



MY 2024 CAHPS® Medicaid Adult 5.1H Survey

Prepared for:

12830 - UHC CP (NM)



United
Healthcare

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Press Ganey (PG), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by 12830 - UHC CP (NM) to conduct its MY 2024 CAHPS® 5.1H Medicaid Adult Survey.

Survey Objective

The overall objective of the CAHPS® study is to capture accurate and complete information about consumer-reported experiences with health care. Specifically, the survey aims to measure how well plans are meeting their members' expectations and goals; to determine which areas of service have the greatest effect on members' overall satisfaction; and to identify areas of opportunity for improvement, which can aid plans in increasing the quality of provided care.

NCQA Updates

- NCQA made no significant changes to the survey or program this year.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).
CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

Methodology

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First questionnaire
mailed

2/14/2025

Second questionnaire
mailed

3/21/2025

Initiate follow-up calls
to non-responders

4/11/2025 -
4/25/2025

Last day to accept
completed surveys

5/5/2025

QUALIFIED RESPONDENTS

Included beneficiaries who were...

- 18 years and older (as of December 31 of the measurement year)
- Continuously enrolled in the plan, allowing for one gap of up to 45 days during the measurement year

RESPONSE RATE CALCULATION

$$\frac{114 \text{ (Completed)}}{1,620 \text{ (Sample)} - 21 \text{ (Ineligible)}} = \frac{114}{1,599} = 7.1\%$$

COMPLETES - MODALITY BY LANGUAGE

	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	46	43	12	6	0	6	101
Spanish	0	5	8	7	0	1	13
Total	46	48	20	13	0	7	114

Total Number of Undeliverables: 455

Note: Respondents were given the option of completing the survey in Spanish. A telephone number was provided on the survey cover letter for members to call if they would like to complete the survey in Spanish.

RESPONSE RATE TRENDING

		2023	2024	2025
Completed	SUBTOTAL	--	--	114
	Does not Meet Eligibility Criteria (01)	--	--	14
Ineligible	Language Barrier (03)	--	--	4
	Mentally/Physically Incapacitated (04)	--	--	2
	Deceased (05)	--	--	1
	SUBTOTAL	--	--	21
Non-response	Break-off/Incomplete (02)	--	--	13
	Refusal (06)	--	--	26
	Maximum Attempts Made (07)	--	--	1,446
	Added to DNC List (08)	--	--	0
	SUBTOTAL	--	--	1,485
Total Sample		--	--	1,620
Oversampling		--	--	20.0%
Response Rate		--	--	7.1%
PG Response Rate		11.5%	11.1%	11.7%



Executive Summary



Overview of Terms

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Summary Rates (SRS) are defined by NCQA in its HEDIS MY 2024 CAHPS® 5.1H guidelines and generally represent the most favorable response percentages.

Percentile Rankings Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by Press Ganey using information derived from the NCQA 1-100 Benchmark.

Percentile Bands

<10 th	10 th - 32 nd	33 rd - 66 th	67 th - 89 th	≥90 th
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PG Benchmark Information The source for data contained within the PG Book of Business is all submitting plans that contracted with PG for MY 2024. Submission occurred on May 23rd, 2025.

NCQA Benchmark Information The source for data contained in this publication is Quality Compass® All Plans 2024. It is used with the permission of NCQA. Any analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass® is a registered trademark of NCQA.

Small Denominator Threshold NCQA will assign a measure result of NA to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100.

Technical Notes Please refer to the Technical Notes for more information.

Significance Testing All significance testing is performed at the 95% confidence level using a t-test for mean scores and z-test for percentages. The following notation is used to highlight significant differences.

Comparisons to previous year (↑/↓)

Comparisons over 2 years (‡/‡)

Comparisons to benchmarks (▲/▼)

2025 Dashboard

Medicaid Adult

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114

Completed surveys

7.1%

Response Rate

Stars: PG **Estimated** NCQA
Rating
NA = Denominator < 100

Scores: All scores displayed
are Summary Rate Scores

- Rating: % 9 or 10
- Composites: % Usually or Always
- Smoking: % Always, Usually, or Sometimes

Significance Testing: Current
score is significantly
higher/lower than 2024 (↑/↓)
or 2023 (↗/↘).

Percentiles: Based on the
2025 PG Book of Business

**Health Plan Key Driver
Classification:** Details can
be found in the KDA section.

Rating of Health Plan				★
Q28. Rating of Health Plan	46.73%	1 st	--	

Rating of Health Care				(NA)
Q8. Rating of Health Care	45.90%	1 st	Opportunity	

Rating of Personal Doctor				(NA)
Q18. Rating of Personal Doctor	64.29%	7 th	Opportunity	

Advised to Quit Smoking: 2YR				
Q32. Advised to Quit Smoking: 2YR	41.67%	1 st	--	

Rating of Specialist				
Q22. Rating of Specialist	53.49%	1 st	Opportunity	

Coordination of Care				
Q17. Coordination of Care	83.33%	27 th	Wait	

Customer Service				
Composite	87.83%	24 th	--	
Q24. Provided information or help	78.05%	5 th	Wait	
Q25. Treated with courtesy and respect	97.62%	87 th	Power	

Getting Needed Care				(NA)
Composite	83.03%	55 th	--	
Q9. Getting care, tests, or treatment	86.89%	61 st	Power	
Q20. Getting specialist appointment	79.17%	49 th	Opportunity	

Getting Care Quickly				(NA)
Composite	83.55%	61 st	--	
Q4. Getting urgent care	93.10%	97 th	Retain	
Q6. Getting routine care	74.00%	14 th	Wait	

Ease of Filling Out Forms				
Q27. Ease of Filling Out Forms	94.34%	34 th	Opportunity	

How Well Doctors Communicate				
Composite	94.59%	67 th	--	
Q12. Dr. explained things	92.73%	35 th	Wait	
Q13. Dr. listened carefully	96.43%	89 th	Retain	
Q14. Dr. showed respect	94.64%	38 th	Wait	
Q15. Dr. spent enough time	94.55%	82 nd	Retain	



Estimated NCQA Health Insurance Plan Ratings

Medicaid Adult

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	Score Definition	Base	HPR Score*	HPR 4 Star Threshold	HPR Percentile Band	PG Estimated Rating
PATIENT EXPERIENCE						NA
GETTING CARE						NA
Getting Needed Care	Usually or Always	54^	83.0%	83.7%	--	NA
Getting Care Quickly	Usually or Always	39^	83.5%	82.9%	--	NA
SATISFACTION WITH PLAN PHYSICIANS						NA
Rating of Personal Doctor	9 or 10	70^	64.2%	71.0%	--	NA
SATISFACTION WITH PLAN AND PLAN SERVICES						1
Rating of Health Plan	9 or 10	107	46.7%	64.0%	<10 th	1
Rating of Health Care	9 or 10	61^	45.9%	59.4%	--	NA

*HPR scores are truncated to three digits (XX.X%) according to the NCQA calculation protocol for Health Plan Ratings. Please note that scores on this slide may differ slightly compared to scores found throughout the rest of the report.

