

2020 Quality Improvement Program Survey results

Member satisfaction survey results (CAHPS®)

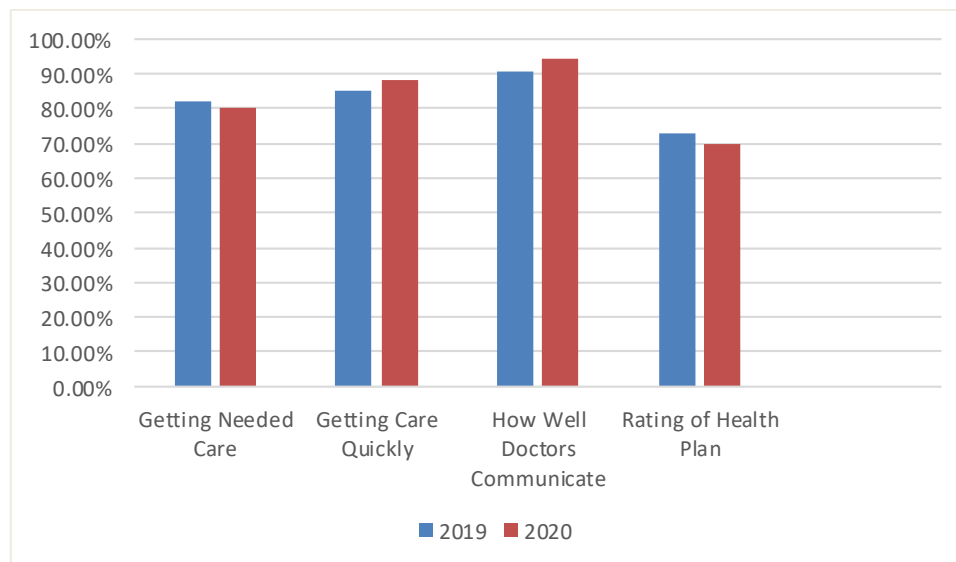
Quality continues to be the Amerigroup Community Care top priority to ensure that members receive excellent service and quality care. Each year, Amerigroup in partnership with the State of Maryland, reaches out to members and providers to get valuable feedback, which helps identify areas in need of improvement for our quality health care services. We are proud to share our results and our ongoing efforts to enhance services and incorporate feedback given by members and providers.

The COVID-19 pandemic has impacted our response rates for our satisfaction surveys. As a result, new protocols were established to allow the appropriate data to be collected. We value the feedback provided from members and providers and strive to continuously improve our health plan.

Member satisfaction composite results

Based on complaints, appeals and the results of the annual Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys for children and adults, the graphs below show how members scored on four composite measures.

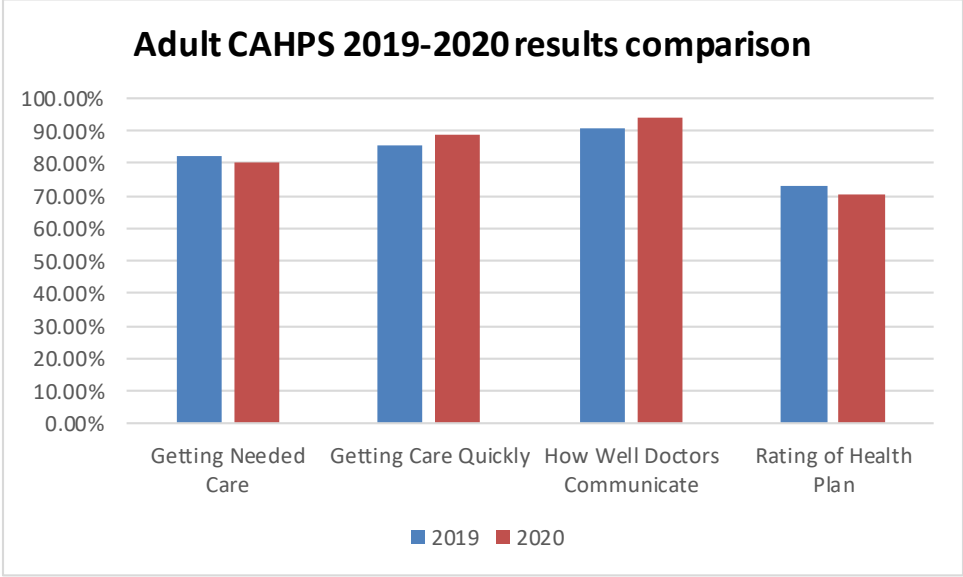
Child CAHPS 2019-2020 result comparison



Note: If the rate denominator is less than 100, NCQA assigns a measure of **NA**. Customer service is **NA**.

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