



## Aetna Better Health® of Maryland

### 2024 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.

#### PERCENT RESPONDING 8, 9 OR 10

Overall Rating	ABH General Population	ABH General Population	ABH General Population	ABH General Population	Comparison to HC aggregate	HealthChoice Aggregate
	2024	2023	2022	2021	2024	2024
Personal Doctor	74.10%	74.80%	75.47%	76.98%	-7.75	81.85%
Specialist	70.15%	79.66%	70.91%	78.38%	-11.71	81.86%
Health Care Overall	68.25%	67.96%	72.62%	71.17%	-5.72	73.97%
Health Plan Overall	67.89%	69.71%	66.91%	61.20%	-6.26	74.15%

Blue type = less than 100 valid responses

Survey Measures	ABH	ABH	ABH	ABH	HealthChoice Aggregate
	2024	2023	2022	2021	2024
Getting Care					
Getting Needed Care Composite	71.68%	73.14%	77.38%	82.54%	79.70%
Ease of Getting Needed Care	78.57%	76.92%	86.90%	81.08%	83.01%
Ease of Seeing a Specialist	64.79%	69.35%	67.86%	84.00%	76.39%
Getting Care Quickly Composite	72.28%	73.94%	76.50%	77.87%	78.82%
Ease of Getting Urgent Care	76.71%	77.78%	71.05%	76.79%	80.11%
Ease of Getting a Check-up or Routine Care	67.86%	70.10%	81.94%	78.95%	77.53%
Coordination of Care	77.78%	81.82%	81.82%	88.14%	84.57%

Blue type = less than 100 valid responses

Survey Measures	ABH	ABH	ABH	ABH	HealthChoice Aggregate
	2024	2023	2022	2021	2024
Additional Measures NOT reported in NCQA's Health Plan Ratings					
<b>How Well Doctors Communicate Composite</b>	<b>91.42%</b>	91.21%	90.64%	93.39%	92.56%
Doctor explained things in a way that was easy to understand	<b>91.18%</b>	91.21%	92.00%	95.60%	92.60%
Doctor listened carefully to you	<b>94.12%</b>	90.11%	90.54%	91.21%	92.68%
Doctor showed respect for what you had to say	<b>93.14%</b>	92.31%	93.33%	95.56%	94.05%
Doctor spent enough time with you	<b>87.25%</b>	91.21%	86.67%	91.21%	90.86%
<b>Customer Service Composite</b>	<b>82.83%</b>	81.95%	87.27%	87.12%	88.65%
Received information or help needed from health plan's Customer Service	<b>72.15%</b>	72.00%	81.82%	83.33%	82.65%
Treated with courtesy and respect by health plan's Customer Service	<b>93.51%</b>	91.89%	92.73%	90.91%	94.65%
<b>Effectiveness of Care Measures</b>					
Advising smokers/tobacco users to quit	<b>75.90%</b>	76.56%	60.71%	62.63%	76.32%
Discussing cessation medications	<b>49.40%</b>	40.63%	45.78%	45.00%	55.18%
Discussing cessation strategies	<b>46.34%</b>	41.27%	43.75%	41.84%	50.19%

Blue type = less than 100 valid responses

### **Child Survey:**

Overall Aetna Better Health of Maryland declined in the overall measures but saw some improvement in the getting care measures and the doctor related measures. Continued improvement is needed to exceed the HealthChoice aggregate scores.

#### PERCENT RESPONDING 8, 9 OR 10

Overall Rating	ABH child General Population	ABH child General Population	ABH child General Population	ABH child General Population	Comparison to HC aggregate	HealthChoice Aggregate
	2024	2023	2022	2021	2024	2024
<b>Personal Doctor</b>	<b>89.60%</b>	90.13%	82.61%	85.38%	+0.44	89.16%
<b>Specialist</b>	<b>88.00%</b>	80.85%	90.63%	83.33%	+0.80	87.20%
<b>Health Care Overall</b>	<b>86.10%</b>	86.88%	85.50%	85.05%	-1.21	87.31%
<b>Health Plan Overall</b>	<b>83.94%</b>	84.86%	79.39%	76.04%	-1.50	85.44%

Blue type = less than 100 valid responses

Survey Measures	ABH	ABH	ABH	ABH	HealthChoice Aggregate
	2024	2023	2022	2021	2024
Getting Care					
Getting Needed Care Composite	78.44%	70.45%	81.87%	83.26%	79.92%
Ease of Getting Needed Care	84.38%	80.12%	90.77%	88.08%	87.31%
Ease of Seeing a Specialist	72.50%	60.78%	72.97%	78.43%	72.53%
Getting Care Quickly Composite	81.83%	80.49%	86.49%	79.68%	82.51%
Ease of Getting Urgent Care	85.84%	87.18%	92.00%	83.72%	86.01%
Ease of Getting a Check-up or Routine Care	77.82%	73.80%	80.99%	75.65%	79.01%
Coordination of Care	77.14%	79.37%	77.78%	74.51%	80.39%

Blue type = less than 100 valid responses

Survey Measures	ABH	ABH	ABH	ABH	HealthChoice Aggregate
	2024	2023	2022	2021	2024
Additional Measures NOT reported in NCQA's Health Plan Ratings					
How Well Doctors Communicate Composite	90.01%	89.59%	94.12%	89.22%	91.46%
Doctor explained things in a way that was easy to understand	89.54%	88.70%	94.53%	89.37%	90.81%
Doctor listened carefully to you	93.39%	92.18%	96.88%	92.23%	93.65%
Doctor showed respect for what you had to say	95.02%	93.85%	97.66%	94.20%	95.46%
Doctor spent enough time with you	82.08%	83.62%	87.40%	81.07%	85.92%
Customer Service Composite	81.03%	76.79%	90.45%	85.56%	86.88%
Received information or help needed from health plan's Customer Service	74.14%	63.10%	84.13%	77.78%	81.00%
Treated with courtesy and respect by health plan's Customer Service	87.93%	90.48%	96.77%	93.33%	92.76%

Blue type = less than 100 valid responses

**Children with Chronic Conditions Measures (CCC Population)**

CCC Composite Measure / Rating item	ABH	ABH	ABH	ABH	HealthChoice Aggregate
	2024	2023	2022	2021	2024
Access to Prescription Medications	85.84%	80.99%	88.76%	88.71%	88.51%
Access to Specialized Services	64.88%	65.26%	53.83%	66.93%	68.82%
Getting needed information	87.22%	84.80%	93.81%	88.55%	87.82%
Personal Doctor Who Knows Child (Composite)	88.84%	90.08%	90.15%	90.34%	89.07%
Coordination of Care - Child w/CC (Composite)	76.12%	67.07%	77.79%	57.44%	73.63%

Blue type = less than 100 valid responses