

UMP Customer Satisfaction Ratings for 2008

In spring 2008, the Health Care Authority (HCA) contracted with an independent research firm to conduct a customer satisfaction survey of Uniform Medical Plan (UMP) enrollees. The firm used a national survey questionnaire called CAHPS, developed by the Agency for Healthcare Research and Quality. A random sample of 1,100 enrollees from UMP's employee and non-Medicare retiree population was asked to participate, and 44% returned the survey.

All other medical plans offered to public employees and retirees, including Group Health Cooperative, Kaiser Foundation Health Plans, and Aetna Public Employees Plan, surveyed their members using the same questionnaire, so we are able to compare UMP's ratings for customer satisfaction with these plans.

UMP — Most Highly Rated of All Plans Offered to PEBB Members

The results showed that UMP rated #1 in nine out of thirteen key areas of customer satisfaction when compared to other plans offered through the Public Employee Benefits Board (PEBB). (See Chart 1 on reverse side for details.)

UMP rated #1 in the following areas:

- ❖ Rating of Health Plan
- ❖ Getting Needed Care
- ❖ Health Plan Customer Service
- ❖ Rating of Health Care
- ❖ Health Promotion & Education
- ❖ Rating of Personal Doctor
- ❖ Rating of Specialist
- ❖ Share Decision Making (with Physician)
- ❖ How Well Doctors Communicate

UMP rated #2 in the following areas of customer satisfaction, behind Group Health:

- ❖ Getting Care Quickly
- ❖ Plan Information on Costs
- ❖ Claims Processing

In the remaining category of customer satisfaction—coordination of care—UMP rated third among the four plans offered to PEBB members.

How UMP Compares Nationally to Other PPO Plans

Because most other medical plans offered through the HCA in 2008 are managed-care organizations and UMP is a preferred provider organization (PPO), it is appropriate to see how UMP compares to other PPO plans.

Chart 2 on the reverse side compares UMP's CAHPS scores with a national average of 168 PPO plans that submitted their survey results to the National Committee for Quality Assurance (NCQA) in 2008.

The data shows UMP scored significantly above the national average for PPOs in overall rating of health plan, customer service, and shared decision making. The percentile rank (Chart 2, column 4) shows how UMP ranks relative to the other 168 PPO plans. For example, UMP ranked in the 94th percentile for rating of health plan, which means UMP's scores for this indicator were higher than 94 percent of the other plans.

For more information

More information about this survey is available on UMP's Web site at www.ump.hca.wa.gov.

Chart 1. Comparing UMP to All HCA Medical Plans

Indicator of Satisfaction	Average of All HCA Plans*	UMP's Rating	UMP's Rank
Rating of Health Plan	61.9%	69.6%	1
Getting Needed Care	79.8%	87.9%	1
Getting Care Quickly	82.6%	87.0%	2
How Well Doctors Communicate	91.3%	96.1%	1
Customer Service	83.2%	88.5%	1
Claims Processing	86.6%	86.9%	2
Shared Decision Making	57.4%	64.4%	1
Plan Information on Costs	68.1%	71.9%	2
Health Promotion and Education	54.3%	62.5%	1
Coordination of Care	77.0%	77.5%	3
Rating of Health Care	68.2%	74.6%	1
Rating of Personal Doctor	78.7%	84.1%	1
Rating of Specialist	76.5%	80.3%	1

Source: HCA Aggregate Report – Washington State, CAHPS 2008 Survey, The Myers Group.

Green shows UMP's rating as significantly above average of seven other medical plans offered by HCA to PEBB or Basic Health enrollees.

* The ratings in column 2 are the average of seven plans offered through the Health Care Authority, including three plans that aren't offered to PEBB members. UMP's rank in the last column shows how UMP compares to the four plans offered to PEBB members only.

What the Numbers Mean

The numbers given in the “average” and “rating” columns in Charts 1 and 2 refer to the percentage of respondents who answered “always” or “usually” to questions on the survey related to key areas of customer satisfaction.

Survey participants were also asked to rate the quality of their health care, personal doctor, specialist, and health plan. The numbers in those rows refer to the percentage of respondents who gave a rating of 8, 9, or 10 on a scale of 0 (worst) to 10 (best).

* UMP's ratings are slightly different for some indicators in Chart 2 because scores in Chart 1 were adjusted to account for differences in the age and health status of enrollees in the various HCA medical plans. UMP's rating in Chart 2 are the actual scores and were not adjusted.

Chart 2. Comparing UMP to PPO National Average

Indicator of Satisfaction	National Average of PPO Plans	UMP's Rating*	Percentile Rank
Rating of Health Plan	56.3%	70.2%	94th
Getting Needed Care	85.3%	88.1%	82nd
Getting Care Quickly	87.1%	87.1%	48th
How Well Doctors Communicate	93.8%	96.1%	97th
Customer Service	80.6%	88.7%	97th
Claims Processing	85.8%	87.0%	55th
Shared Decision Making	57.3%	64.6%	94th
Health Promotion & Education	58.3%	62.9%	83rd
Coordination of Care	78.3%	77.6%	43rd
Rating of Health Care	73.6%	75.0%	62nd
Rating of Personal Doctor	82.0%	84.3%	77th
Rating of Specialist	80.6%	80.4%	47th

Source: Uniform Medical Plan PPO 2008 Non-Medicare CAHPS Survey, The Myers Group.

Green shows UMP's rating as significantly above the average of 168 PPO plans that submitted data to NCQA.

Chart 1 shows an indicator that is not shown in Chart 2 (plan information on costs). The NCQA did not publicly report data results for this indicator.