EXPLANATION

NCQA calculates health plan ratings (HPR) by evaluating plans in three categories: consumer satisfaction, clinical quality (includes prevention and treatment) and NCQA Accreditation Standards score.

The overall NCQA star rating is the weighted average of an organization's HEDIS and CAHPS measure ratings, plus Accreditation bonus points (if the organization has NCQA Accreditation), rounded to the nearest half point.

The CAHPS measures are classified based on their national percentile (10th, 33rd, 67th and 90th) into scores ranging from 1 to 5 (in increments of 0.5), where 5 is the highest score and 1 is the lowest.

Results are summarized in the table to the left. **Percentiles and ratings are estimated by PG** based on the 2024 NCQA data and benchmarks.

Rating = 1	Rating = 2	Rating = 3	Rating = 4	Rating = 5
<10 th Percentile	10 th – 32 nd Percentile	33 rd – 66 th Percentile	67 th – 89 th Percentile	≥90 th Percentile

Notes:

- NCQA will assign a measure result of NA to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100.
- Medicaid plans have the option to be scored on either Adult CAHPS or Child CAHPS data.

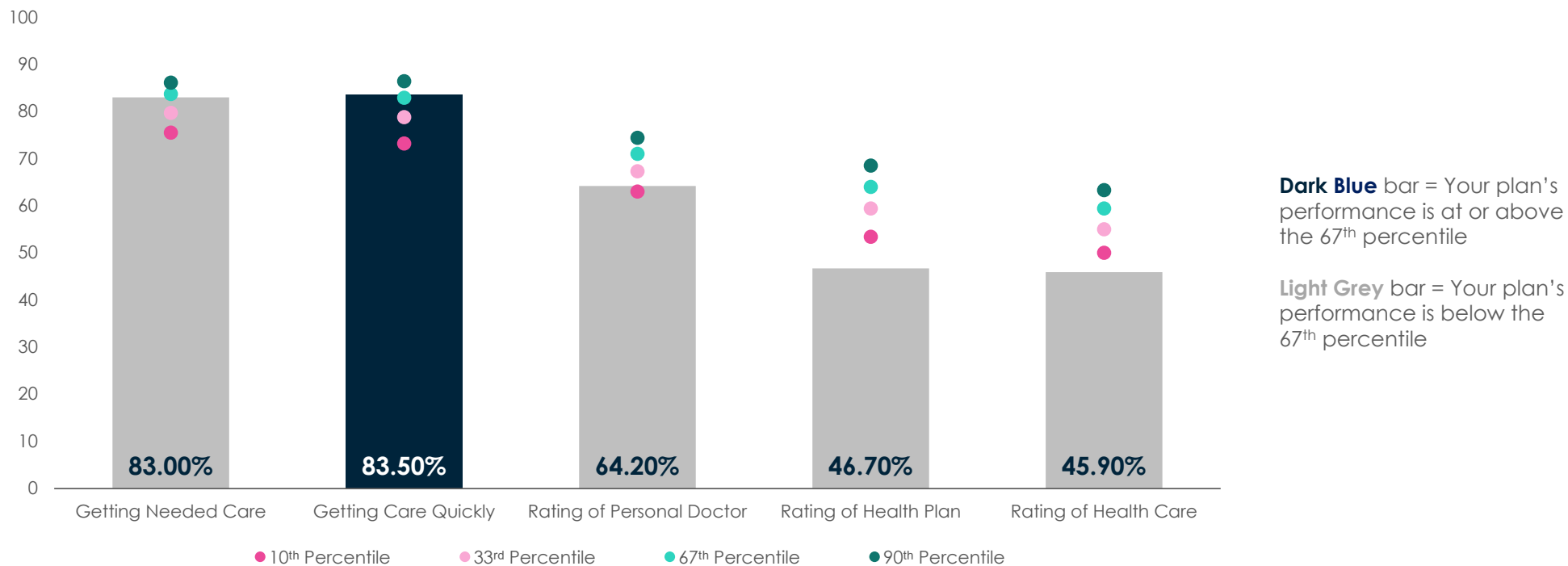
Performance to Star Cut Points

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COMPARISON TO QUALITY COMPASS CUT POINTS

The graph shows how your plan's **Estimated Health Plan Rating (HPR) scores** used for accreditation ratings compare to the most recent Quality Compass thresholds published by NCQA (Fall 2024).



HPR scores are truncated to three digits (XX.X%) according to the NCQA calculation protocol for Health Plan Ratings. Please note that scores on this slide may differ slightly compared to scores found throughout the rest of the report.

* Scores are % 9 or 10 and % Always or Usually.

Key Metric Performance

Medicaid Adult

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Measure	Summary Rate Score			2025 Press Ganey BOB Benchmark						Plan Percentile Rank	PG BOB
	2024	2025	Change	0	20	40	60	80	100		
Health Plan Domain											
Q28. Rating of Health Plan		46.73%								1 st	63.83% ▼
Getting Needed Care		83.03%								55 th	82.43%
Customer Service		87.83%								24 th	89.86%
Q27. Ease of Filling Out Forms		94.34%								34 th	94.95%
Health Care Domain											
Q8. Rating of Health Care		45.90%								1 st	58.03% ▼
Getting Care Quickly		83.55%								61 st	82.01%
How Well Doctors Communicate		94.59%								67 th	93.58%
Q17. Coordination of Care		83.33%								27 th	86.31%
Q18. Rating of Personal Doctor		64.29%								7 th	71.37%
Q22. Rating of Specialist		53.49%								1 st	68.93% ▼

* Scores are % 9 or 10 and % Always or Usually.



Key Metric Performance

Medicaid Adult

12830 - UHC CP (NM)

Measure	Summary Rate Score			2025 Press Ganey BOB Benchmark						Plan Percentile Rank	PG BOB	
	2024	2025	Change	0	20	40	60	80	100			
Effectiveness of Care												
Q32. Advised to Quit Smoking: 2YR		41.67%									1 st	74.40%
Q33. Discussing Cessation Meds: 2YR		36.36%									5 th	55.14%
Q34. Discussing Cessation Strategies: 2YR		30.43%									5 th	48.46%

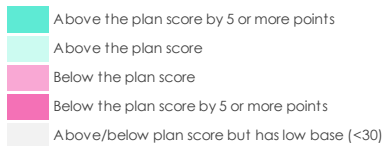
* Scores are % Always, Usually, or Sometimes.

