Healthgrades® Patient Satisfaction Ratings

Overview

Starting March 3, 2016, UnitedHealthcare Commercial and Medicare Advantage members will now see Healthgrades patient satisfaction ratings when they use the care provider search tool at myUHC.com. Healthgrades is an independent company and online resource that allows patients to rate their satisfaction with their health care providers after their appointment and makes this data available to the public. Patient satisfaction ratings are part of our ongoing efforts toward reinforcing quality of care, increasing member education and aligning with The Centers for Medicare & Medicaid Services (CMS) tools.

Healthgrades’ questions are adapted from the CMS Consumer Assessment of Health Care Providers and Systems (CAHPS) survey, focusing on patient satisfaction with a care provider related to their individual health care experience. Healthgrades removes duplicate reviews and uses the most recent survey rating from an individual. They require surveys from patients, or family members of patients, and an email address or mobile number for authentication before posting ratings publically.

Patient satisfaction ratings are recognized and communicated to members as the opinions of other patients and not recommendations to use the services of any specific care provider. They are offered as one of many factors that members may want to consider when choosing a care provider but not as the sole basis for selection.

For more information, please see the following answers to frequently asked questions, or contact UnitedHealthcare’s Health Care Measurement Resource Center at 866-270-5588. Thank you.

Frequently Asked Questions

Q1. Why is UnitedHealthcare displaying Healthgrades patient satisfaction ratings and where do the ratings come from?

A. UnitedHealthcare is incorporating patient satisfaction ratings for members when they use the provider search tool on myUHC.com to reinforce quality of care, increase member education and align with The Centers for Medicare & Medicaid Services (CMS) tools.

UnitedHealthcare will display patient satisfaction and health care experience review information from Healthgrades, an independent company and online resource that gathers information about health care providers, such as patient feedback about their satisfaction with health care providers.

Patient satisfaction ratings are recognized and communicated to members as statements of opinion and not recommendations to use the services of any specific care provider. They are offered as one of many factors for choosing a care provider but not as the sole basis for selection. For more information, please visit Healthgrades.com.
Q2. What is included when a consumer completes a Healthgrades patient satisfaction rating?
A. Healthgrades.com survey categories are similar to the CMS CAHPS survey:
   1. Likelihood of recommending doctor to family and friends
   2. Level of trust in provider’s decisions
   3. How well provider explains medical condition(s)
   4. How well provider listens and answers questions
   5. Spends appropriate amount of time with patients
   6. Ease of scheduling urgent appointments
   7. Office environment, cleanliness, comfort, etc.
   8. Staff friendliness and courteousness
   9. Total wait time for waiting room and exam room

Each topic has a single rating option. Responses to questions are averaged for a rating per each topic. Responses are measured on a scale of 1 to 5 stars, with 5 stars being the highest.

- ★☆☆☆☆ – 1 out of 5 stars
- ★★☆☆☆ – 2 out of 5 stars
- ★★★☆☆ – 3 out of 5 stars
- ★★★★☆ – 4 out of 5 stars
- ★★★★★ – 5 out of 5 stars

Q3. How does Healthgrades examine patient satisfaction ratings and where can care providers view their individual ratings?
A. Healthgrades removes duplicate reviews and uses the most recent survey rating from an individual. They require surveys from patients, or family members of patients, and an email address or mobile number for authentication. Care providers can find patient ratings information at Healthgrades.com.

Q4. What is the minimum patient sample size used by Healthgrades and how long is a single rating used as part of a care provider’s overall rating?
A. Consistent with other consumer rating tools, at least one patient must post a review for one to be displayed. The ratings and a total number of reviews are shown. Individual patient satisfaction ratings remain on the care provider’s Healthgrades profile for two years.

Q5. How often are ratings refreshed?
A. UnitedHealthcare uses real-time data from Healthgrades. If ratings are available on Healthgrades.com, they should display in the provider search tool on myUHC.com. If a care provider is newly contracted with UnitedHealthcare, or their profile on Healthgrades.com was created recently, ratings will be visible on myUHC.com within three months.

Q6. What types of care providers are included in patient satisfaction ratings from Healthgrades?
A. Physicians, nurse practitioners, and physician’s assistants can receive patient satisfaction ratings. Facilities are not included.

Q7. Who can a care provider contact if they have questions about what is displaying on the myUHC.com provider search tool?
A. UnitedHealthcare’s Health Care Measurement Resource Center can be reached at 866-270-5588.
Here is a fictional sample of what the care provider search results screen may look like for UnitedHealthcare members:

[Image of a webpage showing search results for primary care providers.]