All LOBs)
	2024 Rate	2023 Rate		
Getting Care				
Getting Needed Care (% A+U)	79.84%	81.26%	79.92%	83.33%
Getting Care Quickly (% A+U)	84.52%↑	84.86%	82.51%	86.31%
Satisfaction with Plan Physicians				
Rating of Doctor (% 9+10)	68.05%	75.09%	75.42%	76.45%
Satisfaction with Plan and Plan Services				
Rating of Health Plan (% 9++10)	68.07%	67.85%	69.65%	71.31%
Rating of Health Care (% 9+10)	65.95%	70.00%	70.58%	69.62%
Additional Measures NOT Reported in NCQA Health Plan Ratings (General Population)				
Coordination of Care (% A+U)	80.56%↑	75.00%	80.39%	83.50%
Doctor Communication (% A+U)	91.83%↑	92.91%	91.46%	93.83%
Customer Service (% A+U)	81.17%	80.71%	86.88%	88.29%
Rating of Health Care (% 8+9+10)	84.48%	91.00%	87.31%	86.88%
Rating of Doctor (% 8+9+10)	85.94%	90.48%	89.16%	89.68%
Rating of Specialist (% 8+9+10)	84.93%	85.96%	85.30%	87.20%
Rating of Specialist (% 9+10)	67.12%	75.44%	70.78%	72.82%
Rating of Health Plan (% 8+9+10)	85.43%	86.82%	85.44%	86.26%
Children with Chronic Conditions Measures (CCC Population)				
Access to Prescription Meds (% A+U)	87.67%	89.74%	88.51%	89.23%
Access to Specialized Services (% A+U)	70.13%↑	71.11%	68.82%	70.99%
Getting Needed Information (% A+U)	91.00%↑*	91.46%	87.82%	90.96%
Doctor Who Knows Child (% Yes)	90.99%↑	91.56%	89.07%	91.28%
Care Coordination for CCC (% Yes)	70.53%	69.07%	73.63%	75.65%

An increase in MPC's 2024 rate over the 2023 rate is shown in green.

↑ – MPC's 2024 rate is above the 2024 HealthChoice Aggregate Rate.

* – MPC's 2024 rate is above the 2024 NCQA Quality Compass National Average (All LOBs).

Table 2: Adult Survey Results

SURVEY MEASURES	Maryland Physicians Care		2024 HealthChoice Aggregate Rate	2024 NCQA Quality Compass National Average (All LOBs)
	2024 Rate	2023 Rate		
Getting Care				
Getting Needed Care (% A+U)	79.03%	79.85%	79.70%	81.45%
Getting Care Quickly (% A+U)	79.99%↑	81.41%	78.82%	80.39%
Satisfaction with Plan Physicians				
Rating of Doctor (% 9+)	65.56%	62.50%	66.20%	69.18%
Satisfaction with Plan and Plan Services				
Rating of Health Plan (% 9+10)	47.93%	53.01%	55.42%	61.47%
Rating of All Health Care (% 9+10)	48.97%	52.34%	54.46%	56.80%
Additional Measures NOT Reported in NCQA Health Plan Ratings (General Population)				
Coordination of Care (% A+U)	88.89%↑*	79.73%	84.57%	85.64%
Doctor Communication (% A+U)	94.33%↑*	93.99%	92.56%	92.95%
Customer Service (% A+U)	90.16%↑*	90.46%	88.65%	89.12%
Rating of All Health Care (% 8+9+10)	68.28%	78.13%	73.97%	75.75%
Rating of Doctor (% 8+9+10)	85.00%↑*	81.58%	81.85%	83.33%
Rating of Specialist (% 8+9+10)	83.52%↑*	78.31%	81.86%	82.52%
Rating of Specialist (% 9+10)	73.63%↑*	56.63%	65.34%	67.69%
Rating of Health Plan (% 8+9+10)	66.82%	74.86%	74.15%	77.65%

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