Health Equity

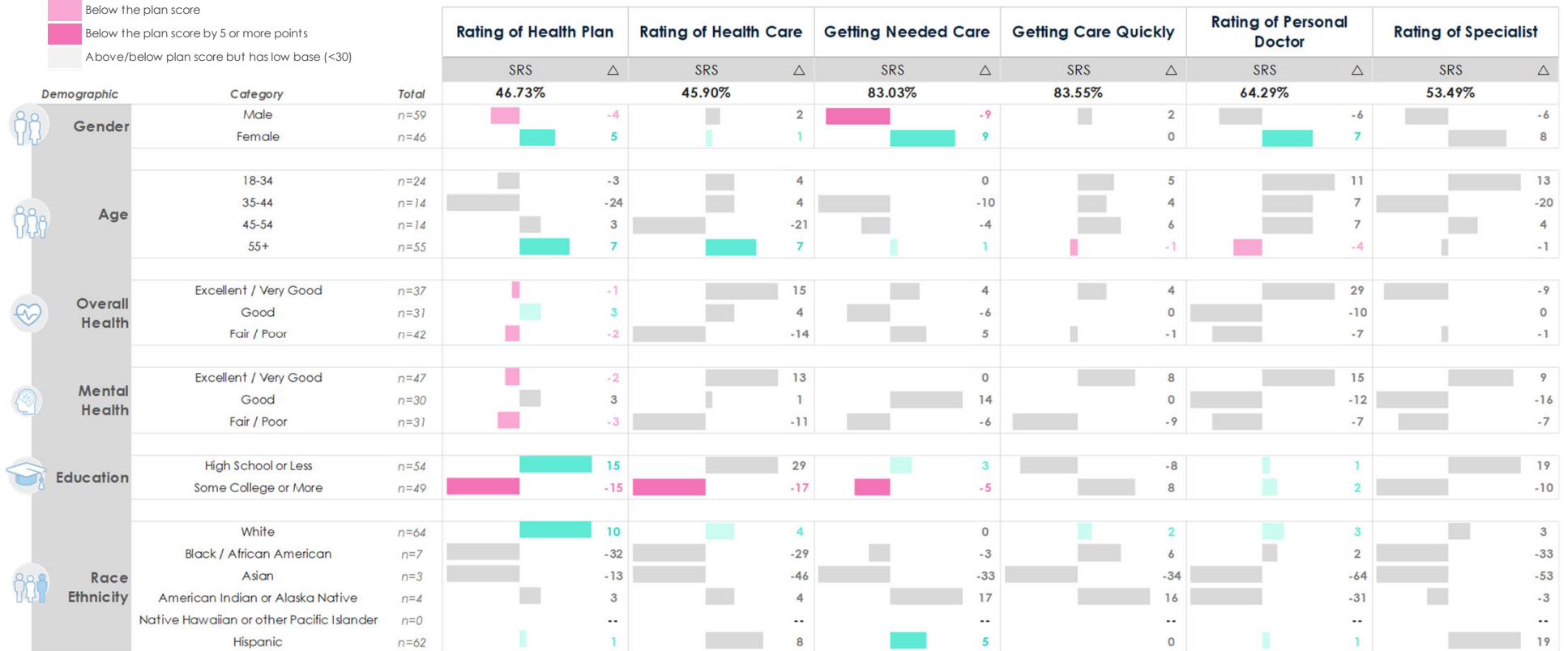
Medicaid Adult

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Group is performing...



The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity.

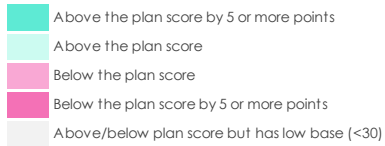


Health Equity

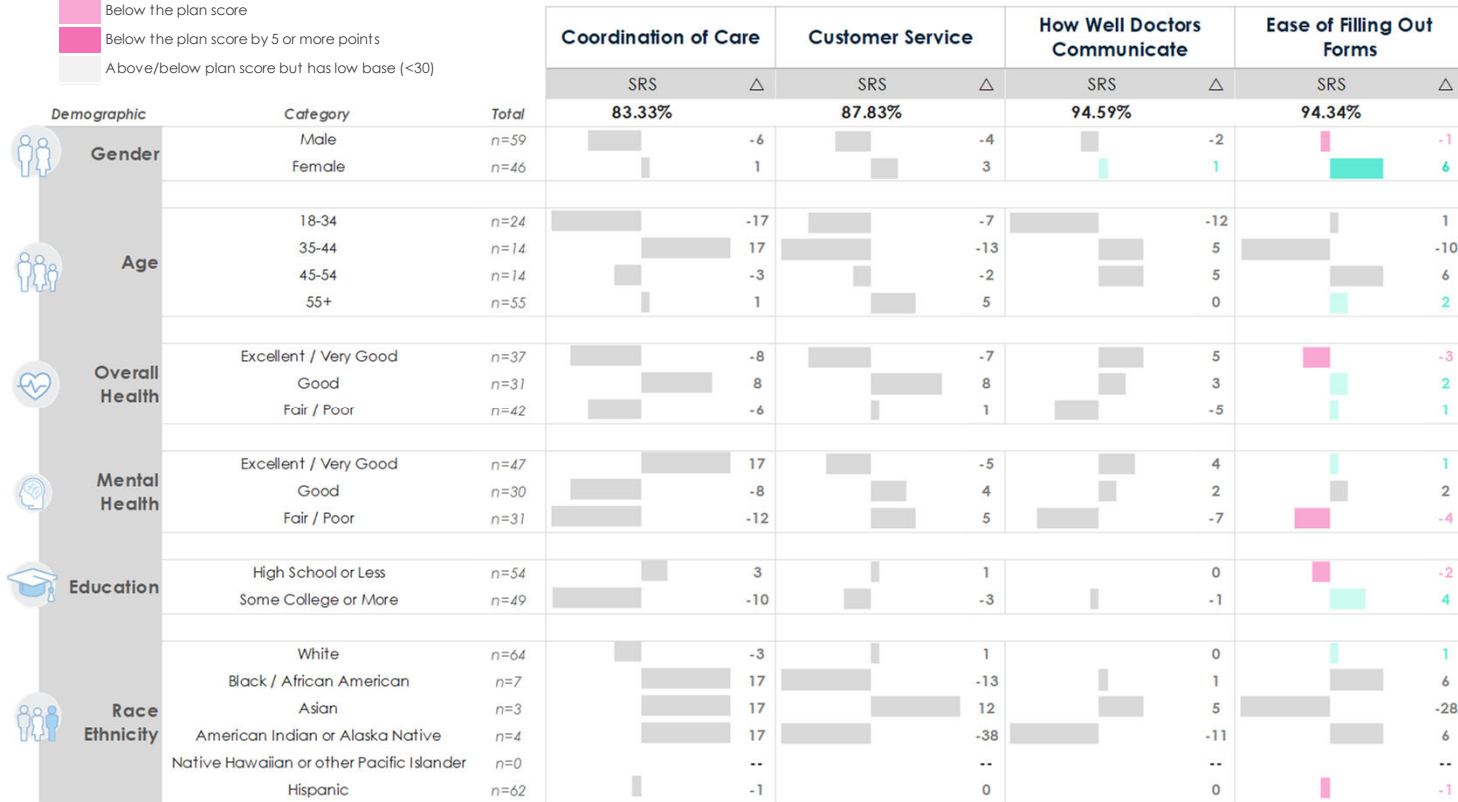
Medicaid Adult

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Group is performing...



The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity.





