



Aetna Better Health® of Maryland

2022 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
	2022	2021	2020	2022	2022
Personal Doctor	75.47%	76.98%	76.23%	-6.40%	81.87%
Specialist	70.91%	78.38%	67.31%	-8.39%	79.30%
Health Care Overall	72.62%	71.17%	68.63%	-3.08%	75.70%
Health Plan Overall	66.91%	61.20%	63.28%	-7.78%	74.69%

Blue type = less than 100 valid responses

Survey Measures	ABH	ABH	ABH	HealthChoice Aggregate
	2022	2021	2020	2022
Getting Care				
Getting Needed Care Composite	77.38%	82.54%	75.03%	82.87%
Ease of Getting Needed Care	86.90%	81.08%	78.64%	86.62%
Ease of Seeing a Specialist	67.86%	84.00%	71.43%	79.11%
Getting Care Quickly Composite	76.50%	77.87%	79.22%	80.83%
Ease of Getting Urgent Care	71.05%	76.79%	82.14%	82.18%
Ease of Getting a Check-up or Routine Care	81.94%	78.95%	76.29%	79.47%
Coordination of Care	81.82%	88.14%	83.02%	84.85%

Survey Measures	ABH	ABH	ABH	HealthChoice Aggregate
	2022	2021	2020	2022
Additional Measures NOT reported in NCQA's Health Plan Ratings				
How Well Doctors Communicate Composite	90.64%	93.39%	88.55%	93.11%
Doctor explained things in a way that was easy to understand	92.00%	95.60%	86.81%	93.43%
Doctor listened carefully to you	90.54%	91.21%	88.04%	93.42%
Doctor showed respect for what you had to say	93.33%	95.56%	92.39%	94.81%
Doctor spent enough time with you	86.67%	91.21%	86.96%	90.79%
Customer Service Composite	87.27%	87.12%	80.51%	89.99%
Received information or help needed from health plan's Customer Service	81.82%	83.33%	73.13%	86.27%
Treated with courtesy and respect by health plan's Customer Service	92.73%	90.91%	87.88%	93.72%
Effectiveness of Care Measures				
Flu Vaccinations - Adults	36.57%	34.78%	36.00%	43.17%
Advising smokers/tobacco users to quit	69.01%	60.71%	62.63%	74.42%
Discussing cessation medications	42.86%	45.78%	45.00%	48.72%
Discussing cessation strategies	40.58%	43.75%	41.84%	44.19%

Child Survey:

Overall Aetna Better Health of Maryland improved in most 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	ABH child General Population	PERCENT RESPONDING 8, 9 OR 10			
		ABH child General Population	ABH child General Population	Comparison to HC aggregate	HealthChoice Aggregate
		2022	2021	2020	2022
Personal Doctor	82.61%	85.38%	84.76%	-6.09%	88.70%
Specialist	90.63%	83.33%	91.18%	7.44%	83.19%
Health Care Overall	85.50%	85.05%	85.14%	-1.78%	87.28%
Health Plan Overall	79.39%	76.04%	75.24%	-5.97%	85.36%

Blue type = less than 100 valid responses

Survey Measures	ABH	ABH	ABH	HealthChoice Aggregate
	2022	2021	2020	2022
Additional Measures NOT reported in NCQA's Health Plan Ratings				
How Well Doctors Communicate Composite	94.12%	89.22%	95.51%	92.79%
Doctor explained things in a way that was easy to understand	94.53%	89.37%	96.27%	92.25%
Doctor listened carefully to you	96.88%	92.23%	96.27%	95.20%
Doctor showed respect for what you had to say	97.66%	94.20%	96.27%	96.83%
Doctor spent enough time with you	87.40%	81.07%	93.23%	86.88%
Customer Service Composite	90.45%	85.56%	85.94%	89.01%
Received information or help needed from health plan's Customer Service	84.13%	77.78%	81.25%	83.42%
Treated with courtesy and respect by health plan's Customer Service	96.77%	93.33%	90.63%	94.59%

Children with Chronic Conditions Measures (CCC Population)

CCC Composite Measure / Rating item	ABH	ABH	ABH	HealthChoice Aggregate
	2022	2021	2020	2022
Access to Prescription Medications	88.76%	88.71%	84.29%	88.11%
Access to Specialized Services	53.83%	66.93%	82.67%	69.18%
Getting needed information	93.81%	88.55%	95.59%	88.69%
Personal Doctor Who Knows Child (Composite)	90.15%	90.34%	92.58%	89.91%
Coordination of Care - Child w/CC (Composite)	77.79%	57.44%	74.20%	73.54%