



Aetna Better Health® of Maryland

2025 CAHPS Survey results Summary

Adult:

Overall Aetna Better Health of Maryland improved in most measures but saw some decline. Continued improvement is needed to exceed the HealthChoice aggregate scores.

Overall Rating	PERCENT RESPONDING 8, 9 OR 10					
	ABH General Population	ABH General Population	ABH General Population	ABH General Population	Comparison to HC aggregate	HealthChoice Aggregate
	2025	2024	2023	2022	2025	2025
Personal Doctor	73.05%	74.10%	74.80%	75.47%	-8.60	81.65%
Specialist	80.65%	70.15%	79.66%	70.91%	-1.30	81.95%
Health Care Overall	74.82%	68.25%	67.96%	72.62%	-1.29	76.11%
Health Plan Overall	70.32%	67.89%	69.71%	66.91%	-4.37	74.69%

Blue type = less than 100 valid responses

↓ = statistically significant below the NCOA Quality Mean

↓ = statistically significant below the HC Aggregate rate

Survey Measures	ABH	ABH	ABH	ABH	HealthChoice Aggregate
	2025	2024	2023	2022	2025
Additional Measures NOT reported in NCQA's Health Plan Ratings					
How Well Doctors Communicate Composite	92.98%	91.42%	91.21%	90.64%	92.25%
Doctor explained things in a way that was easy to understand	93.39%	91.18%	91.21%	92.00%	91.78%
Doctor listened carefully to you	93.39%	94.12%	90.11%	90.54%	92.45%
Doctor showed respect for what you had to say	95.04%	93.14%	92.31%	93.33%	95.08%
Doctor spent enough time with you	90.08%	87.25%	91.21%	86.67%	89.69%
Customer Service Composite	85.69%	82.83%	81.95%	87.27%	87.04%
Received information or help needed from health plan's Customer Service	76.53%	72.15%	72.00%	81.82%	80.35%
Treated with courtesy and respect by health plan's Customer Service	94.85%	93.51%	91.89%	92.73%	93.72%

Effectiveness of Care Measures					
Advising smokers/tobacco users to quit	72.09%	75.90%	75.90%	76.56%	71.98%
Discussing cessation medications	51.16%	49.40%	49.40%	40.63%	52.98%
Discussing cessation strategies	46.51%	46.34%	46.34%	41.27%	48.57%

Blue type = less than 100 valid responses

Child Survey:

Overall Aetna Better Health of Maryland improved in the overall measures and saw improvement in the getting care measures and the doctor related measures. Some improvement is needed to exceed the HealthChoice aggregate scores in the Specialist measure.

PERCENT RESPONDING 8, 9 OR 10

Overall Rating	ABH child General Population	Comparison to HC aggregate	HealthChoice Aggregate			
	2025	2024	2023	2022	2025	2025
Personal Doctor	90.71%	89.60%	90.13%	82.61%	+0.58	90.13%
Specialist	80.95%	88.00%	80.85%	90.63%	-2.50	83.45%
Health Care Overall	87.9%	86.10%	86.88%	85.50%	+0.44	87.46%
Health Plan Overall	85.27%	83.94%	84.86%	79.39%	+0.07	85.20%

Blue type = less than 100 valid responses

Survey Measures	ABH	ABH	ABH	ABH	HealthChoice Aggregate
	2025	2024	2023	2022	2025
Getting Care					
Getting Needed Care Composite	78.37%	78.44%	70.45%	81.87%	79.77%
Ease of Getting Needed Care	87.96%	84.38%	80.12%	90.77%	88.77%
Ease of Seeing a Specialist	68.82%	72.50%	60.78%	72.97%	70.78%
Getting Care Quickly Composite	83.93%	81.83%	80.49%	86.49%	82.07%
Ease of Getting Urgent Care	85.63%	85.84%	87.18%	92.00%	85.26%
Ease of Getting a Check-up or Routine Care	82.24%	77.82%	73.80%	80.99%	78.88%
Coordination of Care	83.46%	77.14%	79.37%	77.78%	80.44%

Blue type = less than 100 valid responses

Survey Measures	ABH	ABH	ABH	ABH	HealthChoice Aggregate
	2025	2024	2023	2022	2025
Additional Measures NOT reported in NCQA's Health Plan Ratings					
How Well Doctors Communicate Composite	92.37%	90.01%	89.59%	94.12%	91.72%
Doctor explained things in a way that was easy to understand	91.51%	89.54%	88.70%	94.53%	91.72%
Doctor listened carefully to you	93.71%	93.39%	92.18%	96.88%	94.25%
Doctor showed respect for what you had to say	96.55%	95.02%	93.85%	97.66%	95.28%
Doctor spent enough time with you	87.7%	82.08%	83.62%	87.40%	84.62%
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
	2025	2024	2023	2022	2025
Access to Prescription Medications	80.32%	85.84%	80.99%	88.76%	89.25%
Access to Specialized Services	54.98%	64.88%	65.26%	53.83%	69.00%
Getting needed information	88.57%	87.22%	84.80%	93.81%	89.59%
Personal Doctor Who Knows Child (Composite)	90.87%	88.84%	90.08%	90.15%	90.40%
Coordination of Care - Child w/CC (Composite)	68.52%	76.12%	67.07%	77.79%	72.77%

Blue type = less than 100 valid responses