Key Driver Analysis



POWeR Chart

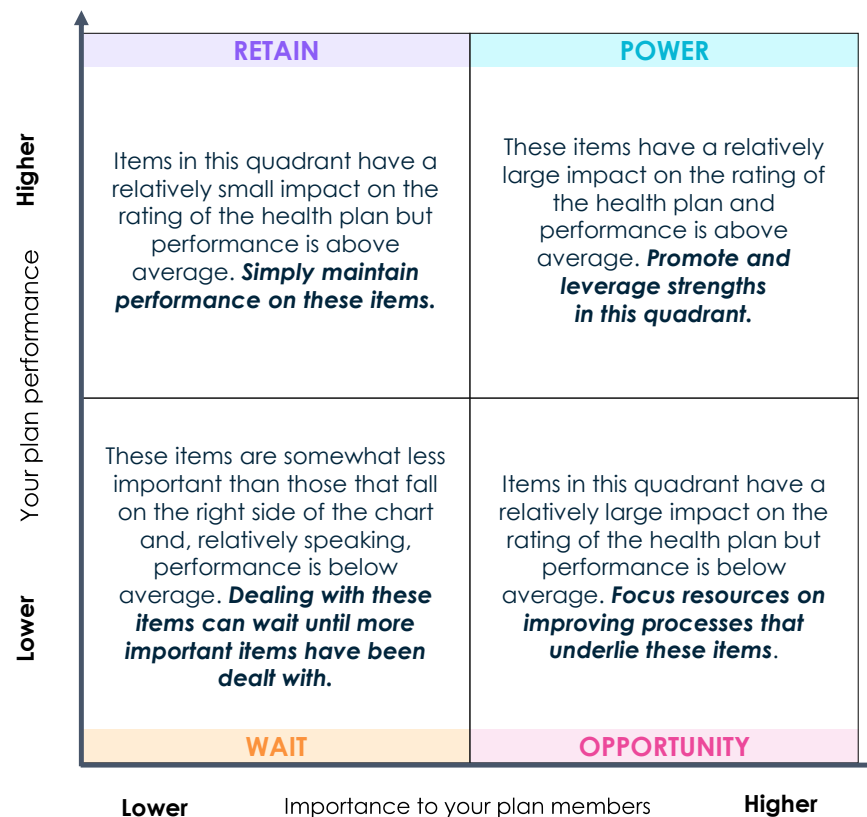
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POWeR™ CHART CLASSIFICATION MATRIX

Overview. The SatisAction™ key driver statistical model is a powerful, proprietary statistical methodology used to identify the key drivers of the rating of the health plan and provide actionable direction for satisfaction improvement programs. This methodology is the result of a number of years of development and testing using health care satisfaction data.

The model provides the following:

- Identification of the elements that are important in driving of the rating of the health plan.
- Measurement of the relative importance of each of these elements.
- Measurement of how well members think the plan performed on those important elements.
- Presentation of the importance/performance results in a matrix that provides clear direction for member satisfaction improvement efforts by the plan.



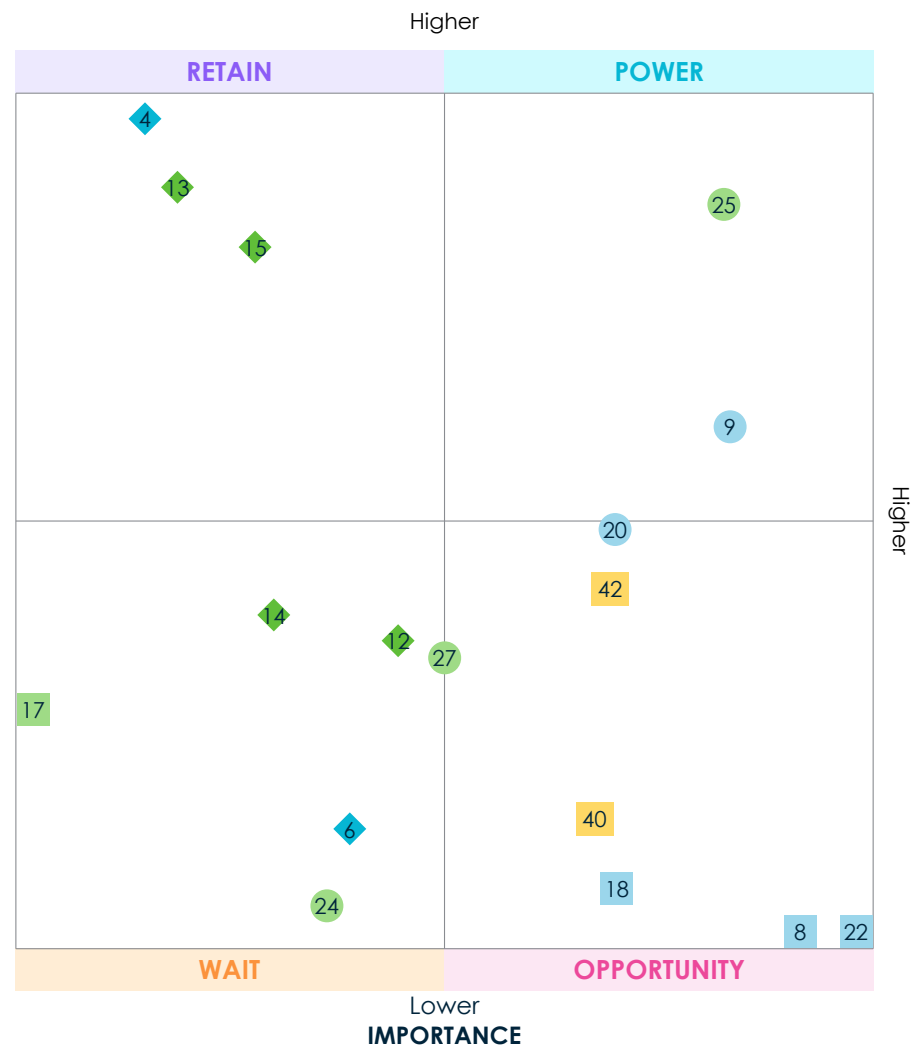
POWeR Chart – Your Results

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SURVEY MEASURE				2023	2024	2025	2025
				SRS	SRS	SRS	%tile
POWER							
●	GNC	Q9	Getting care, tests, or treatment	--	--	86.89%	61 st
●	CS	Q25	Treated with courtesy and respect	--	--	97.62%	87 th
OPPORTUNITY							
■	RATING	Q22	Rating of Specialist	--	--	53.49%	1 st
■	RATING	Q8	Rating of Health Care	--	--	45.90%	1 st
■	RATING	Q18	Rating of Personal Doctor	--	--	64.29%	7 th
●	GNC	Q20	Getting specialist appointment	--	--	79.17%	49 th
■	SQ	Q42	Easy to find Dr. that respected beliefs/cultural traditions	--	--	79.35%	--
■	SQ	Q40	Happy with language help at Dr's office	--	--	75.00%	--
●	CS	Q27	Ease of Filling Out Forms	--	--	94.34%	34 th
WAIT							
◆	HWDC	Q12	Dr. explained things	--	--	92.73%	35 th
◆	GCQ	Q6	Getting routine care	--	--	74.00%	14 th
●	CS	Q24	Provided information or help	--	--	78.05%	5 th
◆	HWDC	Q14	Dr. showed respect	--	--	94.64%	38 th
■	CC	Q17	Coordination of Care	--	--	83.33%	27 th
RETAIN							
◆	HWDC	Q15	Dr. spent enough time	--	--	94.55%	82 nd
◆	HWDC	Q13	Dr. listened carefully	--	--	96.43%	89 th
◆	GCQ	Q4	Getting urgent care	--	--	93.10%	97 th

*Percentiles based on the Press Ganey BOB of the listed year.

PERFORMANCE
Lower
Higher





Summary of Trend and Benchmark





Summary Rate Scores

Medicaid Adult

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	2025 Valid n	2023	2024	2025	2025 Press Ganey BOB	2024 Quality Compass
Rating Questions (% 9 or 10)						
Q28. Rating of Health Plan	107	--	--	46.73%	63.83% ▼	61.47% ▼
Q8. Rating of Health Care	61^	--	--	45.90%	58.03% ▼	56.80% ▼
Q18. Rating of Personal Doctor	70^	--	--	64.29%	71.37%	69.18%
Q22. Rating of Specialist	43^	--	--	53.49%	68.93% ▼	67.69% ▼
Rating Questions (% 8, 9 or 10)						
Q28. Rating of Health Plan	107	--	--	62.62%	79.08% ▼	77.65% ▼
Q8. Rating of Health Care	61^	--	--	70.49%	76.69%	75.75%
Q18. Rating of Personal Doctor	70^	--	--	75.71%	84.86% ▼	83.33% ▼
Q22. Rating of Specialist	43^	--	--	69.77%	83.51% ▼	82.52% ▼
Getting Needed Care (% Usually or Always)						
Q9. Getting care, tests, or treatment	61^	--	--	86.89%	85.48%	84.64%
Q20. Getting specialist appointment	48^	--	--	79.17%	79.37%	78.76%
Getting Care Quickly (% Usually or Always)						
Q4. Getting urgent care	29^	--	--	93.10%	83.87%	82.82%
Q6. Getting routine care	50^	--	--	74.00%	80.14%	78.69%
Effectiveness of Care (% Sometimes, Usually, or Always)						
Q32. Advised to Quit Smoking: 2YR	24^	--	--	41.67%	74.40%	73.50%
Q33. Discussing Cessation Meds: 2YR	22^	--	--	36.36%	55.14%	52.75%
Q34. Discussing Cessation Strategies: 2YR	23^	--	--	30.43%	48.46%	46.61%



Summary Rate Scores

Medicaid Adult

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	2025 Valid n	2023	2024	2025	2025 Press Ganey BOB	2024 Quality Compass
Customer Service (% Usually or Always)	41^	--	--	87.83%	89.86%	89.12%
Q24. Provided information or help	41^	--	--	78.05%	84.69%	83.84%
Q25. Treated with courtesy and respect	42^	--	--	97.62%	95.02%	94.34%
How Well Doctors Communicate (% Usually or Always)	55^	--	--	94.59%	93.58%	92.95%
Q12. Dr. explained things	55^	--	--	92.73%	93.46%	92.74%
Q13. Dr. listened carefully	56^	--	--	96.43%	93.82%	93.16%
Q14. Dr. showed respect	56^	--	--	94.64%	95.27%	94.80%
Q15. Dr. spent enough time	55^	--	--	94.55%	91.76%	91.01%
Q17. Coordination of Care	36^	--	--	83.33%	86.31%	85.64%
Q27. Ease of Filling Out Forms (% Usually or Always)	106	--	--	94.34%	94.95%	94.82%



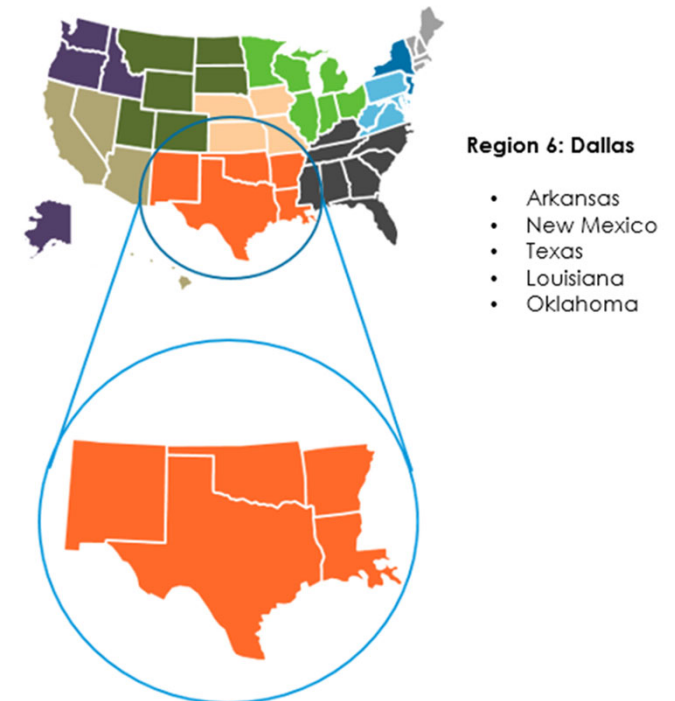
Regional Performance

Medicaid Adult

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	2025	2025 PG BOB Region
Rating Questions (% 9 or 10)		
Q28. Rating of Health Plan	46.73%	63.00% ▼
Q8. Rating of Health Care	45.90%	60.70% ▼
Q18. Rating of Personal Doctor	64.29%	72.82%
Q22. Rating of Specialist	53.49%	70.97% ▼
Rating Questions (% 8, 9 or 10)		
Q28. Rating of Health Plan	62.62%	78.09% ▼
Q8. Rating of Health Care	70.49%	77.57%
Q18. Rating of Personal Doctor	75.71%	85.18% ▼
Q22. Rating of Specialist	69.77%	84.10% ▼
Getting Needed Care (% Usually or Always)		
Q9. Getting care, tests, or treatment	86.89%	85.14%
Q20. Getting specialist appointment	79.17%	80.49%
Getting Care Quickly (% Usually or Always)		
Q4. Getting urgent care	93.10%	83.95% ▲
Q6. Getting routine care	74.00%	81.36%
Effectiveness of Care (% Sometimes, Usually, or Always)		
Q32. Advised to Quit Smoking: 2YR	41.67%	67.84% ▲
Q33. Discussing Cessation Meds: 2YR	36.36%	47.57% ▲
Q34. Discussing Cessation Strategies: 2YR	30.43%	43.18% ▲

HHS Regions: The regions used align with the U.S. Department of Health and Human Services regions.



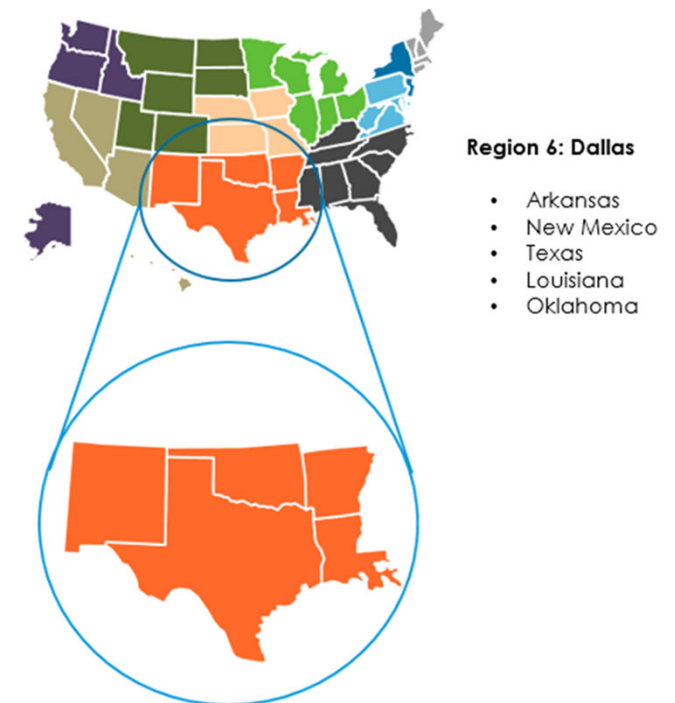
Regional Performance

Medicaid Adult

12830 - UHC CP (NM)

	2025	2025 PG BOB Region
Customer Service (% Usually or Always)	87.83%	91.22%
Q24. Provided information or help	78.05%	86.36%
Q25. Treated with courtesy and respect	97.62%	96.08%
How Well Doctors Communicate (% Usually or Always)	94.59%	93.49%
Q12. Dr. explained things	92.73%	93.24%
Q13. Dr. listened carefully	96.43%	93.71%
Q14. Dr. showed respect	94.64%	94.91%
Q15. Dr. spent enough time	94.55%	92.10%
Q17. Coordination of Care	83.33%	85.78%
Q27. Ease of Filling Out Forms (% Usually or Always)	94.34%	95.26%

HHS Regions: The regions used align with the U.S. Department of Health and Human Services regions.





Percentile Rankings

Medicaid Adult

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	Plan Score	QC %tile	2024 Quality Compass - Percentile Ranks										PG %tile	2025 Press Ganey BOB - Percentile Ranks									
			5th	10th	25th	33rd	50th	67th	75th	90th	95th		5th	10th	25th	33rd	50th	67th	75th	90th	95th		
Rating Questions (% 9 or 10)																							
Q28. Rating of Health Plan	46.73%	1 st	50.39	53.41	58.16	59.36	61.67	64.14	65.52	68.54	70.79	1 st	54.42	55.69	60.11	61.26	63.50	65.25	66.20	71.07	72.65		
Q8. Rating of Health Care	45.90%	2 nd	47.66	50.00	53.44	55.07	56.63	59.47	60.54	63.36	64.52	1 st	50.46	52.13	54.85	55.78	57.64	59.83	60.86	64.29	66.65		
Q18. Rating of Personal Doctor	64.29%	14 th	60.95	63.01	66.01	67.25	69.26	71.06	72.35	74.42	76.53	7 th	63.77	64.68	68.21	69.55	70.96	73.39	74.45	77.14	78.35		
Q22. Rating of Specialist	53.49%	1 st	60.95	62.24	64.43	65.12	67.31	69.78	70.94	74.00	75.23	1 st	58.19	60.80	65.11	66.45	69.06	71.54	72.72	74.47	75.93		
Rating Questions (% 8, 9 or 10)																							
Q28. Rating of Health Plan	62.62%	1 st	69.48	71.92	74.78	75.95	78.02	79.73	80.50	83.15	85.05	1 st	70.81	72.08	76.21	77.17	79.35	81.05	81.92	83.81	84.79		
Q8. Rating of Health Care	70.49%	9 th	68.25	70.53	72.57	73.54	75.89	77.56	78.72	81.76	82.61	7 th	69.84	71.13	73.97	74.80	76.73	78.71	79.28	81.19	83.95		
Q18. Rating of Personal Doctor	75.71%	1 st	77.08	78.17	80.89	81.87	83.68	85.00	85.43	87.61	89.84	1 st	78.98	80.72	82.58	83.02	84.86	86.13	86.90	88.89	89.69		
Q22. Rating of Specialist	69.77%	1 st	76.06	77.50	79.45	81.21	83.53	84.40	85.00	87.04	87.59	1 st	75.20	77.30	80.66	82.23	83.44	85.43	86.03	88.68	89.26		
Getting Needed Care (% U/A)	83.03%	58 th	74.53	75.52	78.56	79.75	81.99	83.73	84.90	86.12	87.06	55 th	75.00	75.96	78.71	80.54	82.43	84.62	85.37	86.96	87.48		
Q9. Getting care, tests, or treatment	86.89%	66 th	77.65	79.26	81.90	82.86	84.76	86.89	87.72	89.63	91.52	61 st	77.39	78.91	82.51	84.03	85.90	87.42	88.25	90.11	91.26		
Q20. Getting specialist appointment	79.17%	44 th	69.29	71.30	75.45	76.52	79.61	82.11	82.79	84.98	85.71	49 th	69.29	71.85	75.00	77.15	79.19	82.05	82.90	84.83	85.87		
Getting Care Quickly (% U/A)	83.55%	73 rd	70.67	73.26	77.42	78.80	81.12	82.98	83.76	86.40	87.85	61 st	74.02	75.25	79.09	80.26	82.32	84.25	85.03	87.54	88.35		
Q4. Getting urgent care	93.10%	99 th	75.63	77.54	81.31	81.82	83.51	84.66	85.19	88.24	88.99	97 th	74.36	76.97	80.56	82.00	83.77	86.31	87.10	90.23	92.27		
Q6. Getting routine care	74.00%	22 nd	67.48	69.93	74.82	76.74	79.53	82.17	83.33	86.26	87.80	14 th	69.04	72.47	76.76	78.02	80.17	82.64	83.63	85.47	87.76		
Effectiveness of Care (%S/U/A)																							
Q32. Advised to Quit Smoking: 2YR	41.67%	1 st	63.49	66.26	69.53	71.26	74.41	75.97	77.10	80.45	83.22	1 st	56.43	62.63	68.43	70.06	73.79	76.72	77.78	82.39	84.77		
Q33. Discussing Cessation Meds: 2YR	36.36%	1 st	41.32	44.04	47.52	48.65	52.88	55.36	56.62	62.60	64.83	5 th	35.83	42.17	46.69	49.82	53.90	56.64	59.07	64.53	67.75		
Q34. Discussing Cessation Strategies: 2YR	30.43%	1 st	37.01	40.00	42.43	43.20	46.30	48.28	50.08	54.96	58.58	5 th	30.08	34.97	42.89	44.32	47.29	50.00	51.87	57.36	60.08		



Percentile Rankings

Medicaid Adult

12830 - UHC CP (NM)

	Plan Score	QC %tile	2024 Quality Compass - Percentile Ranks										PG %tile	2025 Press Ganey BOB - Percentile Ranks									
			5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th	5 th		10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th		
Customer Service (% U/A)	87.83%	32 nd	85.78	86.47	87.18	87.89	89.22	90.20	90.71	91.96	92.29	24 th	84.60	86.42	87.84	88.84	89.83	91.16	91.75	93.34	94.67		
Q24. Provided information or help	78.05%	1 st	79.19	80.00	80.85	82.20	83.76	85.89	86.27	87.65	88.10	5 th	77.18	79.01	82.04	82.89	84.62	86.67	87.57	90.14	92.28		
Q25. Treated with courtesy and respect	97.62%	99 th	91.38	91.67	92.95	93.59	94.64	95.33	95.73	96.49	96.95	87 th	90.73	91.67	93.83	94.24	95.21	96.21	96.66	98.04	98.53		
How Well Doctors Communicate (% U/A)	94.59%	78 th	89.41	90.67	91.76	92.19	92.82	93.84	94.33	95.57	96.15	67 th	90.03	90.78	92.14	92.71	93.75	94.59	95.02	96.01	96.49		
Q12. Dr. explained things	92.73%	47 th	88.97	89.72	90.97	91.36	92.81	93.85	94.48	95.86	96.21	35 th	88.89	90.14	91.75	92.50	93.81	94.68	95.27	96.46	96.99		
Q13. Dr. listened carefully	96.43%	93 rd	89.56	90.68	91.71	92.39	93.23	94.04	94.68	95.77	96.51	89 th	89.51	91.07	92.32	92.92	94.12	94.84	95.36	96.49	97.24		
Q14. Dr. showed respect	94.64%	45 th	90.99	92.31	93.64	94.04	94.95	95.77	96.15	97.32	97.73	38 th	91.60	92.61	93.85	94.44	95.48	96.43	96.80	97.63	98.31		
Q15. Dr. spent enough time	94.55%	89 th	86.21	87.96	89.19	89.62	91.18	92.39	92.86	94.70	95.97	82 nd	86.12	87.50	89.52	90.11	91.84	93.15	93.91	95.14	95.80		
Q17. Coordination of Care	83.33%	30 th	79.53	81.40	82.99	83.59	85.07	86.73	88.46	90.57	91.87	27 th	77.37	79.60	83.01	84.29	86.04	88.19	89.35	91.14	92.41		
Q27. Ease of Filling Out Forms (% U/A)	94.34%	37 th	91.30	92.49	93.58	94.13	94.78	95.90	96.24	97.11	97.46	34 th	91.94	92.88	93.90	94.24	95.21	96.00	96.27	97.38	98.04		



Appendix



Appendix A: Correlations

12830 - UHC CP (NM)

Highest Correlations

Below are the key measures with the highest correlations to the Rating measures.

With Rating Of Health Care		
Q9	Getting care, tests, or treatment	0.6951
Q22	Rating of Specialist	0.6795
Q18	Rating of Personal Doctor	0.6675
Q4	Getting urgent care	0.5477
Q40	Happy with language help at Dr's office	0.5118
Q24	Provided information or help	0.4955
Q17	Coordination of Care	0.4408
Q13	Dr. listened carefully	0.3994
Q12	Dr. explained things	0.3482
Q25	Treated with courtesy and respect	0.3032

With Rating Of Personal Doctor		
Q8	Rating of Health Care	0.6675
Q22	Rating of Specialist	0.6659
Q15	Dr. spent enough time	0.5076
Q6	Getting routine care	0.4435
Q17	Coordination of Care	0.4432
Q9	Getting care, tests, or treatment	0.4403
Q14	Dr. showed respect	0.4108
Q27	Ease of Filling Out Forms	0.3945
Q13	Dr. listened carefully	0.3690
Q12	Dr. explained things	0.3316

With Rating Of Specialist		
Q25	Treated with courtesy and respect	0.7572
Q8	Rating of Health Care	0.6795
Q18	Rating of Personal Doctor	0.6659
Q40	Happy with language help at Dr's office	0.6356
Q9	Getting care, tests, or treatment	0.6256
Q20	Getting specialist appointment	0.5530
Q4	Getting urgent care	0.4341
Q24	Provided information or help	0.3490
Q6	Getting routine care	0.3386
Q42	Easy to find Dr. that respected beliefs/cultural traditions	0.3205



UHC Average Analysis

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Summary Rate Scores

Medicaid Adult

12830 - UHC CP (NM)

	2025 Valid n	2023	2024	2025	2025 UHC Average	2025 UHC West Region Average
Rating Questions (% 9 or 10)						
Q28. Rating of Health Plan	107	--	--	46.73%	62.32% ▼	60.80% ▼
Q8. Rating of Health Care	61^	--	--	45.90%	57.45%	55.45%
Q18. Rating of Personal Doctor	70^	--	--	64.29%	71.22%	71.14%
Q22. Rating of Specialist	43^	--	--	53.49%	67.47%	65.86%
Rating Questions (% 8, 9 or 10)						
Q28. Rating of Health Plan	107	--	--	62.62%	77.54% ▼	77.03% ▼
Q8. Rating of Health Care	61^	--	--	70.49%	76.32%	74.40%
Q18. Rating of Personal Doctor	70^	--	--	75.71%	84.05%	83.48%
Q22. Rating of Specialist	43^	--	--	69.77%	82.67%	80.91%
Getting Needed Care (% Usually or Always)						
Q9. Getting care, tests, or treatment	61^	--	--	86.89%	85.20%	84.42%
Q20. Getting specialist appointment	48^	--	--	79.17%	77.88%	73.60%
Getting Care Quickly (% Usually or Always)						
Q4. Getting urgent care	39^	--	--	83.55%	81.21%	78.64%
Q6. Getting routine care	29^	--	--	93.10%	82.91%	81.36%
Q6. Getting routine care	50^	--	--	74.00%	79.51%	75.93%
Effectiveness of Care (% Sometimes, Usually, or Always)						
Q32. Advised to Quit Smoking: 2YR	24^	--	--	41.67%	75.09%	67.37%
Q33. Discussing Cessation Meds: 2YR	22^	--	--	36.36%	56.38%	49.76%
Q34. Discussing Cessation Strategies: 2YR	23^	--	--	30.43%	50.71%	47.03%



Summary Rate Scores

Medicaid Adult

12830 - UHC CP (NM)

	2025 Valid n	2023	2024	2025	2025 UHC Average	2025 UHC West Region Average
Customer Service (% Usually or Always)	41^	--	--	87.83%	89.92%	88.04%
Q24. Provided information or help	41^	--	--	78.05%	84.87%	81.37%
Q25. Treated with courtesy and respect	42^	--	--	97.62%	94.97%	94.71%
How Well Doctors Communicate (% Usually or Always)	55^	--	--	94.59%	93.66%	92.66%
Q12. Dr. explained things	55^	--	--	92.73%	93.52%	91.72%
Q13. Dr. listened carefully	56^	--	--	96.43%	93.95%	93.71%
Q14. Dr. showed respect	56^	--	--	94.64%	95.39%	94.64%
Q15. Dr. spent enough time	55^	--	--	94.55%	91.76%	90.57%
Q17. Coordination of Care	36^	--	--	83.33%	86.10%	83.42%
Q27. Ease of Filling Out Forms (% Usually or Always)	106	--	--	94.34%	94.80%	94.79%



Demographic Profile

Medicaid Adult

12830 - UHC CP (NM)

	2023	2024	2025	2025 UHC Average
Q29. Overall Health			(n=110)	
Excellent/Very good			33.64%	29.29%
Good			28.18%	34.67%
Fair/Poor			38.18%	36.03%
Q30. Mental Health			(n=108)	
Excellent/Very good			43.52%	35.99%
Good			27.78%	32.40%
Fair/Poor			28.70%	31.62%
Q35. Age			(n=107)	
18-34			22.43%	20.28%
35 to 44			13.08%	12.18%
45 to 54			13.08%	15.66%
55 or Older			51.40%	51.88%
Q36. Gender			(n=105)	
Male			56.19%	41.70% ▲
Female			43.81%	58.30% ▼
Q38. Ethnicity			(n=100)	
Yes, Hispanic or Latino			62.00%	15.32% ▲
No, not Hispanic or Latino			38.00%	84.68% ▼
Q39. Race			(n=95)	
White			67.37%	58.94%
Black or African American			7.37%	25.69% ▼
Asian			3.16%	8.72% ▼
Native Hawaiian or other Pacific Islander			0.00%	2.07% ▼
American Indian or Alaska Native			4.21%	3.48%
Other			26.32%	10.12% ▲
Q37. Education			(n=103)	
High school or less			52.43%	61.41%
Some college or 2-year degree			35.92%	26.41% ▲
College graduate or more			11.65%	12.18%



Supplemental Questions

Medicaid Adult

12830 - UHC CP (NM)

	2023	2024	2025	2025 UHC Average
Q40. Happy with language help at Dr's office				
Opt-out / Exclusion (n)				
I did not need language help	--	--	59	3172
Base (n)	--	--	44	2014
Always	--	--	47.73%	64.50%
Usually	--	--	27.27%	19.27%
Sometimes	--	--	15.91%	10.43%
Never	--	--	9.09%	5.81%
Summary Rate Score (%Usually or Always)	--	--	75.00%	83.76%
Q41. Got interpreter				
Opt-out / Exclusion				
I did not need an interpreter to help me speak with doctors or other health providers in the last 6 months	--	--	70	4193
Base (n)	--	--	33	1380
Always	--	--	24.24%	32.75%
Usually	--	--	24.24%	11.88%
Sometimes	--	--	12.12%	12.03%
Never	--	--	39.39%	43.33%
Summary Rate Score (%Usually or Always)	--	--	48.48%	44.64%
Q42. Easy to find Dr. that respected beliefs/cultural traditions				
Base (n)	--	--	92	5022
Always	--	--	60.87%	66.35%
Usually	--	--	18.48%	16.71%
Sometimes	--	--	7.61%	6.17%
Never	--	--	13.04%	10.77%
Summary Rate Score (%Usually or Always)	--	--	79.35%	83.05%



Supplemental Questions

Medicaid Adult

12830 - UHC CP (NM)

	2023	2024	2025	2025 UHC Average
Q43. Phoned health plan to get help with transportation				
Base (n)	--	--	102	310
Yes	--	--	7.84%	11.29%
No	--	--	92.16%	88.71%
Summary Rate Score (%Yes)	--	--	7.84%	11.29%
Q44. Got help with transportation				
Opt-out / Exclusion				
I did not phone my health plan for help with transportation in the last 6 months				
Base (n)	--	--	8	8
Always	--	--	37.50%	37.50%
Usually	--	--	12.50%	12.50%
Sometimes	--	--	50.00%	50.00%
Never	--	--	0.00%	0.00%
Summary Rate Score (%Usually or Always)	--	--	50.00%	50.00%
Q45. Help with transportation met your needs				
Opt-out / Exclusion				
I did not phone my health plan for help with transportation in the last 6 months				
Base (n)	--	--	7	7
Always	--	--	57.14%	57.14%
Usually	--	--	14.29%	14.29%
Sometimes	--	--	14.29%	14.29%
Never	--	--	14.29%	14.29%
Summary Rate Score (%Usually or Always)	--	--	71.43%	71.43%



Supplemental Questions

Medicaid Adult

12830 - UHC CP (NM)

	2023	2024	2025	2025 UHC Average
Q46. Amount of time to get appt. for regular/routine care				
Opt-out / Exclusion (n)				
I did not need an appointment for regular or routine care	--	--	36	36
Base (n)	--	--	63	63
1-7 days	--	--	63.49%	63.49%
8-21 days	--	--	14.29%	14.29%
22-30 days	--	--	11.11%	11.11%
31 days or more	--	--	11.11%	11.11%
Mean Score	--	--	11.54	11.54
Q47. Main problem for not getting care, tests or treatment				
Opt-out / Exclusion				
I did not have a problem getting care, tests, or treatment	--	--	65	65
Base (n)	--	--	29	29
Plan did not approve my care, tests, or treatment	--	--	17.24%	17.24%
Care, tests, or treatment delayed while waiting for plan's approval	--	--	0.00%	0.00%
Providers I wanted to see were not in my plan or network	--	--	20.69%	20.69%
Could not get an appointment with a provider at a convenient time	--	--	6.90%	6.90%
The cost for care, tests, or treatment was too high for me	--	--	6.90%	6.90%
Brand name medications I wanted cost more than the generic available	--	--	0.00%	0.00%
The cost of my medications was too high	--	--	10.34%	10.34%
Problems getting my plan to pay claims after getting care, tests, or treatment	--	--	3.45%	3.45%
Problems getting a referral to a specialist	--	--	3.45%	3.45%
Other (Please Specify)	--	--	31.03%	31.03%



Supplemental Questions

Medicaid Adult

12830 - UHC CP (NM)

	2023	2024	2025	2025 UHC Average
Q48. Location for non-emergency care after hours				
Opt-out / Exclusion (n)				
I did not need after hours care	--	--	74	3368
Base (n)	--	--	25	2096
I received help from my doctor's office	--	--	16.00%	15.79%
I received care at an in Network Urgent Care Center	--	--	24.00%	31.01%
I received care at the Emergency Room	--	--	52.00%	46.33%
I was unable to get care	--	--	8.00%	6.87%
Q49. Location for non-emergency care during office hours when Dr. was not available				
Base (n)	--	--	50	50
I received care at an in Network Urgent Care Center	--	--	26.00%	26.00%
I received care at the Emergency Room	--	--	50.00%	50.00%
I was unable to get care	--	--	24.00%	24.00%
Q50. Ease of getting appt. with mental health/substance use disorder specialist				
Opt-out / Exclusion				
I did not see a mental health or substance use disorder specialist in the last 6 months	--	--	60	674
Base (n)	--	--	38	1172
Always	--	--	21.05%	47.53%
Usually	--	--	13.16%	19.97%
Sometimes	--	--	21.05%	12.12%
Never	--	--	44.74%	20.39%
Summary Rate Score (%Usually or Always)	--	--	34.21%	67.49% ▼